



# Employer Handbook



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## 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.

Services provided to students follow the policies and procedures developed to meet the VET Quality Framework.

### 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 values

We value...

- Accountability
- Innovation
- Integrity
- Respect
- Teamwork

### 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 will make alternative arrangements to assure that student needs are met.

### Training Services/Delivery by Third Party Providers

ATEL Training Solutions may at times use a third party provider to deliver training and assessment on our behalf. Students will be notified via letter prior to induction and commencement of training if they are to have their training delivered by a third party provider.

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/Delivery

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 include the third party provider closing down or ceasing to delivery any part of the training. ATEL Training Solutions will protect the learner by completing the training ourselves if we are able or by sourcing another provider and paying any additional fees on the students behalf.



## RTO Information

### Registration

ATEL Training Solutions is a Registered Training Organisation (RTO) (RTO ID 3558), registered with the Australian Skills Quality Authority (ASQA).

ATEL Training Solutions is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the public.

### 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: [www.training.gov.au](http://www.training.gov.au)

Use the quick search function for Organisation/RTO and search for ATEL Training Solutions.

## 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 commitment to all clients
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

## Qualified and Professional Trainer/Assessors

Training and assessment is conducted by qualified trainer/assessors to students from all backgrounds regardless of cultural differences, including those from non-English speaking backgrounds, Aboriginal or Torres Strait Islanders. ATEL Training Solutions staff will be professional and supportive at all times, in their approaches to training and assessment.

All trainer/assessors have:

- Demonstrated achievement of at least Certificate IV in Training & Assessment or equivalent;
- Demonstrated vocational competencies at least to the level of those being delivered and assessed;
- Industry experience that is relevant to the training that they are involved in delivering and assessing; and
- Current Working with Children Check or equivalent where required.

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 Victoria may be impacted in accessing further subsidised training. For an assessment on your specific circumstances please talk to your ATEL Training Solutions representative.

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.

## 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:

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

If a student enrolls for a traineeship, you and the student 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 and assessment for all traineeships/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/assessor



- Recognition of Prior Learning (RPL) and Credit Transfer (CT) process
- Language, Literacy and Numeracy (LLN) evaluation
- Pre Training Review
- Employer/Student/Assessor responsibilities
- Number/frequency of visits and methods of contact
- 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

### **Employer Induction Pack**

All the below attachments form the employer induction pack, and are to be included with this handbook that you receive. If there are any missing documents please contact ATEL Training Solutions.

- ATEL Training Solutions fees and charges
- OHS information for employers
- Good Practice Guide
- Qualification packaging rules

### **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 the trainer/assessor.

ATEL Training Solutions keeps these completed forms in the student file.

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

## **Training Delivery**

### **Workplace Delivery**

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

#### **As an employer you are required to take responsibility to:**

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

#### **Additional requirement for Victorian and NSW trainees**

- Ensure all trainees undertaking workplace based training at AQF levels 3 and above are withdrawn from routine work duties for a minimum of 3 hours per week, averaged over a 4 week cycle for the purpose of undertaking structured training/learning activities (pro rata for part time).

- Ensure all trainees undertaking workplace based training at AQF levels 1 and 2 are withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a 2 month cycle for the purpose of undertaking structured training/learning activities.
- The employer, trainee and RTO must ensure that the Training Activity Log Book is used each month to record details of the workplace structured withdrawal time and training activities undertaken.
- Failure to allow trainees withdrawal from routine work duties for the minimum specified time can result in Apprentices Trainees Employment Ltd reporting the non-compliance to the Manager of Apprenticeships Administration at Higher Education and Skills Group.

**The student is required to take responsibility to:**

- Read and maintain training materials as they are issued to them;
- Self-assess their skills against the competency standards in their training plan;
- Advise their trainer/assessor if they have previous skills and knowledge they believe relevant to the current traineeship/course to enable recognition of their 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 they progress through their traineeship/course;
- Meet as scheduled with the trainer/assessor to discuss how they believe their evidence may relate to their traineeship/course;
- Seek feedback from you on their progress; and
- Discuss any concerns with you or trainer/assessor early so you may assist them to work through their concerns.

