Student Handbook

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Coates Hospitality Services Pty Ltd

Trading as

Australian Training and Consulting
(ATAC)
PO Box 2075
Tamworth NSW 2340
02 6763 4444
1300 306 597
www.atac.edu.au
RTO 90886

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Approved by:	Kylie Reading- Compliance Officer	

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Message of Welcome

Thank you for choosing *Australian Training and Consulting (ATAC)* to assist you to achieve your training goals.

Your decision to undertake training is an important one. Whether you are seeking to update or upgrade skills, or you are seeking a new career direction, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to ensure consistency and quality. We aim to provide you with the best facilities, trainers, and support services, to ensure that your learning experience meets and exceeds your expectations. We also aim to provide you with value for money.

To help us maintain our high standards, please take time to read this information and let us know how it can be improved.

You may wish to refer to the details in this document during your training programme, so keep it in a safe and convenient place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with *Australian Training and Consulting*.

The team from Australian Training and Consulting

Introduction

This handbook is used in conjunction with the Training and Assessment Strategy developed for each individual learner.

The purpose of the Student Handbook is to provide you with information about ATAC and the way we support your learning, and how the qualification is delivered at your workplace or classroom and should be read by the student prior to enrolment so that any issues or concerns can be addressed prior to commencing your learning of the qualification.

The information in this handbook should be read in conjunction with the ATAC Recognition of Prior Learning Policy, which will be made available upon requires.

Please consider the information and if you have any questions on the way we deliver the qualification and your role and involvement in the learning and assessment process ask your trainer, assessor or employer prior to enrolment.

For many learners, your employer and workplace has a significant role in the learning and assessment process and we will ensure that there is on-going consultation between you, your employer and ATAC during selection of units of competency and the delivery of the qualification.

You and your employer will be provided with a Training and Assessment Strategy which outlines how the qualification is delivered, roles and responsibilities and the units of competency included in the qualification.

At the beginning of the first session of the course or training programme, students will complete an induction by the trainer or assessor.

Student induction will include:
- An overview of training facilities
- Discussion of student handbook content
- Introduction to relevant Trainers/Assessors.
- Discussion of course outline including any uniforms or special clothing requirements
- Outline of assessment requirements for the course or training programme
- Explanation of procedures for Recognition of Prior Learning or Current Competency
- Supply of reading lists or textbook references if appropriate.

Induction is an important part of commencing a study programme. Students should take this opportunity to satisfy any questions related to the programme, facilities and support services.
If you miss the induction, please speak with your trainer to arrange a time to discuss induction.

About Australian Training and Consulting (ATAC).

ATAC is a Registered Training Organisation (RTO 90886) and is focused on providing high-quality and accredited vocational training and assessment services to our client group. This includes federal, state and local governments, business and the general public.

ATAC monitors and adjusts its training provision to best suit client needs and emphasises quality delivery.

Enrolment

Students are required to complete an enrolment form before commencing study.

The enrolment form is used to create a student history file and collect government requested data. All personal information is strictly confidential, as per the Privacy and Personal Information Protection Act 1998 No 133.

As part of the enrolment process as a student you will be required to answer questions for the following purposes:
- Personal Student information for communication, as part of the training process
- In order to determine your eligibility for any government subsidies
- To allow your Registered Training Organisation (RTO) to report on both State and National Data requirements (please refer to Privacy Statement, in this student handbook)

As part of the enrolment process, you will also be required to complete a declaration which will give ATAC as your RTO the permission to disclose your personal information to other Australian Government Agencies, including those located in States and Territories outside of NSW.

If students are under the age of 18, they are required to complete the enrolment process and have a parent or guardian provide consent for the training to occur.

Unique Student Identifier (USI)

All students undertaking nationally recognised training will need to have a USI from 1 January 2015. RTOs are not able to issue a qualification or Statement of Attainment for training completed after that date without collecting a USI. Students can obtain their USI by visiting www.usi.gov.au. ATAC administration staff are available to assist students with this process.

ATAC have implemented a USI application form to assist students with applying for their USI, this process is undertaken at time of enrolment or prior to course commencement for students. This application form requests specific information from the student including:
- Name
- Address
- Date of Birth including country and Town of birth
- Proof of identification i.e. drivers licence, passport etc.

ATAC have included a section in the USI application form where the student is to authorise ATAC to apply for the USI on their behalf.

Proof of Identity

There are some courses offered at ATAC require '100 points of identification' to be produced prior to the course commencing, while all accredited courses require a form of photo ID to be produced at enrolment. Students will be informed upon enrolment if they are undertaking a course with either of these requirements. If you are unsure of what forms of identification are acceptable, please speak administration staff prior to the course commencement.

