

AUSTRALIAN TRAININGplus

STUDENT HANDBOOK

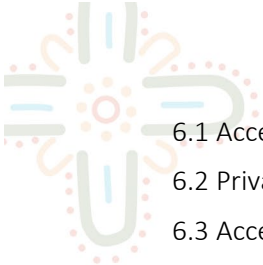


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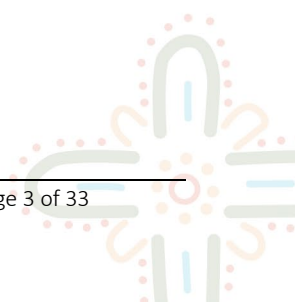


CONTENTS

Welcome to Australian Training Plus	4
About Australian Training Plus	4
How to use this handbook	4
Traineeships & Apprenticeships (this section will move somewhere else)	4
1. Application and Pre-Enrolment Review	6
1.1 Application	6
1.2 Course Fees and Payments	7
1.3 Unique Student Identifier (USI)	8
1.4 Smart and Skilled Fee Administration Policy	9
2. Your Learning Journey with Australian Training Plus	10
2.1 Welcome and Student Portal Log in	10
2.2 Induction Meeting	10
2.3 Training Plan	10
2.4 Progression and Completion	10
2.5 Course Participation / Attendance	11
2.6 Plagiarism and Artificial Intelligence (A.I)	11
2.7 Deferring students	12
2.8 Discontinuing students	13
2.9 Transferring students	13
2.10 Issuing of Qualifications	13
3. Training and Assessment	15
3.1 Training and Assessment Principles	15
3.2 Assessment	15
3.3 Workplace Assessment	16
3.4 Examples of Evidence	16
3.5 Changes in Nationally Recognised Qualifications	18
4. Student Support	19
4.1 Commitment	19
4.2 Student Wellbeing	19
4.3 General Support	19
4.4 Discrimination, Bullying & Harrassment	19
4.5 Work Health & Safety (WHS)	20
4.6 Learner Support and Guidance	21
5. Rights and Responsibilities	23
5.1 ATP Code of Practice	23
5.2 Legislative and Regulatory Requirements	24
5.3 Public Liability Insurance	24
5.4 Feedback	24
5.5 Complaints, and Appeals	25
6. Student Protection	27



6.1 Access and Equity.....	27
6.2 Privacy Information.....	27
6.3 Access to Your Records.....	28
6.4 Record Keeping and Reporting.....	28
6.5 Deferral & Transfer Fees.....	28
6.6 Refunds.....	29
6.7 Smart and Skilled Operating Guidelines.....	29
6.8 Provider Consumer Protection Policy.....	29
6.9 Unique Student Identifier (USI).....	30
6.10 Student Information.....	30
6.11 Consent.....	30
6.12 Smart and Skilled Consumer Protection Strategy.....	30
6.13 Consumer information / advice.....	30
6.14 Dispute assistance process.....	31
Appendix.....	32
Summary of fees.....	32
Glossary.....	32





Welcome to Australian Training Plus

This handbook is designed to assist you in completing your studies with ATP. We understand that many of our students undertaking accredited training with us are doing so whilst juggling demanding jobs and busy personal lives. Be assured that we are here to support you in any way that we can to make your learning experience enjoyable and the course outcomes achieved.

About Australian Training Plus

Australian Training Plus is registered with the Australian Skills Quality Authority (ASQA) to provide a range of accredited courses, nationally recognised within the Australian Qualifications Framework (AQF).

More commonly known as 'ATP', the term ATP will be used throughout the handbook to refer to Australian Training Plus.

ATP offers training in many formats and to many different cohorts:

- Self-paced self-directed online and workbook-based courses for adult learners who want to manage their learning with guidance and support from ATP staff who are experienced, competent, qualified and current in industry trends and practices;
- Formalised training and assessment to trainees and apprentices who are working and studying towards a qualification while gaining important work skills.

