



ATEL

BUILDING A STRONGER WORKFORCE

STUDENT HANDBOOK

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INTRODUCTION

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 student of ATEL Training Solutions.

Services provided to you 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 students development and growth;
- works closely with industry to identify future trends and opportunities;
- develops skills;
- provides career development;
- delivers effective training; and
- builds lasting connections, value and loyalty.

Our guarantee

ATEL Training Solutions guarantees every student that once enrolled we will ensure that you are provided with every opportunity to fulfil the requirements of your course. If for whatever reason circumstances change, or the ability to complete the training, ATEL Training Solutions will endeavor to make alternative arrangements to ensure that your needs are met.

If in the event ATEL Training Solutions is unable to continue with providing training and assessment services you will be advised in writing. ATEL Training Solutions will assist to facilitate a transfer to an alternative provider, issue an appropriate refund for services not provided (if applicable) and issue certification based on completed units of competency.

Registration

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

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

Note: not all qualifications listed may be available for government subsidised training.

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;
- provide accurate and relevant information at all times;
- communicate clearly and effectively at all times; and
- encourage feedback without prejudice.

About Vocational Education and 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.

Qualified and professional trainer and assessors

Training and assessment is conducted by appropriately qualified trainer and assessors who are professional and supportive at all times in their approaches to training and assessment.

All trainer and assessors have:

- demonstrated achievement of at least Certificate IV in Training and Assessment or equivalent;
- demonstrated vocational competencies at least to the level of those being delivered and assessed;
- industry experience and currency that is relevant to the training that they are involved in delivering and assessing; and
- current working with Children Check or equivalent where required.

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.

You can find important documents on our website: <https://www.atel.com.au/about-us/useful-resources>

TYPES OF ENROLMENT

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment, pre-requisites applied to a course, or government funding eligibility, they will be clearly stated at the point of enquiry.

There are two types of enrolment; traineeship and non-traineeship.

Traineeship

There is a set of criteria that is applied prior to the acceptance of a 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;
- your relevant work/life experience;
- relevance of the course to your career plans; and
- identified course pre-requisites/priorities.

If your employer registers you to undertake a traineeship through an Australian Apprenticeship Support Network (AASN), you and your employer will be notified of acceptance by letter from the relevant State Government Training Department.

Where ATEL Training Solutions receives notification for a registered trainee from the relevant State Government Training Department, we will make contact with you and your employer within two weeks to arrange a course induction visit.

Non-traineeship

For students who are not registered trainees, you will be contacted within two weeks of receiving a request for enrolment with you and your employer to arrange a course induction visit. Non-trainees may be eligible for Government subsidised training or payments can be made on a fee for service basis.

COURSE INDUCTION

A course induction visit will be arranged by one of our trainer and assessors and will be undertaken in your workplace with you and your employer (or an authorised representative your employer has nominated) (*and parent or legal guardian if applicable). Course induction includes the formal enrolment process and commencement of training. Please allow up to 1 ½ hours for the induction visit and have available all necessary documents and information including the following:

- identification i.e. drivers licence
- green Medicare card
- concession evidence i.e. health care card
- disability evidence (NSW)
- Unique Student Identifier (USI)
- any certificates or statement of attainments for previous courses

* a parent or legal guardian is required to attend the induction visit for students under the age of 18.

UNIQUE STUDENT IDENTIFIER (USI)

Prior to your induction visit you will be required to create a USI if you do not already have one. It is free to create at: <https://www.usi.gov.au/students/create-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: 12345ABCDE

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.

ENROLMENT

Formal enrolment process

The formal enrolment process includes the discussion of the following with you and your employer or authorised representative:

- name and contact details of the trainer and assessor;
- recognition of prior learning (RPL) and credit transfer (CT) process;
- responsibilities required for you, your employer and trainer and assessor;
- frequency of workplace visits and methods of contact;
- training plan – unit selection and sequence;
- assessment procedures and your employer’s participation in collecting assessment evidence; and
- equipment, resources and appropriate supervisory staff required in the workplace.