Student Rights & Responsibilities

- Students recognise other peoples' human worth and dignity
- Students are required to dress appropriately, reflecting industry standards.
- Students should come to class sober and drug free and smoke only in open areas away from other people.
- Students with a disability have a right to access programs and activities without discrimination, however they also have a responsibility to disclose their disability to ensure their learning needs known and addressed by the organisation.
- Students have the right to be re-assessed if the competency is not achieved first time
- Students pay all fees and charges associated with the course and study.
- Students have the right to expect a competent tutor and achieve the expected course outcomes.
- Students are responsible for personal possessions while attending the course.
- Students should report all injuries or incidents as soon as possible.
- All students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment.

Attendance and Absenteeism

Students are required to attend programmes as advised during course induction. Frequent absences or lateness may result in non-achievement of some assessments and/or qualification.

Students who are unable to attend scheduled lessons, assessment activities or training sessions, must contact your trainer and assessor and try to give at least 48 hours' notice of your absenteeism.

Change of Personal Details

Please ensure that you promptly notify administration of any change in your name, address, telephone number, email address or employer (if apprentice/trainee). Failure to provide such information may result in certificates being posted to an incorrect address.

Delivery Arrangements

Learning and assessment will often take place on-the-job in your workplace. Delivery will be a combination of training delivered in the workplace, both on-the-job and by your assessor and through completion of individual learning tasks. Information on assessment methods is included in this guide.

Classroom training sessions may be scheduled by your assessor in consultation with your employer (a fee may need to be paid for additional training requirements).

It is your employer's responsibility to provide on-the-job training and access to the workplace for to enable completion of workplace based portfolios, assignments, tasks and projects.

Learning materials may be provided to you to complement your workplace learning. The learning materials allow you to learn at your own pace.

Additional training will be provided by ATAC staff to address skills gaps identified during the delivery of the qualification (a fee may need to be paid for additional training requirements).

Training Delivery

Training delivered by *ATAC* meets the national standards and requirements for registration as a Registered Training Organisation (RTO). The current standards under which ATAC operate are the "Standards for Registered Training Organisations (RTOs) 2015". A copy of these standards are available on the Australian Skills Quality Authority website, www.asqa.gov.au.

Each course or programme delivered by *ATAC* has specific resource requirements for delivery. These include physical resources and human resources.

Accredited training is delivered against competency standards and course outlines set by industry. Students are advised of the units of competence they are studying for each module and will be provided with learning material and resources.

Courses and programmes delivered by *ATAC* are continually updated through industry consultation. This ensures that students have access to current information and learning strategies.

Training is delivered in-group workshops, lectures, on a one-to-one basis, and using self-paced materials and technology. This range of learning strategies provides students with opportunities to select a learning method that best suit their needs.

Qualification Delivery Duration

The actual delivery duration will be dependent on the total volume of learning for the qualification along with your existing skills and knowledge, the level of training and experience you have already received in the workplace and in previous employment and the extent of recognition of prior learning.

It will also depend on how much time you put into completing assessment tasks. The sooner you complete your assessment tasks the sooner you can be assessed. When you have completed an assessment task contact you assessor and arrange for an assessment visit.

Where the qualification is being delivered under a traineeship, the Australian apprenticeship centre will advise ATAC of the terms of the contract in relation to duration of qualification which is pre-determined by the Department of Education and Communities.

Competency-Based Training

Nationally-accredited courses delivered by *ATAC* are competency-based. This means that training is delivered based on units of competency developed by the industry.

Students' abilities are assessed against these units of competency on a "can do" basis. When students can demonstrate competency and show that they have the required underpinning skills and knowledge, they can be assessed as competent. If students are not successful on the first attempt, they are provided with feedback and given further opportunities to demonstrate competency.

Achieving Competency

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace and as required in the qualification or unit of competency rules. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

During delivery of the qualification ATAC will collect evidence and make judgements on whether you can perform to the standards expected in the workplace and as outlined in the competency standards of the training package.

At the end of each assessment process your assessor will make a decision on your competency and results will be documented and will be forwarded to you. Feedback regarding noncompliance or skill gaps for the unit will be discussed with you and training plans will be negotiated between you and the assessor.

Course Trainers and Assessors

ATAC staff are professional trainers and assessors who have been selected against strict criteria to ensure that they possess required and relevant academic and industry qualifications in the subject areas they are involved with. Students can have full confidence in the skills, knowledge and professional standing of our team.

Trainers and Assessors are required to participate in an on-going skills development programme to maintain and update their technical knowledge. This ensures that students receive the best possible instruction and assessment.

ATAC only employs staff with appropriate formal specialist qualifications, recent industry experience, and trainer and assessor qualifications in accordance with the NVR Standards to deliver nationally-accredited courses and training. The current standards are available at http://www.asqa.gov.au/.

Trainers and assessors may change during training and assessment visits depending on many factors including staff availability and units being assessed. Information on qualified trainers and assessors is available on a staff matrix.

Training and Assessment Strategy (TAS)

All students studying full or partial qualifications at ATAC (not essential for short skilled or compliance courses) will negotiate and receive a TAS. This document is developed after consultation with an ATAC trainer/assessor and implemented at the beginning or prior to the qualification commencing.

