



ATEL

BUILDING A STRONGER WORKFORCE



Student Handbook

2019

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ATEL Training Solutions reserves the right to update or modify the *Student Handbook* without notice.

INTRODUCTION TO ATEL TRAINING SOLUTIONS

ATEL Training Solutions welcomes you and encourages you to familiarise yourself with the contents of this handbook, which contains important information about our training services and the commitments we make to you as a client of ATEL Training Solutions.

Our vision

“Deliver sustainable recruitment, employment, training and consulting services that help individuals achieve their career potential and support our client’s growth”.

Statement of Purpose

To achieve our vision we will provide a sustainable customer focused service that:

- Identifies business solutions that support our clients development and growth
- Works closely with our clients to identify future trends and opportunities
- Develops Skills
- Provides Career Development
- Delivers effective training
- Builds lasting connections, value and loyalty

Our guarantee

ATEL Training Solutions provides every student with the guarantee that once enrolled for training, we will ensure that students are provided with every opportunity to allow them to fulfil the requirements of the training. If for whatever reason circumstances change, or the ability to complete the training, ATEL Training Solutions will make alternative arrangements to assure that student needs are met.

RTO INFORMATION

ATEL Training Solutions is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA). Throughout this document we will be referred to as our trading name ATEL Training Solutions.

Registration

Legal Name: Apprentices-Trainees-Employment Ltd

Trading Name: ATEL Training Solutions

RTO ID: 3558

About Vocational Education & Training (VET)

VET aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time;
- re-enter the workforce after an absence;
- train or re-train for a new job;
- upgrade their skills; or
- progress into further study including further VET or university courses.

Nationally Accredited Training

ATEL Training Solutions offers nationally-accredited training. A full listing of qualifications offered by ATEL Training Solutions can be found at: <https://training.gov.au/Organisation/Details/3558>

MARKETING

ATEL Training Solutions abides by strong ethical standards in relation to marketing our services. We market vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous

statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

ATEL Training Solutions will not state or imply that courses other than those on the Scope of Registration are recognised by State Training Authorities.

CODE OF PRACTICE

ATEL Training Solutions commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and meet contractual obligations. ATEL Training Solutions has in place a code of practice that makes the following commitments to:

- Uphold the integrity and good reputation of the company
- Demonstrate ATEL Training Solutions commitment to all clients
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

THIRD PARTY ARRANGEMENTS

ATEL Training Solutions may have a written agreement with a third party to provide training and assessment services on our behalf. Students will be notified prior to enrolment if services will be provided under a third party arrangement and a confirmation letter will be sent prior to the commencement of training.

Training services delivered under Third Party arrangements

Students undertaking training with a third party provider, on behalf of ATEL Training Solutions have the same rights and obligations as the students completing their training directly with ATEL Training Solutions. This includes the right to make a complaint or appeal a decision about services being provided by third party providers on our behalf. Therefore the reporting and handling of complaints and appeals is in accordance with the procedure as outlined in this handbook.

Changes to Training Services

ATEL Training Solutions will notify students in writing or via email of any changes to the agreed services by a third party arrangement within 7 working days. These changes may include the third party provider ceasing to deliver any part of the training. In the event of changes where the third party ceasing to operate or provide training ATEL Training Solutions will protect the learner by completing the training ourselves.

QUALIFIED TRAINER AND ASSESSORS

Training and assessment is conducted by qualified trainer and assessors in accordance with the VET Quality Framework. All trainer and assessors have relevant qualifications and experience relevant to the course/s they are delivering.

ATEL Training Solutions ensures that the responsibility for the management and co-ordination of training delivery, assessment (including RPL), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

ENROLMENT AND SELECTION

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a traineeship/course, these shall be clearly stated to the potential students at the point of enquiry.

Students who access funded training in in their respective Sate/Territory may be impacted in accessing further subsidised training. For an assessment on your specific circumstances please talk to your ATEL Training Solutions representative or contact ATEL Training Solutions administration team.

Enrolment Form

Information supplied on the enrolment form will only be available to ATEL Training Solutions, State Departments of Education & Training and the National Centre for Vocational Education and Research (NCVER).

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with ATEL Training Solutions privacy policy.

Disability Supplement

The purpose of the disability supplement is to provide additional information to assist with answering the disability question in the enrolment form.

If you indicate the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in

fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'19 — Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

PRIVACY POLICY

ATEL Training Solutions is committed to protecting your privacy and your personal information under the Privacy Amendment (Private Sector) Act 2000 and in accordance with the Australian Privacy Principles (APPs).

Collection

ATEL Training Solutions will only collect the information necessary for the purpose of one or more of its functions.

Type of personal information we collect and hold

ATEL Training Solutions collects and holds personal information about you for enrolment, and Government statistical and reporting purposes. Personal information collected includes:

- Your name
- Gender
- Date of birth
- Residential address
- Language
- Photo identification
- Victorian Student Number (VSN) – Vic only
- Proof of concession eligibility
- Cultural diversity
- Ethnicity
- Contact details (phone/email)
- Employment
- Special needs
- Prior qualifications
- Reason for training
- Schooling

How we collect and hold the information

ATEL Training Solutions collects information during the enrolment process and training and assessment services. The information is held electronically in personal student records or secure paper based files in which only authorised ATEL Training Solutions staff have access.