And completion of the following (where applicable):

- language, literacy and numeracy (LLN) evaluation;
- pre-training review;
- enrolment form;
- training plan;
- eligibility form for state Government subsidised training (if applicable); and
- employer agreement (if applicable).

Confirmation of enrolment is acknowledged by completion all of the above applicable forms.

Exemption

In NSW if you are eligible for Government subsidised training and one of the following categories apply, you will qualify for fee free training which means the enrolment fee is exempt. Evidence may be required. Visit the Smart and Skilled website for more information: <https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost/exemptions-concessions>

- Australian Aboriginal and Torres Strait Islander
- employee with a disability(ies)
- dependent child, spouse or partner of recipient of a Disability Support Pension
- refugee or asylum seeker
- recipient of a Fee-Free scholarship

Concession

It is important that you apply for and obtain any concession that you may be entitled to prior to enrolment as some concession types may provide a reduction in course fees*. Concession evidence must be provided at the induction visit for any concession entitlements to apply (except NSW). Concession evidence based on each State is as follows:

NSW		VIC & ACT
<ul style="list-style-type: none"> • Age pension • Carer payment** • Farm household payment • Newstart allowance*** • Special benefit • Veterans' Children Education Scheme • Widow B pension • Wife pension 	<ul style="list-style-type: none"> • Austudy • Disability support pension • Family tax benefit Part A (maximum rate) • Parenting payment (single) • Sickness allowance • Veterans' Affairs Pension • Widow allowance • Youth allowance 	<ul style="list-style-type: none"> • Health Care Card • Pension Card
<p>* Concession only applies to Government funded enrolments and not fee for services enrolments. ** This category does not include the Carer Allowance or Carer Adjustment Payment *** Excludes new entrant trainees</p>		

Language, Literacy and Numeracy (LLN) evaluation

The LLN evaluation is designed to identify where additional training and support resources may be needed (to help you overcome LLN barriers) during your training and/or assessment. If support services are identified, the following is a guide for support services that may be provided or accessed.

Individual need	Support Service
Minor LLN deficiency that would inhibit course participation	<p>Additional individual support during learning activities and reasonable adjustment during assessment activities. This could include additional visits or support via phone or email. This support must be approved by ATEL Training Solutions Management 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	Refer the student to their local TAFE or alternative provider to complete a course to enhance LLN skills.
Recognised difficulties in studying and learning	<p>Where appropriate to the course, 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>

Individual need	Support Service
	<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>

Pre-training review

A pre-training review is required to be conducted prior to enrolment and is used to assess your ability to undertake the course. The pre-training review will cover previous work experience, previous qualifications obtained and determine if you are eligible for credit transfer or recognition of prior learning. Where a credit transfer is applied there may be a reduction in course fees.

Whilst you are undertaking the pre-training review, the trainer and assessor will engage in conversation with you to evaluate your communication skills, ability to interact and general knowledge.

The pre-training review will be reviewed by the trainer and assessor who will determine if the chosen course is suitable for you based on the information provided.

If it is identified that the course is not suitable the trainer and assessor will discuss alternatives which may include recommending a lower level course or a more suitable course pathway.

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.

Training plan

During your induction visit the trainer and assessor will discuss the training plan to meet the needs of your current job role and workplace. You may be provided with elective units to select from which should be relevant to your job role and your employer has adequate workplace resources for.

The trainer and assessor will sequence the units in order to support your job role and workplace or industry requirements. For example; units may need to align with seasonal periods. The trainer and assessor will provide expected start and end dates for each unit of competency, which will be your guide on completing work on time.

Throughout your course the trainer and assessor will monitor your progress against the training plan. Where it is identified that there is insufficient progress, they will discuss this with you and your employer.