The TAS documents include information on the qualification, units of competency, employability skills and course description.

Learning Materials

ATAC undertakes to provide a wide range of current and relevant learning/teaching materials and resources that maintain industry standards and operations.

Should learning material/resources and assessment need to be re-issued after the initial issue. A fee may be applicable for these documents to be re-issued and posted.

Keeping a copy of your work

Please remember to retain a copy of all your work that you submit to ATAC.

This is to ensure if you post documents you have a back-up plan with items go missing or get lost in transit.

In some cases you my regrettably be asked to re-do any assessment tasks you have a copy to refer back to.

Assessment Methods

Following completion of an initial recognition of prior learning process and after taking into account the comments provided by your supervisor/manager in the Supervisor Verification Report if these have been provided and these results will be discussed with yourself and an assessment plan can be developed.

These methods may include:
- assessment tool (including task and underpinning knowledge questions)
- observation of performance in the workplace
- verification reports from a supervisor
- written or verbal answers to questions about specific skills and knowledge
- holistic assessment
- recognition of prior learning (including qualification and certificates)
- review of portfolios of evidence including:
  - verification report and or third-party workplace reports
  - on-the-job performance

The requirements of each unit of competency will provide guidance to your assessor on appropriate assessment tools and methods. Observation of workplace activities may take place in real work or simulated work situations.

Holistic Assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. To assist in gaining an understanding of the opportunities for holistic assessment the units delivered will be clustered into like groups.

This clustering gives you the opportunity to choose units that are related to your job role and allows the assessor to gather evidence that can be applied across units during an assessment visit.

Work activities include application of a range of skills and knowledge that can be observed during an assessment.

Recognition of Prior Learning

Students are entitled and encouraged to take the opportunity to receive Recognition of Prior Learning (RPL). This process and forms are available upon request from ATAC administration office or from your trainer and assessor.

RPL is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a unit of company or a qualification.

Students who are existing workers or have worked in the industry for a time will have received on-the-job learning and training.

The learning will include experience doing your job and being taught by colleagues, supervisors and managers on how to do your job and learn new skills. For many employees this is the primary method of learning at work.

The training may include attendance at courses, induction training, work site training and one-on-one practical on-the-job training.

Where you're on the job learning and training relates to the competency requirements of units of competency you may receive recognition for this training under the RPL process.

It is your assessor's role to identify and relate on the job learning and training to the requirements of each unit of competency.

Assessment tools used for RPL may include observation of workplace activities, review of student training records, student qualifications or licences, Verification Reports, portfolios and verbal or written questioning.

We can also review through the RPL process qualification that have be issued by other training organisation and look at credit transfer. The RPL process will be carried out at the commencement and during delivery of the qualification and the student assessment plan will take into account the results of the RPL process.

When granting Recognition of Prior Learning, ATAC will obtain and keep all the evidence used to establish the recognition of prior learning for all subsidized training and for all enrolled students. The evidence can include the student's statement of attainment or transcripts along with any other forms of evidence. (Additional types of evidence are listed under Smart and Skilled of this Student Handbook)

Examples of evidence can include:
- Training Plan
- Attendance
- Learning resources
- Release from work
- Workplace relevance
- Assessment plan
- Completed assessments
- Achievement of competence

Credit Transfer - Recognition of current competencies

One of the most important features of the Australian Quality Training Framework is the mutual recognition of training organisations and qualifications including Statements of Attainment.

Under Mutual Recognition a registered training organisation must accept the credentials issued by another registered training organisation based in any State/Territory of Australia. *ATAC* undertakes to ensure that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid.

ATAC can review qualification issued by other RTOs. This applies to units of competency and full qualification. So if you have already obtain previous qualification they can be counted towards a qualification. ATAC are able to transfer credit and you will not be required to undertake the same unit of competency again. This process is part of our recognition of prior learning.

When granting Credit Transfer, ATAC will obtain and keep all the evidence used to establish the credit transfer. This can include the student's statement of attainment or transcripts along with any other forms of evidence. (Additional types of evidence are listed under Smart and Skilled of this Student Handbook)

Examples of evidence can include:
- Training Plan
- Attendance
- Learning resources
- Release from work
- Workplace relevance
- Assessment plan
- Completed assessments
- Achievement of competence

Your Qualification or Statement of Attainment issued by *ATAC* will be recognised Australia wide under these arrangements.

Verification reports from supervisors

Because of the limited amount of time the ATAC assessor can spend in the workplace physically observing your work activities, we like to use comments and reports from third party referees to obtain knowledge of your application of skills and knowledge in the workplace.

In most workplaces managers or supervisors of students are identified as third party referees, the role of the third party referees is to:
- identify all workplace activities carried out by yourself related to the requirements of each unit of competency included in the Training and Assessment Strategy
- provide comments on your skills, knowledge and ability to deliver the services and outcomes in the workplace required for each unit of competency included in the qualification

Skills gaps will be identified through:
1. discussions with your third party referee
2. your manager/supervisor completing the Verification Report at the commencement of the qualification and/or prior to commencing assessment of a unit of competency
3. during the delivery and assessment process by the trainer

Where a suitably qualified third party referee cannot be identified or is unwilling to participate in the process ATAC will use other assessment methods and tools to assess your competency.