ATEL Training Solutions takes all reasonable steps to protect your personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

Collection Methods

- Student personal and sensitive information as well as training activity information is prescribed by the AVETMISS standard. This information is collected directly from students using enrolment forms which may be paper based or electronic and other administrative forms relating to training and assessment functions.
- Survey responses are collected and destroyed after use.
- Enquiry information from prospective students including personal contact information is collected directly from individuals who make requests either by telephone or email in person or via our website.

Sensitive Information

- Personal information collected by ATEL Training Solutions that may be regarded as 'sensitive' under the Privacy Act includes: 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.

Direct Marketing

ATEL Training Solutions conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006.

Notification of Collection

ATEL Training Solutions aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal.

- Surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).

How we use the information

ATEL Training Solutions, the State Training Authority's and NCVET will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Information for these purposes are provided electronically through email or secure databases in which only authorised ATEL Training Solutions staff have access to collect and submit this information. ATEL Training Solutions is subject to auditing by State Training Authority's and Australian Skills Quality Authority (ASQA) in which your file may be provided for audit purposes.

If you receive Centrelink benefits for training/study, information to confirm your enrolment and training progress may be provided to Centrelink upon request by Centrelink.

Disclosure of Personal Information

ATEL Training Solutions does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming courses), or if required by law.

ATEL Training Solutions may share personal information with the Commonwealth government including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the Higher Education Support Act 2003, the Tuition Assurance Scheme manager (ACPET) and organisations that run courses in conjunction with ATEL Training Solutions. In these circumstances ATEL Training Solutions will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

This information includes personal and contact details, course and unit enrolment details and changes.

ATEL Training Solutions will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) ATEL Training Solutions believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, ATEL Training Solutions shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of ATEL Training Solutions or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

ATEL Training Solutions does not sell its mailing lists to third-parties for marketing purposes.

ATEL Training Solutions does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of Personal Information

ATEL Training Solutions endeavor's to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant.

Access to and correction of Personal Information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by ATEL Training Solutions.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

You have the right to access the personal information recorded at any time and provide any necessary corrections. If at any stage your personal details change throughout the course of your training, please inform your trainer and assessor or contact ATEL Training Solutions administration so that your details can be amended. If you phone about your information, ATEL Training Solutions will conduct a security check to validate your identity.

Written requests for access to, to obtain a copy of, or correct personal information held by ATEL Training Solutions should be sent to:

ATEL Training Solutions
RTO Administration
PO Box 603
Wodonga VIC 3690

Requests will be answered within 14 business days.

Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from student enrolment applications and survey responses is held in secure databases.
- Names and contact details collected during the delivery of services may be held either in electronic form in a secure student management system or in paper documents which are kept secure.

ATEL Training Solutions retains personal information contained in training and assessment records for 30 years. When personal information is no longer necessary for ATEL Training Solutions business functions, and it is lawful to do so, ATEL Training Solutions destroys the information.

Information security

ATEL Training Solutions takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged.
- Access to the student management system is protected through user log-on and password, and assignment of user access rights.

- Third-party providers used by ATEL Training Solutions for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Premises and data storage systems are fully secured. ATEL Training Solutions practices locking workstations when working with personal information and all paper documents containing names and addresses are destroyed through a secure document destruction service.

Cross-border disclosure of information

ATEL Training Solutions does not provide or disclose your personal information to overseas recipients.

Government related identifiers

Government identifiers (e.g. Licence number, unique student identifier (USI)) will not be used to identify an individual and will only be used for the purposes for which they were obtained.

Complaints and concerns

Where an individual believes that ATEL Training Solutions has breached a Privacy Principle in relation to that individual they may lodge a complaint using ATEL Training Solutions grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Complaints or concerns about the management of personal information should be directed in writing to:

ATEL Training Solutions
RTO Team Leader
PO Box 603
Wodonga VIC 3690

Or by email to RTOadmin@atel.com.au

ATEL Training Solutions will respond in writing within 14 business days.

PRIVACY STATEMENTS

As part of the enrolment process ATEL Training Solutions are required to provide students with mandatory privacy notices. These include a national privacy notice applicable to all students and state privacy notices applicable to students accessing subsidised training for the respective State/Territory they are enrolling in. You will be required to declare your understanding and provide consent in the enrolment form.

National

(Applicable to all students)

Under the Data Provision Requirements 2012, ATEL Training Solutions is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by ATEL Training Solutions for statistical, administrative, regulatory and research purposes. ATEL Training Solutions may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

NSW

Consent to use and disclosure of personal information

I understand and agree that, under the *Data Provision Requirements 2012*, ATEL Training Solutions is required to collect personal information (information or an opinion about me), collected from me, my aren't or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together **Personal Information**) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (**NCVER**).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by ATEL Training Solutions for statistical, regulatory and research purposes. ATEL Training Solutions may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW department of Industry (**Department**);
- NCVET;
- Organisations conducting student surveys; and
- Researchers

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with ATEL Training Solutions for the purpose of evaluating and assessing my subsidised training.

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

Notification of enrolment

The RTO will provide both the employer and student with a Notification of Enrolment document generated from the Smart and Skilled portal.