COURSE DURATION

Trainees

If you are completing your course as a traineeship the course duration will depend on your individual training contract, but generally ranges from 1-2 years depending if you are a full-time or part-time employee.

Non-trainees

You will have 18 months to complete your course, regardless of whether you are a full-time or part-time employee.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the recognition of a person's skills and knowledge that may have been obtained by previous study or work experience in a paid or unpaid capacity. If you consider you have the required knowledge and skills in specific units of competency, you may apply for RPL upon:

- proof of subject-relevant formal training or experience;
- submission of evidence such as authenticated documents or samples of work demonstrating relevance and currency; and
- 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 RPL;

- you may be granted RPL for some or all units; or
- you may be granted RPL for some parts of some units.

Discuss this with the trainer and assessor who will provide you with an RPL application form. There is no reduction of course fees if RPL is granted. Please note that fees apply for RPL. Refer to the **Additional fees** section in this handbook.

CREDIT TRANSFER (CT)

ATEL Training Solutions recognises AQF qualifications and statements of attainment issued by other RTOs. If you have already completed a unit of competency within the course you are enrolling in or any other relevant course, you may be able to receive a credit transfer. You will be required to provide copies of any certificates/statement of attainment and complete a *Verification of certificate form* at the induction visit.

COMMENCEMENT OF TRAINING

Once the formal enrolment process is complete the trainer and assessor will issue you with relevant course resources and documentation and commence training for at least one unit of competency. As you progress through your course the trainer and assessor will continue to commence training in more units of competency.

TRAINING

As the course is workplace based, ATEL Training Solutions will provide training and assessment by a combination of face-to-face workplace visits and either distance or online based learning and assessment resources. Your employer is required to provide appropriate supervisory staff that has the relevant skills and knowledge to provide workplace training to support your on-the-job competency.

Distance or online based resources

For some courses, you will be given a choice of undertaking learning and assessment by distance (hard copy books) or online resources. The following requirements must be met for you to undertake online based learning and assessment. You must have workplace access to:

- a computer/laptop;
- an ergonomic work station;
- stable internet connection;
- up to date internet browser (Google Chrome or Mozilla Firefox is recommended); and
- Microsoft office software may be required depending on unit selection including Word, Excel, Outlook and PowerPoint.

Additional fees apply in the event you require a replacement of training and assessment resources due the loss or destruction of resources. Refer to the **Additional fees** section in this handbook.

Workplace visits

The trainer and assessor will schedule face-to-face visits in consultation with you and your employer. Please provide the trainer and assessor at least 48 hours' notice if you need to cancel any workplace visits.

During the workplace visits the trainer and assessor will:

- discuss course progression against the training plan;
- ensure adequate withdrawal time from routine work duties for structured training and assessment activities (trainees only);
- identify and assess your current skills and knowledge;
- discuss any workplace projects that you may need to be complete in the workplace;
- ask questions seeking information about your work practices;
- seek to source any training resources and equipment required;
- conduct training relevant to the unit(s) of competency being undertaken;
- conduct observations of you working on-the-job;
- confirm any workplace documents your employer has completed;
- seek confirmation of on-the-job competencies from your employer; and
- record the progress on file and store this information confidentially.

Additional contact

For each month where a workplace visit hasn't occurred the trainer and assessor will make contact either by phone or email to:

- monitor and document the progress of training against the training plan;
- discuss any questions you may have in relation to course material or assessments; and
- ensure adequate withdrawal time has occurred (trainees only).