Assessment Process

The assessment process is used to determine the outcome of the student and whether they are able to demonstrate competency (ability) against a pre-determined set of measures (assessment methods). Students are made aware of how assessment will be completed, the principles of assessment refer to is the assessment valid, reliable, fare and flexible.

An assessment is:
- Valid when it assesses what it claims to assess
- Reliable when it is consistent in all situations and with all students
- Fair when it places all students on equal terms
- Flexible when it can accommodate all delivery options and the needs of the student

There will be a number of assessment tasks required for completion of each unit of competency to ensure all elements, performance criteria's and critical aspects have been addressed.

Assignments and Projects

Because of the flexible delivery options available, some subjects involve projects, assignments and a range of other learning activities. Trainers will provide written project and assignment outlines for these activities. Trainers will also indicate the due date for the project/activity completion when distributing outlines. Please talk to your trainer about the requirements for your course.

Students are encouraged to plan their study activities to ensure that projects are completed on time. Due dates may be negotiable by discussions with Trainers.

Self-Paced Learning

Where self-paced learning is a requirement of a programme, students will have access to Trainers/Assessors through the *ATAC* administration office, to provide information or assistance with their research/study requirements.

Feedback

Throughout the duration of the training program, trainers will regularly communicate with both trainee and employer in regards to obtaining feedback.

Upon completion of each training program, students are asked to complete a subject evaluation. This activity is invaluable for improving course quality and relevance while assisting ATAC in maintaining its compliance with our regulatory bodies.

The information you provide is reviewed by the Compliance Manager and shared with the *ATAC* team as part of a quality assurance system. Students may include their name if they wish, but this is not necessary. Data from feedback forms will be complied and delivered to government agencies for evaluation.

ATAC encourages course graduates to maintain contact with the Trainers and other students.

Payment of Fees

Fees vary according to the programme of study. Students are advised of all costs before enrolment. Students paying fees will be issued with an official receipt.

On enrolment, students and employers (depending on the type of training you are undertaking) will be asked to take up one of the following payment options:
- Pay the full amount up front
- Present a signed authority from an employer to invoice the employer for the fees and charges
- Pay fees by instalment
- Should you fall behind in instalments during the training, an appropriate arrangement will be made to pay any outstanding fees and charges

Cooling Off Period

As part of our ethical recruitment strategies, students who enrol in the courses provided by ATAC are entitled to a 'cooling off period'. If a student decides, within fourteen to twenty one (14 to 21) days of enrolment, that they do not wish to proceed with their enrolment, they are entitled to cancel the contract entered into with ATAC.

If this occurs, the student shall be entitled to a refund of any fees paid- less the cost of any work that may have already been undertaken.

Refunds shall be issued in accordance with ATAC's refund policy.

Fee protection mechanisms

ATAC ensures compliance with both the ASQA Standards for Registered Training Organisation's 2015 and the Smart & Skilled Fee Administration Policy.

This means:
- ATAC will not invoice an individual student/nor accept from an individual student, an amount greater than $1000.00 prior to commencement of qualification/course.
- ATAC will not invoice an individual student/nor accept from an individual student, an amount greater than $1500.00 for any additional fees paid in advance.

Refund Policy

ATAC undertakes to refund course fees paid for expected service provision if application is made when justified and/or the:
- course is full
- course or service is cancelled or rescheduled and no longer suitable
- client has dissatisfaction with the service and is proved to be justified
- the student gives not less than seven (7) days' notice of their inability to attend the course.
- client has other circumstances that arise and are approved by the Chief Executive Officer or Office Manager of *ATAC.*
  Acceptable circumstances may include:
  o sickness of client (verified by medical certificate)
  o change of employment hours (verified by employer)

For a major problem with services you can cancel the contract and obtain a refund or seek compensation for the drop in value of your services provided compared to the price paid.

A service has a major problem when:
- it has a problem that would have stopped someone from buying it if they'd known about it
- it is substantially unfit for its common purpose and can't easily be fixed within a reasonable time
- it does not meet the specific purpose you asked for and cannot easily be fixed within a reasonable time
- it creates an unsafe situation

These are your rights under Australian Consumer Law consumer guarantees. More information can be found at https://www.accc.gov.au.

Issue of Qualifications

A qualification issued by *ATAC* is evidence of student competency. *ATAC* issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Training Framework.

Qualifications are valid only if as a minimum they include:
- RTO identification number
- Student's first and last name.
- The full name and national code of the programme or Unit/s of competency achieved.
- CEO or approved officer signature and date
- A statement that the qualification is recognised within the Australian Qualification Framework.

Full AQF qualifications are only issued where all components of a qualification have been achieved. Where all components have not been achieved, a statement of attainment for units completed will be issued detailing the AQF qualification from which the modules have been taken.