How to use this handbook

The purpose of this handbook is to guide you through what you need to know about ATP as well what is expected of you as a student in our quality education and training services. It recognises that ethical and honest behaviour and treatment underpins the relationship between ATP and its students.

This handbook outlines the training, assessment, and support services we will provide to you, as well as your rights and obligations. We have a comprehensive range of policies and procedures to cover all training operations. You may request a copy of these at any time.

We encourage feedback to assist us in continual improvement to the training we provide.

If you have any suggestions for improvements in our procedures or the services we provide, please make your ideas known to ATP staff and management at any time. If you have any questions, please speak with us.

Traineeships & Apprenticeships (this section will move somewhere else)

ATP is eligible to deliver workplace-based traineeships and apprenticeships under NSW Smart and Skilled for a large number of qualifications. For a current list of traineeships available, trainees and employers are advised to look at our website or contact us.

New Entrant Traineeships and Apprenticeships completed under Smart and Skilled are currently offered under the Fee-Free Traineeship Initiative.

Trainees and their employers should seek information from an Apprentice Connect Australia Provider ([ACAP](#)) for more information, or they can refer to the NSW Smart & Skilled website <https://smartandskilled.nsw.gov.au/>.

Traineeship Inductions are conducted with the trainee and the employer and the assigned Trainer/Assessor. During this process, each party should expect to be provided with information about:

- Employer responsibilities
- ATP responsibilities
- Options for Recognition of Prior Learning or Credit Transfer
- Range of outcomes and employment pathways
- Resources and assessment methods
- The Training Plan (which sets out core and elective units, delivery methods and dates etc.)
- Trainee responsibilities
- Trainer/Assessor responsibilities

Actual commencement of the traineeship is dependent on confirmation of approval from Training Services NSW. Where approval is not granted, ATP will advise the trainee and employer, and undertakes to discuss other training options.

Traineeship participation - role and responsibilities of trainees

Trainees are responsible for ensuring that their learning activities progress and they attend all scheduled training and assessment activities. Regular contact with your trainer regarding your progress is a vital step towards you attaining your competencies.

As a Trainee, you should ensure that you make a schedule of your learning activities, workshop locations and dates, and meetings or other contact with your trainer.

ATP is committed to facilitating your learning and being available to handle administration and ongoing support, however completion of training is ultimately your responsibility.



1. APPLICATION AND PRE-ENROLMENT REVIEW

1.1 Application

When you enrol with ATP, you will need to complete an online application form with relevant evidence to support your application. There may be entry requirements or pre-requisites aligned with your qualification, and these will be explained to you once we have received your application.

All qualifications have minimum set requirements for language, literacy, numeracy and digital skills to support student success. As part of the enrolment process, you will receive an email with a link to complete an LLN Support Tool & Digital LLN Quiz. These tools allow us to ensure we are delivering the correct level of qualification to a student and identify any learning supports required during your study. Our Student Support Officers (SSO) will contact you to discuss any support required or reasonable adjustments needed to support your learning style, and how the relevant qualification can be delivered.

ATP can support those with disability to participate in training by discussing reasonable adjustments to learner materials, assessment delivery and any other area where the student requires assistance to progress and complete.