Your responsibilities

As student you are required to take responsibility to:

- advise the trainer and assessor if you have current skills and knowledge you believe relevant to the course and wish to discuss Recognition of Prior Learning (RPL) or credit transfer(s) (CT);
- maintain and complete training materials as they are issued to you;
- complete assessments by the due date advised by the trainer and assessor;
- discuss any concerns or difficulties you may have with in relation to your course materials with your employer and trainer and assessor early on so it can be addressed without delaying your progress;
- adhere to the timelines on your training plan for course progression;
- seek feedback from your supervisor/employer on your on-the-job skills and knowledge;
- advise the trainer and assessor of any changes to your employment arrangements or circumstances that may affect your ability to progress or complete your course such as change of:
 - job role;
 - work hours;
 - work/site address; or
 - employer

- use the withdrawal time provided (see below) productively to complete structured training and assessment activities (trainees only)

Withdrawal time from routine work duties (trainees only)

You must be withdrawn from routine work duties to undertake structured training and assessment activities.

Withdrawal time is paid work time. The minimum withdrawal times for each State and Territory are as follows:

	Full-time	Part-time
NSW	3 hours per week	3 hours per week
VIC	3 hours per week	Pro rata for part-time - 8% of the hours worked. To work out the pro rata amount multiply the hours worked per week by .08 which will give you the required withdrawal hours per week. For example: If you work 20 hours per week calculate $20 \times .08 = 1.6$ hours.
ACT	20% of the hours worked.	20% of the hours worked.
	To work out the 20% amount multiply the hours worked per week by .20 which will give you the required withdrawal hours per week. For example: If you work 37 hours per week calculate $37 \times .20 = 7.4$ hours.	

You will be provided with a *training record book* for the duration of your course. All withdrawal time must be recorded in the *training record book* and signed off by you, your employer and the trainer and assessor for each unit of competency and for each four week cycle.

If you are not meeting the requirements of being withdrawn from routine work duties for the applicable minimum specified time, ATEL Training Solutions has an obligation to report the matter to the relevant State Government Training Department.

ASSESSMENT

Assessments will be flexible and centered on your daily work tasks and will incorporate your workplace policies, procedures and tasks. Assessment is used to measure your skills and knowledge against the unit of competency requirements and industry standards.

Any practical assessments required will take place in the workplace for the trainer and assessor to conduct relevant observations. During the process you may be asked questions and have a chance to show evidence of your achievements.

You will have three attempts to submit completed and satisfactory assessments for each unit of competency. The trainer and assessor will provide feedback after each submission and discuss any gaps or additional training that may be required.

Please ensure you submit all assessment requirements and documents together in one submission otherwise each submission thereafter will count as additional attempts. Additional fees will apply after three attempts if an additional submission(s) is required. Refer to the **Fees** section in this handbook.

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'. The requirements for assessment will be explained to you at the commencement of each unit of competency.

All trainer 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. More than one unit of competency may be assessed at any given time.

The following types of assessment methods may be used for assessment:

- presentation/demonstration
- case study
- written questions
- workplace observations
- third party reports
- projects
- activities

Access and equity in assessment

All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment in accordance with Anti-discrimination legislation.

If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer and assessor. Should you require a reasonable adjustment of the assessment due to specific needs you should discuss this with the trainer and assessor immediately.

Reasonable adjustments may include:

- longer period of time to complete assessments; or
- additional training, mentoring, supervision and support

Assessment Feedback

If you are not sure on an assessment outcome or disagree with a decision the trainer and assessor has made, discuss your concerns with the trainer and assessor in the first instance. If your concerns have not been resolved you should follow the assessment appeal process.

Assessment appeal

You may apply for reconsideration of an unfavourable assessment decision by submitting a written request to: studentsupport@atel.com.au

Include details of the unit of competency and assessment items the appeal relates to and an explanation of why you think the assessment outcome should be reconsidered. Appeals must be submitted within twenty eight (28) working days of the assessment outcome.

We will review your request and provide a written response within fourteen days. If the decision is still unfavourable you may have the opportunity for a person that is independent of ATEL Training Solutions to review your appeal at an additional cost. Refer to the **Additional fees** section in this handbook.

In these circumstances, ATEL Training Solutions management will advise of an appropriate party independent of ATEL Training Solutions to review the appeal 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.