Your certificate will be issued within 30 days after completion of all units of competency required within the qualification framework and providing there is no outstanding funds. Should there be any outstanding funds owed from the delivery of this qualification, the certificate and the list of units achieve will be withheld. Once payment has been received the certificate will be released.

Students may receive an outcome of Competent or Not Yet Competent

ATAC has the right to withhold the issuance of any certificate or statement of attainment if fees are unpaid.

Definitions

Competent
The student has demonstrated competency in all outcome for that unit

Not Yet Competent
The student has been assesses and has not yet demonstrated competency in all learning outcomes for an individual unit.

Statement of Attainment
A Statement of Attainment is issued where students have partially completed a qualification, this can be done in a few ways.
1. Student does not complete the full requirements for the qualification
2. Unites have been delivered from an accredited and registered training program as single units

Record of results
A record of results is issued where students have partially and/or fully completed a qualification, this can be done in a few ways.

1. Student does not complete the full requirements for the qualification

2. Unites have been delivered from an accredited and registered training program as single units

3. Full list of units that have issued to support a certificate

Certificate
A full record of results stating the qualification that has been obtained

Privacy Statement

ATAC will ensure that it respects the privacy of students, prospective students and employers by implementing the Australian Privacy Principles. ATAC will ensure that any personal information that is collected is necessary for the purpose of the business and use for the purpose and manner in which it was intended.

ATAC will safely and securely store the information appropriately that has been provided. There is limited access to your information and only those who have a legal reason to have that access will be granted.

For example student information may be given to the following bodies where and when required, including but not limited to:
- WorkCover NSW, NSW Food Authority, NSW Roads and Maritime Services
- DEC; Department of Education & Communities
- NSW OLGR; NSW Office of Liquor, Gaming and Racing
- NCVER; National Centre for Vocational Education Research

The information provided within the student enrolment form may also be used by ATAC staff for the purpose/s of: marketing & distribution; surveys; qualification updates; qualification expiry information; any other RTO relevant distributions.

All employer information obtained will also be treated as in the strictest of confidence.

The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. Additional information on the Australian Privacy Principles can be found at: http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform#APPs

Student Needs & Learning, Literacy and Numeracy Support (LLN)

ATAC provides access to specialist support for students who require additional support with literacy skills, numeracy skills, or study skills. Students should initially discuss these requirements with their trainer.

All discussions are held in the strictest of confidence. *ATAC* aims to link students with the best possible support to help them complete their study whilst maintaining their personal dignity.

You may have some particular needs that will impact on completion of your qualification. These needs could include a learning disability such as impaired sight. If these needs are identified the assessor will work with you to achieve a desirable outcome.

Client needs may be identified by:
1. the employer advising the assessor of the needs of a student
2. the student advising the assessor of their needs
3. the assessor identifying needs of a student during the enrolment or delivery and assessment of the qualification

Provision can be made during the development of the training plan to record identified student needs so please inform your assessor of any needs you may have.

For further information on literacy and numeracy, visit the Australian Governments website at: http://www.australia.gov.au/topics/education-and-training/literacy-and-numeracy

Assessment Policy and Appeals

Australian Training and Consulting acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its clients.

All clients have the right to appeal any assessment decision made by Australian Training and Consulting if they believe that the assessment is invalid and/or feel that the process was invalid, inappropriate or unfair.

Appeals regarding assessment are generally conducted through an initial interview, investigation and a confirmation interview. If the appeal is regarding a submitted assessment, a copy of the assignment under question will be brought to the initial interview. In general, appeals will only be considered in the term immediately following the completion of the module and/or course and the notification of results.

Clients dissatisfied with the assessment received are asked to discuss the results and go through the assignment with the relevant trainer in an attempt to reach a decision before a formal appeal is submitted.

After the initial discussion with the trainer if the client is still not happy with the assessment received, they can request a second assessment by submitting a formal request to ATAC management within seven days following receipt of the assessment result.

Complaints and Grievances

Australian Training and Consulting recognizes that differences and grievances can arise from time to time and therefore has a fair and equitable process for dealing with employee and/or client grievances. These may arise internally, within the organisation, or externally- involving ATAC staff, trainers, assessors, third party representatives other clients.

Grievances could include issues regarding complaints about staff, trainers, assessment results, access to services, and conduct of others, assessment tools, advertising, ethical practices or other functions of the organisation.

The quick settlement of any grievances that may occur is in the best interest of all parties concerned. The principals of natural justice and procedural fairness shall underpin the whole process.

A grievance can be raised in a variety of ways. They include, but are not limited to-
- Verbal complaints
- Written statements
- On feedback forms

Once a complaint has been received ATAC management will-
- Explain to the complainant how the complaints process will work (including their right to have the complaint reviewed by an external or individual party)
- Advise in writing that the complaint has been received
- Keep the complainant updated with progress of the process
- Inform the complainant in writing if the resolution is expected to take over and sixty (60) days
- Advise all staff of changes to systems or policies created as a resolution to the grievance or part of a resolution
- Take minutes of any meetings held to discuss or resolve the issue
- Use the grievance procedure to ensure that the principals of natural justice and procedural fairness are adopted throughout all proceedings.