VIC

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department

for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

ATEL Training Solutions is required to provide the Department with student and training activity data. This includes personal information collected in the ATEL Training Solutions enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by ATEL Training Solutions; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact ATEL Training Solutions Privacy Officer in the first instance by phone 02 6024 0800 or email RTOadmin@atel.com.au.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

All other States/Territories

Refer to the National privacy notice.

TRAINEESHIPS

Traineeships are normally arranged with the employer and the student. There is a set of criteria that is applied prior to the acceptance of the trainee by ATEL Training Solutions. These criteria include:

- Your ability to complete the traineeship within your current role and environment
- Your previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Relevance of the program to your career plans
- Identified program prerequisites/priorities

If you enroll for a traineeship, you will be notified of acceptance by letter from the relevant State Training Authority.

INDUCTION

Student induction will be undertaken in conjunction with the commencement of training for all courses facilitated by ATEL Training Solutions. Induction confirmation is acknowledged by completing the student enrolment form. This handbook forms the basis for the induction and the induction process for students including detailed explanations of the following:

- Name and contact details of ATEL Training Solutions and trainer and assessor
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) process
- Unique Student Identifier (USI)
- Language, Literacy and Numeracy (LLN) evaluation
- Pre Training Review
- Employer/Student/Assessor responsibilities
- Number/frequency of visits and methods of contact
- Deferring or Discontinuing training (NSW only)
- AVETMISS Statistical Reporting & Privacy
- Record keeping and access to files
- Assessment procedures & evidence collection
- Qualification to be issued
- Training plan – including course information, content and vocational outcomes

Student Induction Pack

All the below attachments form the student induction pack, and are to be included with this handbook that you receive. If there are any missing documents please contact ATEL Training Solutions. All forms that are completed on induction are to be returned to your trainer and assessor.

ATEL Training Solutions keep these completed forms in your student file.

- ATEL Training Solutions introduction letter
- Student OHS/WHS information
- Drug & Alcohol Fact Sheet
- Pathways information (if applicable)

TRAINING DELIVERY

Workplace Delivery

Workplace delivery is 'on the job' with the assistance and support of your employer. Your trainer and assessor will work with your employer to prepare a training plan to help achieve your learning outcomes and goals.

As a workplace student you are required to take responsibility to:

- Read and maintain training materials as they are issued to you;
- Self-assess your skills against the competency standards in your training plan;

- Advise your trainer and assessor if you have previous skills and knowledge you believe relevant to the current traineeship/course to enable recognition of your prior learning or credit transfer where relevant;
- Gather a range of documents and other workplace project-based evidence and place them into a portfolio of evidence as you progress through your traineeship/course;
- Meet as scheduled with your trainer and assessor to discuss how you believe your evidence may relate to your traineeship/course;
- Seek feedback from your employer on your progress; and
- Discuss any concerns with your employer or trainer and assessor early so they may assist you to work through your concerns.

Your employer is required to take responsibility to:

- Provide employment for the term of your traineeship (If applicable);
- Link your conditions of employment to an Award or Workplace Agreement;
- Provide training in the workplace to help achieve the standards set by the industry;
- Provide a safe working environment;
- Offer feedback on your progress; and
- Liaise with your trainer and assessor about your achievements and progress throughout the course.

Trainer and assessor visits

Your designated trainer and assessor will make scheduled visits during which they will:

- Develop a training plan with you and your employer;
- Help to identify and assess your current skills and knowledge;
- Help your employer to develop training strategies;
- Look at workplace documents which help demonstrate your skills and knowledge required;
- Discuss any workplace projects that have resulted from the traineeship/course;
- Ask questions seeking information about your work practices;
- Seek to source any training resources and equipment required;
- Observe you at your workplace;
- Help arrange any off-the-job training if this is required;
- Review your progress to examine whether the on-the-job training is leading towards the level of skill required in the traineeship/course;
- Monitor your progress throughout the training plan;
- Confirm any workplace assessments your employer has carried out;
- Assess the skills during the term of the training program and ask you and your employer to sign off when assessments are undertaken;
- Record the progress on file and store this information confidentially; and
- Ensure that a qualification is issued on completion of the training program.

Class-based Delivery

ATEL Training Solutions ensures that training and assessment occurs in accordance with the requirements of the course and State and Federal training guidelines.

All training is provided in fully equipped training facilities. Delivery methods and activities may include:

- individual or group activities
- additional projects which can be completed at your own pace
- completion of reports and documents
- practical projects

Our trainers select a range of delivery methods to provide the best learning experience and outcomes for students. ATEL Training Solutions complies with health and safety and other laws relevant to the operation of our training premises, and we ensure that training facilities have adequate heating, cooling, lighting and ventilation.

ATEL Training Solutions ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order.

If you have any concerns about the delivery of your course or the training facilities please discuss with your trainer and assessor, or ATEL Training Solutions administration team.

Code of Conduct for Classroom Students

A) Class Contact – Ground Rules

- Treat all other students, trainers and other staff members at ATEL Training Solutions with respect and dignity.
- Respect the privacy and confidentiality of others.
- No harassment, bullying and discrimination towards others.
- Treat all property of ATEL Training Solutions with respect and consideration for other people.
- Respect cultural diversity.
- Not act in an abusive, aggressive, intimidating or violent manner towards students, trainers, other staff and any other clients within ATEL Training Solutions.
- Mobile phones and other personal electronic devices should be turned off or set to silent mode. For urgent matters, please seek your trainer's permission to use your mobile and/or other electronic device during class time.
- Attitude – Please bring a good attitude to training sessions and be ready to learn.