**Trainer/Assessor Visits**

The designated trainer/assessor will make scheduled visits during which they will:

- Develop a training plan with you and your employee (student);
- Help to identify and assess the students current skills and knowledge;
- Help you to develop training strategies;
- Look at workplace documents which help demonstrate the students skills and knowledge required;
- Discuss any workplace projects that have resulted from the traineeship/course;
- Ask questions seeking information about the students work practices;
- Seek to source any training resources and equipment required;
- Observe the student at your workplace;
- Help arrange any off-the-job training if this is required;
- Review the students' progress to examine whether the on-the-job training is leading towards the level of skill required in the traineeship/course;
- Monitor the students' progress throughout the training plan;
- Confirm any workplace assessments you have carried out;
- Assess the skills during the term of the training program and ask you and the student 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.

## Language, Literacy and Numeracy Evaluation (LLN)

The LLN evaluation is designed to identify where additional training and support resources may be needed (to help the student overcome LLN barriers) during their training and/or assessment. The LLN evaluations are appropriate for each level of qualification from Certificate level II through to Diploma. This will be conducted by the trainer/assessor as part of their induction.

If support services are identified, the following is a guide to support that can and should be provided:

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. 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 structured 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><b>Effective Study skills</b> A useful quick overview of study skills: <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><b>How to Study</b> A large directory to study skills websites, including how to study in specific subject areas: <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><b>Study Guides and Strategies</b> A wide ranging overview of the skills needed at all stages of student life: <a href="http://www.studygs.net">www.studygs.net</a></p> <p><b>Study Skills Self-Help</b> Covers important skills such as time management, note taking and exam preparation: <a href="http://www.ucc.vt.edu/stdysk/stdyhlp.html">www.ucc.vt.edu/stdysk/stdyhlp.html</a></p>

## Pre Training Review

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

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

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

If the latter is identified the trainer/assessor is to contact the RTO Compliance Manager who will refer the results to an independent ATEL representative, they will determine if your employee is 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 their enrolment to suit their needs. This may include: foundation course, lower level qualification or cancellation.

## Recognition of Prior Learning

If the student considers they are already competent in specific Units of Competency, they may be granted an exemption from undertaking training and assessment, upon:

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

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

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

Discuss this with the trainer/assessor who will provide them 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

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

## Assessments

### Assessment Process

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

All trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The

trainer/assessor will seek evidence to confirm achievement of the stated competencies in their course and more than one competency may be assessed at any given time.

Do not regard their assessment as an examination. The trainer/assessor simply needs to know which competencies from their course they 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 the students daily work tasks. Assessment is used to give them feedback on their progress and measures their skills and knowledge against the qualification requirements and the requirements of your industry. Assessments will take place in the workplace or training area, with you and the student while the trainer/assessor observes their progress. During the process the student may be asked questions and have a chance to show evidence of their achievements.

The trainer/assessor works in partnership with you to perform the assessment responsibilities.

It is the trainer/assessor's responsibility to ensure the student receives the full scope of information and knowledge required to complete their assessments. The following types of assessment methods may be utilised during the traineeship/course:

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

### **Access and Equity in Assessment**

- All reasonable steps will be taken to ensure the student will be given an equal opportunity to undertake the assessment.
- The student 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 the student require a reasonable adjustment of the assessment due to a physical impairment they 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 the student will be given feedback on their outcomes from these assessments. This feedback will be a constructive discussion and if they are found to be "Not Yet Competent" the assessor will explain to them why, and what they 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 and 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.

### Relationship to Continuous Improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

### 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. The Appeals Register within SharePoint is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.
- 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 appeals policy must be publicly available. This means that the Appeals Policy and procedure must be published on the ATEL Training Solutions website.
- 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 RTO Manager considers that more than 60 calendar days are required to

process and finalise the appeal, the CEO 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 RTO Manager. A decision to release information to third parties can only 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 RTO Manager 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 RTO Manager on its merits. If the RTO Manager 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.

The student should always submit evidence of competency that has been created by them. Plagiarism is not accepted and where plagiarism is detected ATEL Training Solutions will assess the evidence as Not Yet Competent, and further counsel the student on the requirements of submitting their own evidence.

If the practice continues, ATEL Training Solutions will inform you, for you 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 (if applicable).

Visit [www.plagiarism.org](http://www.plagiarism.org) further information on plagiarism and how to avoid plagiarism.

## Student Records

Access to information in relation to the student training record will not be provided until a *Consent for Release of Information Form* has been submitted by the student nominating your details.

## 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

## Privacy Policy

In the course of its business, ATEL Training Solutions (ATEL) may collect information from students or persons seeking to enrol with ATEL, either electronically or in hard copy format, including information that personally identifies individual users. ATEL Training Solutions may also record various communications between individuals and ATEL Training Solutions.