ATAC is bound by its Code of Practice and if a solution has not be reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.

If you have any complaints and or grievances please contact the CEO via email at admin@atac.edu.au (Note: Attention CEO in the email), via phone on 0267634444 or 1300306597.

Equal Opportunity

ATAC has policies for access and equity and anti-discrimination.

Discrimination (of staff or students) on the basis of the following is prohibited:
- Gender
- Ethnic origin
- Pregnancy
- Marital status
- Physical appearance
- Psychological situation
- Religion
- Sexual orientation

Workplace Health and Safety

ATAC undertakes to provide facilities that provide a safe learning environment in accordance with state and commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities. Students operating machinery or working with chemicals are advised to *familiarise themselves with information regarding hazard risks and emergency procedures.*

All activities and training provided by ATAC are provided under the provisions of the WHS Act 2011 and the WHS regulation 2011.

When moving or lifting any equipment, students should observe standard workplace principles for safety. If in doubt, students should seek advice from the trainer.

Students are required to report any personal injury or damage to equipment to a trainer immediately the injury/damage occurs.

Evacuation Procedures

There are many reasons for a full or partial evacuation of the building.

Examples include:
- Fire
- Medical emergency
- Bomb threat
- Weather conditions (storm, earthquake, etc.)
- Civil disorder
- External emergency (explosion, gas leak, chemical spill from the roadway, etc.)

If an emergency occurs and the building needs to be evacuated you must make your way immediately and directly to the nearest exit. Once outside the building make your way to the Emergency Evacuation Assembly Point.

Sexual Harassment

Sexual harassment of any description is unlawful will not be tolerated in any learning environment administered by *ATAC*.

Should you feel subjected to sexual harassment contact your trainer who will discuss the matter with you in strict confidence, alternatively if you still have concerns about the issue, please contact the Chief Executive Officer of *ATAC.*

Smoking

While attending a course, students must not smoke in all buildings including classroom or training areas.

In particular, smoking is prohibited (under the Food Safety Standards Code) for any person while serving or handling food and/or liquor. Venues can be fined heavily for any breach of this regulation and so can employees.

Most hospitality venues have designated smoking and non-smoking areas. Students will be advised of these areas and must observe them.

Student Amenities

Student amenities are provided for student comfort. The range of amenities depends on the venue and length of the course.

Student are required to maintain these facilities in good order. Damage to any facilities should be reported immediately to the trainer.

Student Records

Training students are required to notify *ATAC* immediately when their name, address or contact details change. Students may access their records on request.

All copies of certificates are kept on file. Should students required additional copies of their certificates due to originals been misplaced they can be reproduce, however a fee may be applicable.

Student records are treated as confidential and are kept in a safe and secure place.

Student Selection and pre-requisites

Student selection into courses reflects legislative requirements and where applicable, the skills and knowledge that are in line with pre-requisite and/or co-requisite requirements.

Students are not accepted into programmes until all required forms have been completed, signed, and returned to the course administrator.

Code of Conduct

All *ATAC*'s assemblage of services are delivered with a high degree of professionalism, efficiency, honesty, integrity and strictly in adherence to our ethical trading policies.

- Services are delivered in a friendly, courteous and personalised manner.
- *ATAC* respects clients' needs, views and rights and encourages clients' participation and self-reliance.
- Encourages clients' feedback and open communication in regard to its services
- A complaints and monitoring procedure is in place.
- Services are flexible, respecting clients and responding to client needs.

ATAC

- Undertakes to treat clients fairly and ethically
- Practices Access and Equity and abides by the NSW Charter of Principles for a Culturally Diverse Society and the Charter for Equity in Education and Training.
- Employs suitably qualified and experienced staff and monitors their performance.
- Respects the privacy of its clients and keeps client information confidential
- Makes efforts to ensure that all issued information is clear, up to date and accurate.
- Uses equipment and resources of a high standard and the most up to date technology.
- Monitors and reviews its services constantly
- Is subject to regular internal and external performance and financial audits
- Provides a healthy and safe environment for all staff and clients, abiding by WHS, WorkCover NSW legislation and relevant Local Council regulations.
- Discourages potential and/or perceived conflicts of interest within the Organisation.
- Maintains a high degree of business ethics in its day-to-day operation, advertising and administration.