B) Class Attendance and Unauthorised Absences

- If you are unable to attend the scheduled class you must notify either your trainer and/or ATEL admin by 9.00am. Failure to do so will mean that your absence is unauthorised and relevant people/Departments will be notified.
- If you fail to attend the scheduled class without prior authorisation from your Trainer and/or ATEL for three consecutive days or more, you may be withdrawn from the course.
- Ongoing unauthorised absences may result in your withdrawal from the course.
- Ongoing absences, with or without authorisation, may prevent you from completing and graduating from the course.

I acknowledge and accept the consequences, and if I DO NOT comply with the Code of Conduct that I may be asked to leave the course and premises immediately and as a result and where applicable, relevant people/Departments will be notified.

UNIQUE STUDENT IDENTIFIER (USI)

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do I need a USI?

You will need a USI when you enrol or re-enrol in training if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training; (You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015).

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

How to get a USI?

It is free and easy for you to create your own USI online.

Steps to create your USI

The following steps show how you can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card
- Visa (with Non-Australian Passport) for international students

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

Step 2 Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: www.usi.gov.au

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

How to apply to have ATEL Training Solutions create a USI on your behalf

If you do not already have a Unique Student Identifier (USI) and you want ATEL Training Solutions to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, request a USI application form by contacting RTOadmin@atel.com.au

USI Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

LANGUAGE, LITERACY AND NUMERACY EVALUATION (LLN)

ATEL Training Solutions requires students to undertake a LLN evaluation prior to enrolment to determine a student's individual LLN profile and determine relevant support needs.

Individual need	Support Service
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the Student Handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Minor LLN deficiency that would inhibit the participation	<p>Additional individual support during learning activities and reasonable adjustment during assessment activities. For workplace this could be additional visits or support via phone or email. Classroom students would receive one-on-one support throughout the course where applicable. This support must be approved through the RTO Manager to ensure suitable allocation of time is available.</p> <p>Verbal assessments can be offered and course structure altered to accommodate the student where possible.</p>
Significant LLN deficiency that would prevent participation and completion of the course	<p>Refer the student to Literacy House or TAFE to complete Course in Language, Literacy and Numeracy.</p> <p>Completion in the course is required before acceptance into the course to ensure competency of all course assessments.</p>
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct the student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills: www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas: www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of student life: www.studygs.net</p> <p>Study Skills Self-Help</p>

Individual need	Support Service
	Covers important skills such as time management, note taking and exam preparation: www.ucc.vt.edu/stdysk/stdyhlp.html

PRE-TRAINING REVIEW

A pre-training review is required to be conducted prior to the enrolment of training and is used to assess your ability to undertake the traineeship/course. The pre-training review will cover previous work experience; previous qualifications completed and determine if you are eligible for credit transfer or recognition of prior learning.

Whilst you are undertaking the pre-training review, the trainer and assessor is required to engage in conversation with you (like a mini interview) to assess communication skills, ability to interact and general knowledge.

The pre-training review will be reviewed by a trainer and assessor and they are to determine if the chosen course is suitable for you based on the information provided within the review and conversation held with you, or if other learning opportunities need to be sourced.

If the latter is identified the trainer and assessor is to contact the RTO Team Leader who will refer the results to an independent ATEL Training Solutions representative, they will determine if you are to continue in the course/qualification with assistance for LLN, or if the Australian Apprenticeship Support Network and Sales representative/s are to be contacted and discuss an amendment to your enrolment to suit your needs. This may include: foundation course, lower level qualification or cancellation.

RECOGNITION OF PRIOR LEARNING (RPL)

If you consider you have the required knowledge and skills in specific units of competency, you may be granted an exemption from undertaking training and assessment, upon:

- Proof of subject-relevant formal training
- Submission of evidence such as authenticated documents or samples of work demonstrating relevance and currency
- Participation in an interview to ascertain current skills and knowledge

If you make a claim for RPL a number of things could happen:

- You may not be granted any exemptions
- You may be granted exemptions for some or all units
- You may be granted exemption for some parts of some units

Discuss this with your trainer and assessor who will provide you with an RPL Application Form. Please note that fees apply for RPL and these are determined based on units applying for RPL and level of qualification.

CREDIT TRANSFER (CT)

ATEL Training Solutions recognises AQF and VET qualifications and VET statements of attainment issued by other RTOs. If you have already completed a unit of competency within the course you are enrolling in, you may be able to receive a credit transfer. You must have certified copies of any certificates/statement of attainments.

ASSESSMENT

Assessment Process

The assessment you will be undertaking is competency based meaning you are not assessed or compared to anyone else and there is no grading such as % or pass/fail. You will be deemed 'competent' or 'not yet competent' and you will have the entire duration of the course to demonstrate competency. The competencies and assessment for your course are clearly stated to you at the beginning of the course.

All trainers and assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer and assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

Do not regard your assessment as an examination. Your trainer and assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and the trainer/assessor will be flexible in the assessment method used.