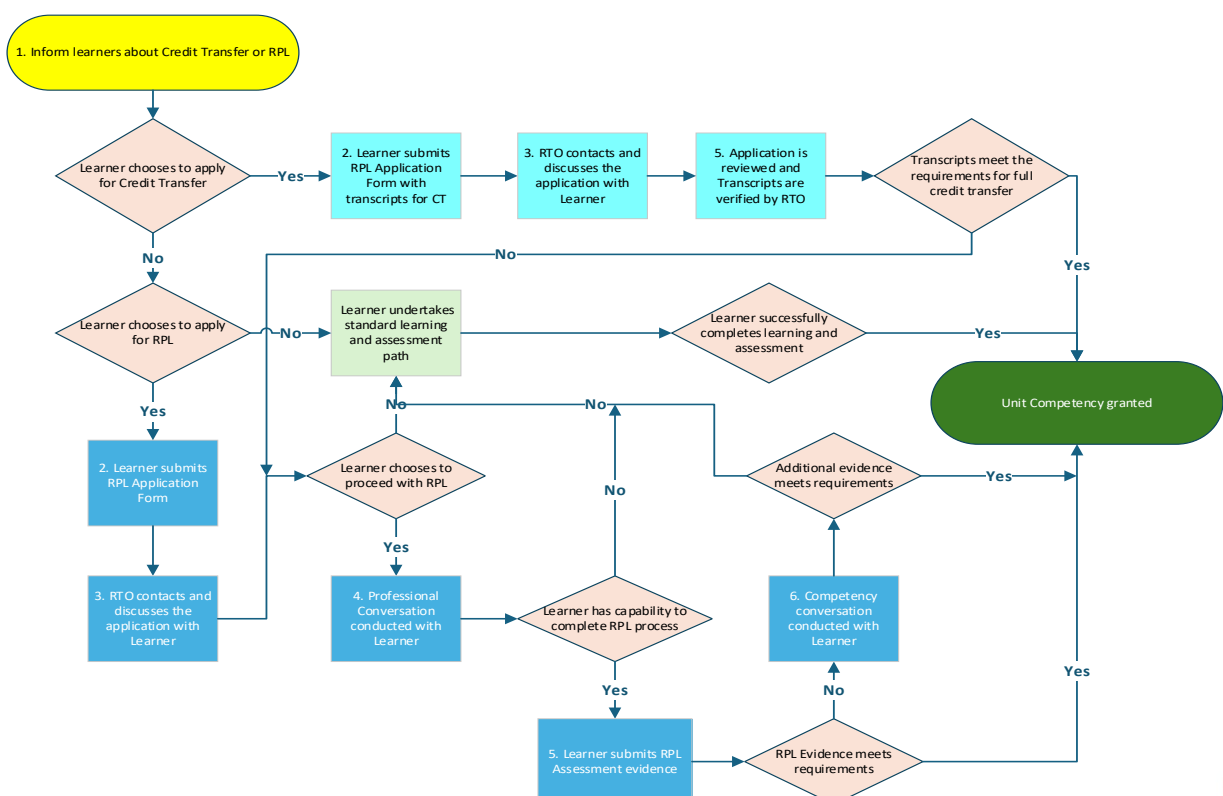
1.1.2 Recognition of Prior Learning

ATP is committed to applying the principles underpinning the recognition of prior learning (RPL). Where you believe that you already possess the knowledge and skill set required to meet one or more competencies under your course or traineeship, we encourage you to apply for RPL. This is ideally done at enrolment but can be applied for at any time.

RPL is the process by which a person's existing skills and knowledge (paid and/or voluntary) are assessed and credited towards units of competency from national Training Package qualifications or accredited courses.

To have your skills formally recognised under the Australian Qualifications Framework (AQF), assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you are seeking recognition for. It is your responsibility to provide as much information and documentation as you can during this process. Our application form includes detailed instructions and tips for gaining recognition and is available from our administration team or via your Trainer/Assessor.

ATP also refers to the NSW Quality Framework in determining the methods of undertaking recognition processes.



1.1.3 Credit Transfer

The RTO accepts and provides credit to learners for units of competency and/or modules where these are evidenced by AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by ASQA.

Credit transfer is different from RPL. Credit transfer applies to students who have completed part of their course or a similar course through the same or another Registered Training Organisation (RTO). Application forms are available from your trainer or our administration team.

ATP recognises relevant AQF and VET qualifications and VET statements of attainment issued by any other RTO registered with ASQA and listed on www.training.gov.au. ATP reserves the right to verify the authenticity of any certification documents presented, as required and to determine the currency of any units of competency listed on such documents.