COURSE COMPLETION

Trainees

If you are a trainee you have until the contract end date to complete your course. If you complete the course earlier than the contract end date, you will be deemed to be early completed and will no longer be considered a trainee. Early completion requires the approval from your employer.

Non-trainees

You have up to 18 months to complete your course. If you haven't completed within this time you will be issued with a Statement of Attainment for any completed units. Alternatively you can apply for a course extension. Refer to the **Course extension** section in this handbook.

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 the trainer and assessor will return your work and provide an opportunity for you to resubmit (provided you have enough assessment attempts remaining).

If the practice continues, you may be suspended from training and your employer will be informed to take suitable action.

ATEL Training Solutions is aware of websites containing unauthorised materials. Accessing the content of these websites for use in assessment will be regarded as plagiarism.

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

DISCIPLINARY PROCESS

Disciplinary processes occur when the behaviour of a student is deemed as unsatisfactory within the guidelines of this handbook.

The Disciplinary process has three steps.

1. where there is any breach in the expected behaviour, you will be firstly counseled by the trainer and assessor and your employer will be informed.
2. if the unsatisfactory behavior continues or is repeated then the trainer and assessor will escalate the matter to ATEL Training Solutions management.
3. ATEL Training Solutions may:
 - contact the relevant State Training Department to have your traineeship cancelled (trainees).
 - cancel your enrolment (non-trainees).

ABSENTEEISM

Repeated absences, which have the potential to affect completion of your course, 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 the relevant State Training Department to take the matter further (trainees).
- cancel your enrolment (non-trainees).

PRIVACY POLICY

ATEL Training Solutions is required to protect your Personal Information in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988. In accordance with the Australian Privacy Principles (APPs), ATEL Training Solutions protects the privacy of data and Personal Information we collect and hold by restricting access to your Personal Information to only authorised ATEL Training Solutions employees and representatives who need it to provide services to you.

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 | • Victorian Student Number (VSN) – VIC only | • Employment |
| • Gender | • Proof of concession eligibility | • Special needs |
| • Date of birth | • Cultural diversity | • Prior qualifications |
| • Residential address | • Ethnicity | • Reason for training |
| • Residential status | • Country of birth | • Schooling |
| • Language | • Contact details (phone/email) | • Unique Student Identifier (USI) |
| • Photo identification | | |

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 and electronic 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 form of invitation via text or email 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 NCVER 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 or the Independent Tertiary Education Council Australia (ITECA). 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:

- 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;
- the individual concerned has given written consent to the disclosure;
- 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;
- the disclosure is required or authorised by or under law;
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary; or
- 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 endeavour 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

You 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 you consider your personal information to be incorrect, incomplete, out of date or misleading, you 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 a request for a record to 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 your 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: RTOadmin@atel.com.au

Requests will be answered within fourteen business days.

Information retention and disposal

Personal information is held in electronic and paper format:

- information collected from 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.
- 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

If you believe that ATEL Training Solutions has breached a Privacy Principle in relation to your Personal Information you may lodge a complaint using ATEL Training Solutions grievance handling procedures which enables you 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: RTOadmin@atel.com.au ATEL Training Solutions will respond in writing within fourteen business days.

PRIVACY STATEMENTS

As part of the enrolment process ATEL Training Solutions are required to provide you with mandatory privacy notices. These include a national privacy notice applicable to all students and state privacy notices applicable to you accessing subsidised training for the respective State/Territory you 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 NCVER 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 NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

NSW

(Applicable to all NSW Government funded students)

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);
- NCVER;
- 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

(Applicable to all VIC Government funded students)

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.