Workplace-based assessments

Assessments will be flexible and centered on your daily work tasks. Assessment is used to give you feedback on your progress and measures your skills and knowledge against the qualification requirements and the requirements of your industry. Assessments will take place in the workplace or training area, with your employer while the trainer and assessor observes your progress. During the process you may be asked questions and have a chance to show evidence of your achievements.

Your trainer and assessor works in partnership with your employer to perform the assessment responsibilities.

It is the trainer and assessor's responsibility to ensure you receive the full scope of information and knowledge required to complete your assessments. The following types of assessment methods may be utilised for workplace-based assessments:

- Presentation/demonstration
- Case study
- Assessment tasks
- Projects
- Questioning (verbal/written)
- Workplace observation's
- Third party reports

Class-based assessments

Assessment is used to give you feedback on your progress and measures your skills and knowledge against the qualification requirements and the requirements of your industry. Assessments will take place in the training area, or simulated workplace. During the process you may be asked questions and have a chance to show evidence of your achievements.

It is the trainer and assessor's responsibility to ensure all students receive the full scope of information and knowledge required to complete your assessments. The following types of assessment methods may be utilised during the course:

- Presentation /demonstration
- Case study
- Assessment tasks
- Projects
- Questioning (verbal/written)

Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, gender, marital status, age or sexual preference.
- Students with a physical and/or intellectual disability are encouraged to apply and given access to all qualifications.
- If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer/assessor.

- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- Use of special equipment; and/or
- Practicable extension of timelines

Assessment Feedback

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be “Not Yet Competent” your assessor will explain to you why, and what you need to do to gain competency.

ASSESSMENT APPEAL

ATEL Training Solutions is committed to providing a fair and transparent appeals handling process. ATEL Training Solutions have an appeals procedure to manage and respond to appeals relating to the conduct of, the RTO, Trainers, RTO staff and any third party services we may employ on our behalf.

Students undertaking training with a third party provider, on behalf of ATEL Training Solutions have the same rights and obligations as the students completing their training directly with ATEL Training Solutions. This includes the right to make an appeal about unfavorable decisions being made by third party providers on our behalf.

What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with ATEL Training Solutions. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty eight (28) working days of the decision or finding is informed to the student.

It is important to note that a student may appeal any decision that ATEL Training Solutions may make. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that ATEL Training Solutions may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling an assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early Resolution of Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a student’s decision to make an appeal can be avoided by proper communication and consultation with students at the time a decision is made.

Appeal Handling Principles

ATEL Training Solutions will apply the following principles to its appeals handling:

- A written record of all appeals is to be kept by ATEL Training Solutions including all details of lodgement, response and resolution.
- An appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of an appeal is to commence within seven (7) working days of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within fourteen (14) days of the lodgement of the appeal.

- Appeals must be resolved to a final outcome within sixty (60) days of the appeal being initially received. Where ATEL Training Solutions considers that more than 60 calendar days are required to process and finalise the appeal, ATEL Training Solutions must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ATEL Training Solutions should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) days is considered acceptable and in the best interest of ATEL Training Solutions and the appellant. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling.
- ATEL Training Solutions shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No ATEL Training Solutions representative is to disclose information to any person without the permission of ATEL Training Solutions Team Leader. A decision to release information to third parties can only to be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

Review by External Agency

Where the appellant is not satisfied with the handling of the matter by ATEL Training Solutions, they have the opportunity for a person that is independent of ATEL Training Solutions to review their appeal following the internal completion of an appeal handling process. In these circumstances, the ATEL Training Solutions Team Leader will advise of an appropriate party independent of ATEL Training Solutions to review the appeal (and its subsequent handling) and provide advice to ATEL Training Solutions in regards to the recommended outcomes. This advice is to be accepted as final and advised to the appellant in writing.

If the appellant is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the ATEL Training Solutions on its merits. If ATEL Training Solutions does not approve a refund and considers that ATEL Training Solutions has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.

ATEL Training Solutions considers that it would be extremely unlikely that appeals are not able to be resolved quickly within ATEL Training Solutions internal arrangements.

PLAGIARISM

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them. You should always submit evidence of competency that has been created by yourself. Plagiarism is not accepted and where plagiarism is detected ATEL Training Solutions will assess the evidence as Not Yet Competent, and further counsel you on the requirements of submitting your own evidence.

If the practice continues, ATEL Training Solutions may suspend the student, or inform the employer for the employer to take suitable action. If after this plagiarism continues ATEL Training Solutions will seek advice from the relevant State/Territory Training Authority regarding the continuance of the traineeship.

Visit www.plagiarism.org further information on plagiarism and how to avoid plagiarism.

WITHDRAWAL OR SUSPENSION

Trainees

Withdrawal

If you wish to withdraw from a course you must notify the Australian Apprenticeship Support Network (AASN). The AASN will notify ATEL Training Solutions once your traineeship has been cancelled.

Suspension

If you wish to suspend training due to health, periods of leave/absence, maternity leave or another reason in which you require a suspension you must notify the Australian Apprenticeship Support Network (AASN). The AASN will notify ATEL Training Solutions once your traineeship has been suspended.