In collecting personal information ATEL will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012. In accordance with the Australian Privacy Principles (APPs), ATEL Training Solutions manages your personal information in an open and transparent way.

### Collection and use of personal information

ATEL Training Solutions will only collect personal information from individuals by fair and lawful means which is necessary for the functions of ATEL Training Solutions. ATEL Training Solutions will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of ATEL Training Solutions.

The information requested from individuals by ATEL Training Solutions will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to allocate a Commonwealth Higher Education Student Support Number (CHESSN), and to report to government agencies as required by law. If an individual chooses not to give ATEL Training Solutions certain information then ATEL Training Solutions may be unable to enrol that person in a course or supply them with appropriate information.

### Disclosure of personal information

Personal information about students studying with ATEL Training Solutions may be shared with the Australian Government and designated authorities, 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. 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.

### **Security and integrity of personal information**

ATEL Training Solutions is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

ATEL Training Solutions will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

ATEL Training Solutions will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where ATEL Training Solutions has no further use for personal information for any purpose disclosed by ATEL Training Solutions, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

### **Right to access and correct records**

Individuals have the right to access or obtain a copy of the personal information that ATEL Training Solutions holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that ATEL Training Solutions holds about them; however ATEL Training Solutions may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

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.

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

RTO Manager PO Box 603  
Wodonga VIC 3690

### **Complaints about an alleged breach of the APPs**

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's 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.

## Publication

These Privacy and Personal Information Procedures will be made available to students and persons seeking to enrol with ATEL Training Solutions by publication on ATEL Training Solutions website: [www.atel.com.au](http://www.atel.com.au).

Alternatively, a copy of this policy may be requested by contacting ATEL using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, ATEL will advise students on enrolment about these procedures and where they are located.

## How you may access your 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 the training, please inform the trainer/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.

## Cross-border disclosure of information

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

## How to contact us if you have any concerns

If you have any concerns about the use of your information or you feel as though there has been a breach of this policy please contact the RTO Manager. Where there has been a breach in this policy, the RTO Manager will follow the complaints procedure.

## 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 designated trainer/assessor
- Adjustment to training and/or assessment that is reasonable and fair
- Quality support service

## Discrimination, Bullying, Victimisation and Harassment

ATEL is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour 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 or the student have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with the trainer/assessor or the RTO Manager
- Fill out the Complaints Form

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected.

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 behaviour 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 behaviour, the student will be firstly counseled by the trainer/assessor and you will be informed.
- If the unsatisfactory behaviour continues or is repeated then the trainer/assessor will escalate the matter to ATEL Training Solutions RTO Manager (or a designated supervisory person);
- 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/assessors who report to them are provided with the necessary instruction, training and resources to implement the policy and will hold them accountable. Trainer/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 trainers 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, employer or any other management person/s involved during your day to day training and work activities.

## Implementing the Policy

This Policy will be 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.

## Client Support, Welfare and Guidance Services Advice

The following contacts are provided for support of students:

- |  |   |
|--|---|
| • Australian Tax Office  | <a href="http://www.ato.gov.au">http://www.ato.gov.au</a>   |
| • Commonwealth of Australia Law  | <a href="http://www.comlaw.gov.au/">http://www.comlaw.gov.au/</a>   |
| • Australian Skills Quality Authority                                      | <a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a>   |
| • Australian Apprenticeship Centres  | <a href="http://www.aatinfo.com.au/Home">http://www.aatinfo.com.au/Home</a>   |
| • Australian Industrial Relations Commission                               | <a href="http://airc.gov.au/">http://airc.gov.au/</a>   |
| • Fair Work  | <a href="http://www.fairwork.gov.au/Pages/default.aspx">http://www.fairwork.gov.au/Pages/default.aspx</a>               |
| • Human Rights & Equal Opportunity Commission                              | <a href="http://www.hreoc.gov.au/">http://www.hreoc.gov.au/</a>   |
| • Office of the Federal Privacy Commissioner                               | <a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>   |
| • Australian Institute of Family Studies<br>(Working With Children Checks) | <a href="http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/">http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/</a> |

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

## Fees

### Trainees

#### Traineeships in NSW

The training is funded under Smart and Skilled. There is a mandatory enrolment fee charged to each person on a traineeship. Additional fee information is available on the ATEL Training Solutions website ([www.atel.com.au](http://www.atel.com.au)).