LEGISLATION

Anti-discrimination

ATEL Training Solutions will provide all reasonable opportunity for you to enrol and access our training services in a manner free from discrimination and harassment. We will not discriminate when considering and accepting enrolment into our courses based on:

<p>Age Discrimination Act 2004</p>	<p>Discrimination on the basis of age – protects both younger and older Australians. Also includes discrimination on the basis of age-specific characteristics or characteristics that are generally imputed to a person of a particular age.</p>
<p>Disability Discrimination Act 1992</p>	<p>Discrimination on the basis of physical, intellectual, psychiatric, sensory, neurological or learning disability, physical disfigurement, disorder, illness or disease that affects thought processes, perception of reality, emotions or judgement, or results in disturbed behaviour, and presence in body of organisms causing or capable of causing disease or illness (eg, HIV virus). Also covers discrimination involving harassment in employment, education or the provision of goods and services.</p>
<p>Racial Discrimination Act 1975</p>	<p>Discrimination on the basis of race, colour, descent or national or ethnic origin, and in some circumstances, immigrant status. Racial hatred, defined as a public act/s likely to offend, insult, humiliate or intimidate on the basis of race, is also prohibited under this Act unless an exemption applies.</p>
<p>Sex Discrimination Act 1984</p>	<p>Discrimination on the basis of sex, marital or relationship status, pregnancy or potential pregnancy, breastfeeding, family responsibilities, sexual orientation, gender identity, and intersex status. Sexual harassment is also prohibited under this Act.</p>

For more information visit:

https://www.humanrights.gov.au/sites/default/files/GPGB_quick_guide_to_discrimination_laws_0.pdf

Access and Equity

ATEL Training Solutions adhere to the principles and practices of access and equity in training and assessment.

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

To ensure inclusive participation in training and assessment, we will assist by providing:

- an opportunity at enrolment to disclose a disability, LLN needs or any other condition/requirement;
- a dedicated trainer and assessor;
- adjustment to training and/or assessment that is reasonable and fair; and
- quality support service.

Disability

ATEL Training Solutions supports, where we have resources to, disabilities that may impede on your training and assessment. All reasonable adjustments will be made to accommodate your needs for you to participate in training and assessment, and where required, referrals to external agencies may be provided.

Adjustments that may be made include but are not limited to:

- large print for resources;
- PDF resources text to speech; or
- additional trainer and assessor support.

Child protection

ATEL Training Solutions conducts the appropriate child related employment screening of all trainer and assessors and any other individuals we engage to conduct training and assessment services.

Occupational & Work Health and Safety

The trainer and assessor will review the workplace and make any recommendations to employers on additional requirements you may need in your work routine. This may include but is not limited to:

- ergonomic work station; or
- Personal Protective Equipment (PPE).

They will actively take steps to identify hazards, which could cause harm to persons and report them to your employer.

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

For more information visit: <https://www.safeworkaustralia.gov.au/>

Australian consumer law

ATEL Training Solutions adheres to consumer law requirements to ensure that the marketing and delivery of services is fair and reasonable and that you can make an informed decision about acquiring our services.

For more information visit: <http://consumerlaw.gov.au/>

FEES

For current enrolment fee information, please visit our website and review the fees for the relevant qualification and state: <https://www.atel.com.au/about-us/useful-resources>

Enrolment fees will vary depending on:

- relevant State Government funding;
- if you are a trainee or non-trainee;
- any concession you may be entitled to; and
- chosen qualification.

Fees are subject to change according to any concession, exemption, credit transfer(s), or where it is identified you are not eligible for Government subsidised training. If it is identified that you are not eligible for Government subsidised training, you and your employer will be notified immediately and offered the opportunity to access training and assessment services on a fee for service basis.

Concession or exemption evidence must be provided at the induction visit for any concession entitlements or exemptions to apply. Evidence cannot be accepted after confirmation of enrolment.

All enrolment fees are inclusive of all training and assessment services outlined in this handbook, except additional fees. Refer to **Additional fees** in this handbook.

Payment Terms

If you are a trainee, your employer has an obligation to pay your enrolment fees and invoices will be sent to your employer. If you are a non-trainee you will need to negotiate fee arrangements with your employer and let the trainer and assessor know at your induction visit if you are paying enrolment fees so arrangement can be made for the invoice to be sent to you.