Deferring Students - NSW

If a student indicates that they wish to defer Subsidised Training in an Approved Qualification, ATEL Training Solutions will make every effort to assist students to continue training where possible. If a student would like to take up this option they must contact their relevant trainer/assessor in order to defer their subsidised training. ATEL Training Solutions will only permit a deferral of no more than 12 months from the date of receipt of notice from the student. ATEL Training Solutions advises that there is a fee associated with the deferring of Subsidised Training. Additional information can be found on the ATEL Training Solutions website (www.atel.com.au).

Discontinuing Students -NSW

If a student indicates that they wish to discontinue their Training in an Approved Qualification without completing the Approved Qualification, ATEL Training Solutions will first ascertain if the reason for discontinuing relates to the performance of ATEL Training Solutions (ie: delivery of the Subsidised Training). If that is the case, ATEL Training Solutions will ensure that all reasonable efforts are made to address concerns of the student related to the delivery and assessment of the training.

If the student wishes to discontinue their training, ATEL Training Solutions will attempt the following:

Attempt to obtain formal notification from the student of the date training will end,

- Make any refunds, if applicable,
- Issue the student with a Statement of Attainment (SOA),
- Update the Training Plan and provide updated copy to the student,
- Notify State Training Authority within 14 days of notification of the discontinuation of training

Non-trainees

If you withdraw from a course this is considered a cancellation. To notify ATEL Training Solutions of your withdrawal you must complete a *Participant Withdrawal Form* and give it to your trainer and assessor. Once the participant withdrawal form is processed, your enrolment will be cancelled.

LEGISLATION

ATEL Training Solutions ensures that compliance with Commonwealth and State/Territory legislation and regulatory requirements relevant to its operations is incorporated into its policies and procedures, and that compliance is maintained. We comply with legislation on, but not limited to:

- Occupational/Work Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination including equal opportunity and racial vilification
- Disability discrimination
- Vocational education and training
- Apprenticeships and traineeship

Access and Equity

ATEL Training Solutions, its staff, and contracted staff are to adhere to the principles and practices of Access and Equity in training and assessment.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide the required services.

To ensure inclusive participation in training and assessment, ATEL Training Solutions will assist by providing:

- An opportunity at enrolment and induction to disclose a disability, LLN needs or any other condition/requirement
- A team of trainer and assessor
- Adjustment to training and/or assessment that is reasonable and fair
- Quality support service

Discrimination, Bullying, Victimisation and Harassment

ATEL Training Solutions is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behavior of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both students and staff members.

ATEL Training Solutions Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

The description of Discrimination, Bullying, Victimisation and Harassment, directly or indirectly, of another person that causes them distress or ill intent based on their:

- Racial authenticity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Gender
- Age
- Social status
- Residence
- Education, or any other aspect of their person or circumstance.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer and assessor or an ATEL Training Solutions representative
- Fill out the Complaints Form (found on the ATEL website)

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other students are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.

If you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

DISCIPLINARY PROCESS

Disciplinary processes occur when the behavior of a student is deemed as unsatisfactory within the guidelines set by ATEL Training Solutions.

The Disciplinary process has three steps.

- Where there is any breach in the expected behavior, the student will be firstly counseled by the trainer and assessor and where a student is involved the student's employer will be informed.
- If the unsatisfactory behavior continues or is repeated then the trainer and assessor will escalate the matter to ATEL Training Solutions management; and the employer if relating to a student.
- ATEL Training Solutions may contact the State Training Authority to have the traineeship cancelled (trainees).
- ATEL Training Solutions may cancel the course (non-trainees).

ABSENTEEISM

Trainees

Repeated absences, which have the potential to affect completion of the Training Contract, will be discussed with you and your employer in an effort to resolve the matter. If the matter is not resolved ATEL Training Solutions may notify an Apprenticeship Field Officer from the State Training Authority to take the matter further.

Non-trainees

Repeated absences, which have the potential to affect completion of the course, will be discussed with you in an effort to resolve the matter. If the matter is not resolved ATEL Training Solutions may suspend your course.

OCCUPATIONAL HEALTH AND SAFETY (OHS/WHS)

Statement of Intent

The aim of the Occupational Health and Safety Policy of ATEL Training Solutions is to protect students and others at their workplace or training venues from work-related injury and ill health. ATEL Training Solutions will review the workplace initially and make any recommendations to employers on additional requirements you may need in your work routine.

Responsibility

ATEL Training Solutions will carry out this Policy, in any operation under their control. We will ensure that trainer and assessors who report to them are provided with the necessary instruction, training and resources to implement the policy and will hold them accountable. Trainer and assessors and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so. Staff and trainer and assessors may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers, workplace supervisor or any other management person/s involved during your day to day training and work activities.

Implementing the Policy

This policy will implemented by:

- Active involvement and commitment of staff;
- Identification and control of hazards;
- Investigation and reporting of all accidents and dangerous incidents;
- Participation of, and consultation with students on safety matters;
- Provision of first aid and emergency procedures;

- Provision of information, training and supervision as necessary for safety; and,
- Implementation of specific OHS policies developed for VET in specific occupations.

STUDENT SUPPORT

Students are supported individually by our team of trainer and assessors. Support is available for training, assessment and other course related matters by contacting the trainer and assessor directly or alternatively by contacting studentsupport@atel.com.au.