#### Traineeships in VIC

The training is funded under Victorian Training Guarantee (VTG) contract. Additional fee information is available on the ATEL Training Solutions website ([www.atel.com.au](http://www.atel.com.au)).

### **Traineeships in ACT**

The training is funded under Australian Capital Territory (ACT) Funding Agreement contract. Additional fee information is available on the ATEL Training Solutions website([www.atel.com.au](http://www.atel.com.au)).

### **Traineeships in QLD**

The training is funded under Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement. Additional fee information is available on the ATEL Training Solutions website ([www.atel.com.au](http://www.atel.com.au)).

### **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 dependent partners or children of the Health Care Card or Pensioner Concession Card are eligible for concession, but not dependent 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, the trainee is advised to renew the card, and provide a new copy to the 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](http://www.atel.com.au))

### **All States**

If you wish for the student to attend any additional “off the job” training, or requests more specialised requirements, there could be an additional fee imposed on you (or the student). Please discuss any fee arrangements and concessions, which may apply, with the RTO Manager.

### **Existing Worker and Fee-for-Service Training**

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

## **Refunds**

If for some reason the student is unable to continue the traineeship/course, and you have paid any fees you may be eligible for a refund.

The following are acceptable reasons for refunds:

- There has been an overpayment of the administration fee – we will refund the excess amount paid only.
- ATEL Training Solutions has been advised before the traineeship/course commences that the student is withdrawing from the traineeship/course.

ATEL delegate is of the opinion that there would be an unreasonable disadvantage if a refund were not granted. For example, if the student meets with a serious misadventure and was unable to continue their training - refund to be determined by the RTO Manager.

Refunds can only be processed after receipt of a completed *Student Withdrawal Form* from the student to ATEL Training Solutions. Certificates and Statements of Attainment or attendance will not be issued until all fees owing are paid.

The enrolment fee will not be refunded where the Australian Apprentice or employer has chosen to transfer to another RTO.

## Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

## Publication

This refund policy will be made available to students and persons seeking to enrol with ATEL Training Solutions by publication on the website: [www.atel.com.au](http://www.atel.com.au).

This refund policy will also form part of enrolment information.

## 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](http://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

## 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 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

## Employers Overview

ATEL Training Solutions is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

If a Student chooses to access this policy and procedure, ATEL Training Solutions will maintain the Student's enrolment while the grievance and appeals process is ongoing.

## Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

## General Principles

These principles, which will be adhered to by ATEL Training Solutions, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at ATEL Training Solutions, 2 Michael Drive, Wodonga VIC 3690. Access to these records may be requested by writing to the RTO Manager at the aforementioned address.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by ATEL Training Solutions and the Complainant.

## Informal Grievance Procedure

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance Procedure.

## Formal Grievance Procedure

### Stage One

Formal grievances should be submitted in writing to the RTO Manager at ATEL, PO Box 603, Wodonga, VIC 3690. The Complainant is invited to include suggestions about how the grievance might be resolved.

The RTO Manager will notify the Complainant of receipt of the grievance within 5 working days.

The RTO Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

#### Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Managing Director at ATEL, PO Box 603, Wodonga, VIC 3690.

The Complainant's appeal will be determined by the Managing Director who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the

appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

#### Stage Three

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by ATEL through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the Managing Director at ATEL, PO Box 603, Wodonga, VIC 3690.

Costs of such mediation will be shared equally by ATEL and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

If the Complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

ATEL will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.

## **Complaints Procedure -students**

### **Students Overview**

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.

## **Relationship to Continuous Improvement**

Frequently, the complaints handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

## **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.

The RTO General Manager 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 included at the back of the Student Handbook or can be obtained by contacting ATEL Training Solutions.

### **4. Resolution by Arbitration**

Should the matter still remain unresolved following reporting to the RTO General Manager, the RTO General Manager 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.

## 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 Evaluation Form will be forwarded to you during the term of the Training Agreement.

ATEL Training Solutions is audited from time to time by the State/Territory Training Authorities. 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 a random sample of students is selected for a brief telephone audit.

## RTO Contact Details

If you have questions about any aspect of the training, please contact the trainer/assessor or the RTO Administration staff in the first instance.

### **ATEL Training Solutions Administration**

Email: [RTOadmin@atel.com.au](mailto:RTOadmin@atel.com.au)

Phone: (02) 6024 0800

Fax: (02) 6024 6353

### **ATEL Consumer Protection Officer**

Sonia Hosie

Phone: (02) 6024 0800