Smart and Skilled Operating Guidelines

Further information can be obtained from the Department of Industry – State Training Services website at: http://www.training.nsw.gov.au/smartandskilled/ or https://smartandskilled.nsw.gov.au/. The following information is a summary of the Smart and Skilled Operating Guidelines

Provider Consumer Protection Policy
The Provider (ATAC) must develop and implement their own policy:
- Be in line with ASQA requirements under the VET Quality Framework, the Consumer Protection Strategy and the contract
- Be clear and accessible
- Set out the students' rights relevant to the consumer protection
- Set out how the provider will manage and respond to queries, complaints or allegations (including any queries, complaints or allegations involving the conduct of any member of the provider's staff or subcontractors)
- Set out how the provider will ensure timeliness of investigation and responses; and
- Identify a dedicated consumer protection officer and make their contact readily available

If you have any concerns please contact the CEO via email at admin@atac.edu.au (Note: Attention CEO in the email), via phone on 0267634444 or 1300306597.

Unique Student Identifier (USI)
The provider (ATAC) must ensure that every Prospective Student sets their access controls in relation to their USI to allow the Department and the Provider toe appropriate levels of access to their USI records.

The provider (ATAC) must request the Student Identifiers Registrar to verify that an identifier is the USI of that student prior to using it or providing it to the department.

Further information is listed in this student handbook.

Student Information
The provider must ensure that all Students considering enrolling in Subsidised Training receive, or are aware of how to access, certain information, either electronically or in hard copy form before enrolment which is designed to make these students aware of policies relating to their training, including their rights and responsibilities and avenues for complaints. (ATAC website at: http://atac.edu.au/ or the Student Handbook and Course Guide at: http://atac.edu.au/course-guide.php)

The student information must include:
- Information regarding Recognition of Prior Learning, Credit Transfer, deferring or discontinuing Subsidised Training (including any implication on fees)
- What the enrolled student should do if they want to defer or discontinue, suspend or withdraw their training
- How to access support and assistance during the training
- Contact details for various support services

Credit Transfer and Recognition of Prior Learning

Additional information on Recognition of prior learning and Credit Transfer is located in this Student Handbook. The following table outlines a non-exhaustive list of additional records that ATAC is required to keep and submit to the Department upon request.

Records required for:	Evidence type:
Training Activity	
Training Plan	• Training Plan for each Enrolled Student
Attendance	• Class roll with dates and signatures • Online course attendance record • Phone logs, emails, assessments and other training activities submitted
Learning resources	• Learning materials/resources supplied to an Enrolled Student, structured learning guides or navigation tools • Acknowledgement of receipt of learning materials/resources by Enrolled Student
Support	• Record of support provided to the Enrolled Student, including primary evidence, a log and/or file notes
Release from work (for Apprentices and Trainees)	• Record of release from work for training and/or assessment purposes
Assessment	
Workplace relevance	• Documents that demonstrate how the assessment meets the requirements of the relevant Training Package and standard of performance required in the workplace
Assessment plan	• Outlines the Unit(s) of Competency • The standard of performance/criteria required by the Unit(s) of Competency in the workplace • The assessment strategies/tools/tasks to be used
Completed assessments	• Completed assessment strategies/tools/tasks for each Unit of Competency for each Enrolled Student, including the evidence used to support assessment outcomes
Employer's support and agreement on achievement of competence (for Apprentices or Trainees)	• the Employer's signature on the Training Plan supporting the achievement of competence, or other such record which clearly identifies the Enrolled Student and the Unit(s) of Competency
Records required for:	**Evidence type:**
A summary record of assessment progress and/or outcomes for each Unit of Competency	• The name and signature of the Enrolled Student • The Unit of Competency or module and its identifier (National Code) • The actual result consistent with assessment (e.g. Competency Achieved/Pass or Competency Not Achieved/Fail) • The type of evidence used in the assessment • An assessment record that supports Enrolled Student activity in the Unit of Competency or module • The date of the assessment • The name and signature of the assessor • Evidence of participation in Subsidised Training by the Enrolled Student • The date of participation in Subsidised Training
Qualifications and Recognition	
Credentials issued	• Certified copies of credentials issued
Completion details	• Outcomes of specific qualifications, part qualifications or accredited courses delivered
Credit transfer	• Testamur or Statement of Attainment
Recognition of Prior Learning	• Observation of workplace performance, demonstration, simulation • Third-party evidence, e.g. reports from workplace supervisors references from past and/or present employers; testimonials from clients • Challenge tests on elements • Work samples collected and/or documented
Other	
Other	• Any other evidence requested by the Department

Deferring students

If an enrolled student indicates they wish to defer subsidised training in an approved qualification ATAC will may every effort to assist the enrolled student to continue training where possible. ATAC will develop and implement a strategy that accommodates the enrolled student who wishes to defer their subsidised training. Should the enrolled student proceed with the deferral of the subsidised training in an approved qualification, ATAC may only permit a deferral of no more than 12 months (1 year) from the date of receipt of notice from the enrolled student. ATAC will advise the students of the fee implications of deferring their subsidised training in accordance with the fee administration.

Enrolled students who do not recommence subsidised training within a 12 month period of deferral must be reported as discontinuing subsidised training in accordance with Discontinuing Students (see below).

All records of the deferring request by the student must be keep on file along with the evidence from the training organisation.