For enrolment or administration enquiries contact ATEL Training Solutions administration team on:

Phone: 02 6024 0800

Email: RTOadmin@atel.com.au

The following contacts are provided for support of students:

- | | | |
|---------------------------------------|--|--------------|
| • Lifeline | www.lifeline.org.au | 13 11 14 |
| • Beyond Blue | www.beyondblue.org.au | 1300 224 636 |
| • Australian Skills Quality Authority | www.asqa.gov.au | |
| • Australian Industrial Relations | www.airc.gov.au | |
| • Fair Work | www.fairwork.gov.au | |
| • Human Rights and Equal Opportunity | www.hreoc.gov.au | |
| • Office of the Federal Privacy | www.privacy.gov.au | |

Students are always encouraged where there is the need to seek the advice of their employer.

FEES

Trainees

Each State/Territory may have fees for subsidised training. Please refer to the fee information available on the ATEL Training Solutions website www.atel.com.au for more information

Traineeships in NSW

The training is funded under Smart and Skilled. There is a mandatory enrolment fee charged to each person on a traineeship.

Traineeships in VIC

The training is funded under Victorian Skills First contract.

Traineeships in ACT

The training is funded under Australian Capital Territory (ACT) Funding Agreement contract.

Traineeships in QLD

The training is funded under Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement.

Fee Concessions

Fee concessions are available for trainees that hold a Commonwealth Health Care Card, NSW Welfare Payment, a Pensioner Concession Card, or a Veterans Gold Card; People who are dependant partners or children of the Health Care Card or Pensioner Concession Card are eligible for concession, but not dependant partners or children of the holder of the Veterans Gold Card. Please note in NSW a Health Care Card issued for Newstart Allowance is not accepted and full enrolment fee will be expected to be paid.

Australian Apprentices/Trainees must provide documented evidence of receipt of the above at the commencement of training. A copy of the relevant card (front and back) must be provided to your trainer/assessor at commencement of training. The concession card must be current for the entire period of the traineeship to be granted the minimum tuition fee (this excludes Victoria as concession card only needs to be valid at commencement of training). Should

the expiry date occur during the traineeship, you are advised to renew the card, and provide a new copy to your trainer/assessor. If this does not occur, the full tuition fee will be charged.

Fee Concession rates

For all concessions please refer to the ATEL Training Solutions website (www.atel.com.au).

All States

If your employer wishes you to attend any additional “off the job” training, or requests more specialised requirements, there could be an additional fee imposed on the employer (or yourself). Please discuss any fee arrangements and concessions, which may apply, with an ATEL Training Solutions representative or contact ATEL Training Solutions administration team.

Existing Worker and Fee-for-Service Training

An arrangement is made with you or your employer for the funding of the program.

Fee Protection

ATEL Training Solutions acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities ATEL Training Solutions may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, ATEL Training Solutions may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid in advance does not exceed \$1,500.

REFUND POLICY

The following Refund Policy will apply:

- Student has made an overpayment of the administration fee (ATEL Training Solutions will only refund the excess amount paid).
- Students, who give notice to cancel their enrolment more than 7 days prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 7 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ATEL Training Solutions is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.
- If the reason for the course cancellation is driven by ATEL Training Solutions, ATEL Training Solutions will refund fees to the student on a pro-rata basis by units calculated by units commenced vs total units on the students training plan (eg: a 16 unit qualification = 75% complete resulting in a 25% refund of fees to the student)
- Students will be eligible for a partial refund due to Recognition of Prior Learning or Credit Transfer being granted after fees have been paid. This refund will be based on amount of units ÷ by fee charged
- ATEL Training Solutions will grant a refund if a student withdraws from a qualification but have completed all the requirements for a lower level qualification which attracted a lower student fee (NSW only)

Discretion may be exercised by the ATEL Training Solutions in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. ATEL Training Solutions may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 30 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

ATEL Training Solutions will collect record and retain all evidence relating to fee transactions. Where a refund is granted, ATEL Training Solutions will retain all supporting evidence relating to the decision for each student.

Recovery of Outstanding Fees

If a student fails to pay fees, ATEL Training Solutions will follow its conventional debt collection process which will result in the temporary withdrawal of training services until the fees are paid and notification to the relevant state regulators that training is suspended due to non-payment of fees. Students should note that like any business ATEL Training Solutions reserves the right to recover outstanding debts using support from third party debt recovery agencies (typically in extreme circumstances only)

CERTIFICATES AND QUALIFICATIONS

Certificates awarded

Certificates and Statements of Attainments will be provided on successful completion of training. Qualifications are issued under the authority of the Australian Skills Quality Authority and are recognised nationally within the Australian Qualifications Framework. On successful completion of your training program ATEL Training Solutions will issue a nationally recognised Certificate within 30 calendar days - providing all agreed fees have been paid.

Partial completion of qualifications

If you are unable to achieve the full qualification or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved. Further units can be achieved at a later date through re-enrolment in a course and the full qualification can be achieved in stages.

Competency cards

Competency cards will be issued for a unit of competency in addition to a certificate/statement of attainment where ATEL Training Solutions identifies a unit of competency has a legislative outcome.

Replacement certificates and/or competency cards

Replacement Certificates are available on request by completing a *Re-Issue of qualification/SOA form* from RTO Administration. A \$25 fee will apply.