ATEL Training Solutions has a fee protection mechanism in place in that we do not accept any more than \$1,500.00 at enrolment. The following fee schedule will apply for fees of \$1,500.00 or more.

The enrolment fees will be payable as follows:

Fee type	After induction visit (non-refundable)	30 days from induction visit	60 days from induction visit
Fees less than \$1,500.00	Up to \$250.00*	Remaining balance	N/A
Fees of \$1,500.00 or more	\$250.00	50% of remaining balance	Remaining balance

*This amount will vary according to any concessions that may apply.

Up to a maximum of \$250.00 is invoiced after the induction visit. This fee is non-refundable.

A cooling off period of 30 days from the induction date applies. After this time the remaining balance(s) will be invoiced regardless of if or when you discontinue with your course or cease employment after that time.

Payment is due 7 days after receipt of invoice.

Additional fees

Additional fees that occur during the course will be invoiced to your employer unless otherwise advised. Additional fees that occur after course completion/cancellation will be your responsibility and must be pre-paid.

Fee type	Amount	When it applies
Recognition of Prior Learning (RPL) (per unit fee)	\$250.00	During the course
Replacement training resources	\$50.00	
Additional assessment submission	\$150.00	
Independent assessment appeal	\$200.00	
Course extension – up to 1 month	\$220.00	
Course extension – up to 3 months	\$650.00	
Replacement certificate or statement of attainment	\$35.00	After course completion/cancellation
Replacement competency card	\$25.00	
Replacement certificate or statement of attainment + competency card	\$50.00	

Recovery of outstanding fees

Non-payment of any fees may result in referral to debt collection, temporary withdrawal or cancellation of training services. Certification based on completed units of competency that you may be entitled to will be withheld until all fees are up to date.

REFUNDS

If for any reason you are unable to continue the course and you or your employer have paid fees, the person who made the payment may be eligible for a refund.

Refunds will be issued in the following circumstances:

- there has been an overpayment of the enrolment fee – we will refund the excess amount paid only; or
- ATEL Training Solution is unable to provide the course for which you have enrolled in and fees paid in advance have been made.

Refunds may be considered in the following circumstances:

- you withdraw from the course after the 30 day cooling off period and no further workplace visits were made.

Refunds will not be considered for any of the following circumstances:

- you withdraw from the course after the 30 day cooling off period and workplace visits were made; or
- your employment ceases or there are changes to employment after the 30 day cooling off period and workplace visits were made.

ATEL Training Solutions may consider refunds for extenuating circumstances. For example: if you met with a serious misadventure or were diagnosed with a terminal illness and were unable to continue your course.

Any refund request from the person who paid the fees must be requested by completing a *Refund Request* form and emailing to: RTOadmin@atel.com.au

A *Refund Request* form can be found at our website: <https://www.atel.com.au/about-us/useful-resources>

CANCELLATION

If you intend to discontinue your course you must advise the trainer and assessor immediately. We will first ascertain if the reason for discontinuing relates the performance of ATEL Training Solutions and if that is the case we will ensure that all reasonable efforts are made to address concerns related to training services. Alternatively you may contact our administration team at: RTOadmin@atel.com.au

If the reason is anything else other than the above we will ask that you submit a request to discontinue training services in writing via email to the trainer and assessor or our administration team by email: RTOadmin@atel.com.au

Once we receive a request to discontinue training we will:

- contact you and your employer to confirm the date training services will end;
- issue any refunds (if applicable);
- issue your employee with a Statement of Attainment for any completed units of competency;
- notify the relevant State Training Department (trainees only); and
- notify the nominated Australian Apprenticeship Support Network (AASN) (trainees only).

COURSE EXTENSION

If your employee requires a course extension due to unforeseen or personal circumstances you must advise the trainer and assessor immediately.