Please note: a student who wishes to recommence training after discontinuing an approved qualification must be treated as a new student and the notification of enrolment process must be carried out.

Discontinuing students

If an enrolled student indicates they wish to discontinue their training in an approved qualification without completing the approved qualification, ATAC must first ascertain if the reason for discontinuing relates to the performance of the provider (ATAC) including in respect of the delivery of subsidised training. If that is the case ATAC must ensure that reasonable efforts are made to address concerns of the enrolled student related to the delivery and assessment of training. If the enrolled student proceeds to discontinue their training ATAC must:

- Attempt to obtain formal notification form the enrolled student of the date the training will end
- Comply with fee administration policy including with respect to the refund of any applicable fee
- Issue the enrolled student with a statement of attainment and associated transcript for completed units of competency within 21 days of notification of the discontinuance
- Update training plan listing all unit of competency where outcomes have been achieved
- Return results of any outstanding completed training activities and or assessment to the enrolled student
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training

ATAC will keep records of all requests for/notices of discontinuation for the student on file along with the evidence from the training organisation.

Transferring students – Transfer out process

If there is to be a transfer out of an enrolled student, ATAC will provide advice to the enrolled student as soon as practically possible. Where the enrolled student elects to transfer out, ATAC must follow paragraphs 10.1 (c) to 10.1 (h) as per the Smart and Skilled Operating Guidelines:
http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/operating_guidelines_2016.pdf

Transferring students – Transfer In process

A student transferring in to the provider (ATAC) should be treated as a new student and ATAC must carry out the notification enrolment process. ATAC is required to follow the process for the change of RTO name on the enrolled students' contract as part of the transfer in process.

Smart and Skilled Fee Administration Policy 2016

Further information can be obtained from the Department of Industry – State Training Services, the following information is a summary of the Smart and Skilled Fee Administration policy 2016 website at:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2016.pdf

This student handbook also provides information on:
- Payment of fees
- Cooling off Period
- Fee protection mechanisms
- Refund policy

Discontinuing Students - Withdrawal without penalty
ATAC will provide the student, prior to any fees being paid of the 'withdrawn with no penalty' cut-off date. i.e. This is the date by which the student can withdraw and be refunded any fees paid at enrolment. This date is determined by ATAC and is approximately fourteen to twenty one (14 to 21) days.

Discontinuing Students - Withdrawal after the cut-off date without penalty
Where a student withdraws from the training, ATAC must:
- Give the existing student a statement of fees that includes all fees applied and any fees refunded, if applicable
- Comply with Paragraph 9 of the Smart and Skilled Operating Guidelines.
  http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/operating_guidelines_2016.pdf

Smart and Skilled Consumer Protection Strategy

Further information can be obtained from the Department of Industry – State Training Services, the following information is a summary of the Smart and Skilled Consumer Protection Strategy website at:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

Consumer information / advice
Information on consumer rights and obligations relating to Smart and Skilled is publicly available on the Smart and Skilled website.

The consumer protection system will provide:
- Information on consumer rights
- A set of frequently asked questions
- Information on provider obligations, minimum standards and grievance procedures
- Information on the escalation of complaints and the dispute resolution process

You can access further information on who to contact through the following link:
https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students

However as a first step, ATAC always encourages students to contact us directly to see if we are able to resolve any issues or concerns prior to them advancing. Please contact the CEO via email at admin@atac.edu.au (Note: Attention CEO in the email), via phone on 0267634444 or 1300306597.

Dispute assistance process

Consumers may make a complaint, or provide feedback through an on-line form on the Smart and Skilled website; over the phone with the customer support centre or in person with State Training Services (STS) Regional Office.

The consumer will be asked a series of questions to get the information about their complaint.

Training Awards

Each year, trainers and employers nominate eligible students from ATAC for the New England and North West Regional Training Awards and the NSW Training Awards.

The awards include the following categories:
- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- VET Achievement Award for a student with a Disability
- Aboriginal and Torres Strait Islander Student of the Year

These awards recognise and reward outstanding achievement in VET in the New England and North West regions, of which we are proud to be a part. For further information, eligibility criteria and nomination forms, please visit www.training.nsw.gov.au/training_awards. Nominations for these awards open in February/March each year with a gala dinner held in June/July.

Advertising

ATAC will advertise courses and training programmes as appropriate. Advertisements will detail the name of the programme, qualification outcome and details of accreditation.

All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity, as well as the NVR Standards for the marketing of recognised training.

Study tips

- If you are studying via self-paced learning, ensure that you keep to your schedule for work completion
- Prioritise your study with your work and personal life
- Relate what you are reading about to what you already know
- Give yourself a reward (snack, cup of tea, etc.) when you have completed the study task for that session or unit
- Study at the time of the day that best suits you
- Develop notes as you read, noting any new terms
- Make weekly timetables that include time for study
- Mark in deadline dates for any work that needs to be handed in for assessment

Thank you for choosing
ATAC as a training organisation
we sincerely hope that what you gain from
our association will be of benefit to you