RTO COMPLIANCE

As part of our obligations as an RTO, ATEL Training Solutions will:

- Maintain adequate and appropriate insurance, including public liability and Workcover;
- Advise State and Federal Training Authorities in writing of any change to the information contained in the application for registration;
- Allow the State and Federal Training Authorities or their agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- Supply State and Federal Training Authorities with delivery details for each course and unit in the Scope of Registration, including student information in accordance with AVETMISS requirements; and
- Resolve any grievances conveyed by trainees/students.

In the event of ATEL Training Solutions ceasing operations, all records of student results will be sent to the State Training Authorities and the Australian Skills Quality Authority (ASQA) for archiving.

ATEL Training Solutions accepts that failure to meet the obligations and conditions for registration as a RTO or supporting regulatory requirements, where applicable, may have their registration as a RTO withdrawn.

COMPLAINTS PROCEDURE

ATEL Training Solutions is committed to providing a fair and transparent complaint handling process. ATEL Training Solutions will strive to establish a consistent atmosphere of trust and openness with students so that any type of complaint is dealt with in a timely, constructive and effective manner. ATEL Training Solutions have a complaints procedure to manage and respond to complaints and allegations relating to the conduct of, the RTO, Trainers, RTO staff and any third party services we may employ on our behalf.

Students undertaking training with a third party provider, on behalf of ATEL Training Solutions have the same rights and obligations as the students completing their training directly with ATEL Training Solutions. This includes the right to make a complaint about services being provided by third party providers on our behalf. Therefore the reporting and handling of complaints is in accordance with the procedure as outlined in this handbook.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by ATEL Training Solutions in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Complaint handling principles

ATEL Training Solutions will apply the following principles to its complaints handling:

1. Local Level Resolution

Any student with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

2. Resolution by Trainer/Assessor

Should the matter still remain unresolved or should be considered inappropriate at local level resolution, the student is encouraged to contact their trainer for assistance. Assistance may be by means of a mediated discussion. If the trainer cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the RTO General Manager about your concerns.

3. Resolution by the RTO General Manager

Should the matter still remain unresolved or should be considered inappropriate following local level resolution and resolution by trainer, the student is encouraged to contact the RTO General Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

ATEL Training Solutions management will ask you to put your concerns in writing by completing a Complaint Form, and will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

The Complaint Form is located on the ATEL Training Solutions website or can be obtained by contacting ATEL Training Solutions.

4. Resolution by Arbitration

Should the matter still remain unresolved following reporting to the ATEL Training Solutions management, ATEL Training Solutions will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

A complainant who remains not satisfied with the process applied by ATEL Training Solutions following review by an independent party may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form

click here. Students are to be advised that ASQA will require the student to have exhausted all avenues through ATEL Training Solutions internal complaints handling procedure before taking this option.

ATEL Training Solutions considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ATEL Training Solutions internal arrangements.

NSW Smart and Skilled Consumer Protection

If you're a NSW student receiving subsidised training, you're covered by Smart and Skilled consumer protection measures. All training providers approved to deliver training under Smart and Skilled are required to have processes to protect consumers and handle complaints.

In the event of a complaint ATEL Training Solutions will follow its complaints procedure. The nominated Consumer Protection Officer can be found under *Our contact details* in this handbook. For more information please visit:

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

FEEDBACK

As ATEL Training Solutions has the prime responsibility for monitoring the training, undertaking the assessment and issuing the qualification, it is extremely useful to receive feedback from employers and students who are covered by the Training Agreement.

An AQTF (Australian Quality Training Framework) Learner Questionnaire will be forwarded to you during the term of the Training Agreement. Information provided in this survey will be analysed by ATEL to improve services and data will be submitted to ASQA (Australian Skills Quality Authority) as part of ATEL's reporting requirements.

ATEL Training Solutions is audited from time to time by the State/Territory Training Authorities/Department to participate in a project for an audit or review purposes of ATEL Training Solutions. Please feel free to offer your genuine feedback should you be contacted by a representative of the State/Territory Training Authority. Do not be concerned by this contact as students are selected for a brief telephone interview.

The RTO must participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER). You may receive a survey from NCVER at some point during your training. If you are selected by NCVER, please take the time to complete the survey.

Student Training and Employment Survey (QLD)

Within 3 months of successful completion or withdrawal of subsidised training, QLD students will be required to complete an employment survey which is mandated by QLD Department of Education and Training.

OUR CONTACT DETAILS

If you have questions about any aspect of your training, please contact your trainer/assessor or the RTO Administration. If you have a concern in regards to your training and ATEL are unable to help you please contact the Smart and Skilled Customer Support Centre, listed below.

ATEL Training Solutions Administration

Email: RTOadmin@atel.com.au

Phone: (02) 6024 0800

Fax: (02) 6024 6353

ATEL Training Solutions Student Support

Email: studentsupport@atel.com.au

Phone: (02) 6024 0800

Fax: (02) 6024 6353

ATEL Training Solutions Consumer Protection Officer

Sonia Hosie

Email: sonia.hosie@atel.com.au

Phone: (02) 6024 0800

NSW Smart and Skilled Customer Support Centre

Phone: 13 28 11

Email: smartandskilled.enquiries@industry.nsw.gov.au

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