Trainees

Once we received a request from both you and your employee, we will notify the nominated Australian Apprenticeship Support Network (AASN) or apply to the relevant State Training Department. You will be notified of the outcome by the relevant State Training Department. Extensions must be applied for before the training contract end date and cannot be submitted after. If an extension hasn't been submitted before the training contract end date, the training contract will expire.

Non-trainees

We offer course exertions for one or three months. Fees apply; refer to **Additional fees** in this handbook.

CERTIFICATES

Qualification certificate

A certificate and record of results will be issued upon successful completion of your course within 30 calendar days*. Qualifications are issued under the authority of the Australian Skills Quality Authority and are recognised nationally within the Australian Qualifications Framework.

Statement of attainment

If you are unable to achieve the full qualification, or if you only enrolled in one or more units of competency, you will be issued with a Statement of Attainment upon successful completion of the unit(s) of competency within 30 calendar days*.

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 as having a legislative outcome.

Replacement certificates and/or competency cards

Replacement Certificates and/or competency cards are available on request by contacting our administration team by email: RTOadmin@atel.com.au or phone: (02) 6024 0800. Fees will apply. Refer to the **Additional fees** section in this handbook.

*If all fees have been paid.

COMPLAINTS

If you have a complaint, you are encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested at which time the matter in dispute can be raised and a resolution sought.

Resolution by trainer and assessor

Should the matter still remain unresolved or should be considered inappropriate you should contact the trainer and assessor for assistance. Assistance may be by means of a mediated discussion.

If the trainer and assessor 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 another ATEL Training Solutions representative about your concerns or submit your concerns in writing via email to: RTOadmin@atel.com.au

Resolution by management

Should the matter still remain unresolved or should be considered inappropriate following trainer and assessor resolution you should contact ATEL Training Solutions management 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 our website <https://www.atel.com.au/about-us/useful-resources> and can be emailed to: RTOadmin@atel.com.au

We will attempt to address formal complaints and reply within fourteen business days. You will be notified if there is any delay in response.

Resolution by Arbitration

Should the matter still remain unresolved following reporting to 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. Please be advised that ASQA will require you 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 are a NSW student receiving subsidised training, you are covered by Smart and Skilled consumer protection measures. More information can be found on the Smart and Skilled website:

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

In the event of a complaint ATEL Training Solutions will follow its complaints procedure. The nominated Consumer Protection Officer is:

Sonia Hosie

Email: sonia.hosie@atel.com.au

Phone: (02) 6024 0800

FEEDBACK

You will be provided with the opportunity to give feedback through the following methods:

- AQTF Student survey – this is a mandatory survey we must provide, however it is optional for you to complete and will be provided during the term of your course.
- Online survey – you may be contacted via text or email to participate in an optional survey generated by us to gain feedback on our service standards, student needs or other focus areas.

ATEL Training Solutions is audited from time to time by the State Government Training Departments and Australian Skills Quality Authority (ASQA) for review purposes. During this process you may be contacted for a brief phone interview. We encourage you to provide feedback should you be contacted.

ATEL Training Solutions 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 course. If you are selected by NCVER, please take the time to complete the survey.

Please note that we do not engage the services of third party providers to conduct surveys on our behalf. If we were to engage in such an activity we will advise you in writing and you would have the opportunity to opt out.

STUDENT SUPPORT

You will be 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 emailing:

studentsupport@atel.com.au

If you are a Group Training trainee, you should contact your mentor for support.

For enrolment or administration enquiries contact our administration team by email: RTOadmin@atel.com.au or calls us on: (02) 6024 0800.

Additionally, you may access support services from the following organisations:

- | | | |
|---------------------------------------|--|--------------|
| • 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 | |

CONTACT DETAILS

If you have any questions, feedback or concerns about any aspect of our services please contact us.

Visit

2 Michael Drive
Wodonga VIC 3690

Call or Email

Ph: (02) 6024 0800
E: RTOadmin@atel.com.au

Post

PO Box 603
Wodonga VIC 3690