Students/trainees wishing to gain Credit Transfer for Qualifications or Units of Competency are required to provide ATP with an original PDF version of their USI Transcript (downloaded from the USI Registry), or **certified** copies of Certificates or Statements of Attainment issued by other RTOs. Upon verification of these documents ATP will issue credit towards the relevant qualification or unit of competence.

Credit transfers are available when a Student already holds the same unit of competency, or a superseded *and equivalent* unit of competency.

Fees relating to RPL and Credit Transfer are covered in a later section of this handbook.

1.2 Course Fees and Payments

ATP strives to keep our course costs competitive. We review our costs on a regular basis, to ensure we are in step with the market.

All students are advised of course costs payable prior to commencement of any classes or programs.

Upon enrolment, you are required to agree to the terms and conditions of enrolment, and ATP is required to operate within the *Standards for RTOs*.

You may be eligible for state or national specific funding and this can be discussed prior to enrolment. For students where funding is not applicable or they are ineligible, the general principles underpinning our fee payment requirements are:

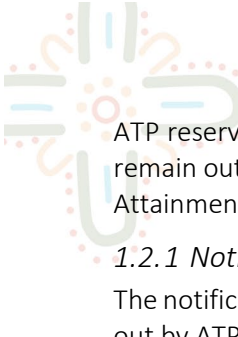
- Full qualifications:
 - A Payment Plan can be entered into where:
 - 40% of total course fees are payable prior to commencement;
 - 40% of total course fees are payable at the midway date of the course;
 - The remaining 20% of the total course fees are payable prior to or on course completion (Note: Certificates, Transcripts and/or Statements of Attainment will not be issued to the student where course fees have not been finalised)
 - Full fees can be paid upon enrolment
- Short courses:
 - Full fee payment is due prior to course commencement.

Fees are payable by:

- EFTPOS
- Credit Card (VISA and MasterCard only), subject to 3% additional surcharge
- Direct Credit to ATP (please call our administration team to arrange this)

Receipts will be issued either at point of payment or posted within 7 days of payment.

ATP must also undertake fee-protection measures for any prepayment in excess of \$1,500 in accordance with clause 7.3 of the Standards for Registered Training Organisations.



ATP reserves the right to withdraw a student from courses or cancel a student's enrolment in a course where fees remain outstanding. Any completed units of competency at the point of cancellation will be issued in a Statement of Attainment if applicable.

1.2.1 Notification of enrolment process for funded training

The notification of enrolment process (as per Smart & Skilled Operating Guidelines requirements) may only be carried out by ATP as the provider, after the relevant consents have been obtained from the student.

As part of the notification of enrolment process, ATP must ensure the following:

- All required consents have been obtained
- The student is made aware of any subcontracting approvals ATP has in place relevant to the delivery of qualifications (including both training and assessment)
 - That the provider calculator is used to validate eligibility, input details of any Credit Transfers and/or recognition of prior learning (RPL) and generate of the fees chargeable and the applicable subsidy together with any loadings (if applicable).
 - Provide the student with a copy of the Notification of Enrolment (student copy) which also provides the student with the information and details of the Fee chargeable.
 - Provider must generate and retain a copy of the Notification of Enrolment (provider copy).

1.2.2 Recognition of Prior Learning or Credit Transfer Fees

RPL and Credit Transfer fees will be advised to students on receipt of any application. The fee will vary depending on the course and units of competency for which the student is seeking RPL, however it will be determined based on the full published course cost minus the unit cost. Students will be kept informed of fee requirements during the RPL or CT process.

1.2.3 Withdrawal without penalty

ATP 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 ATP and is fourteen (14) days.

1.2.4 Withdrawal after the cut-off date without penalty

Where a student withdraws from the training, ATP must:

- Give the existing student a statement of fees that includes all fees applied and any fees refunded, if applicable
 - Comply with the Smart and Skilled Operating Guidelines.

1.2.5 Finance Commitment


ATP possesses a bank account into which all course fees will be paid. These funds are not utilised until course commencement and are available for refund to students in accordance with our Fee, Fee Protection, Withdrawal and Refund Policy (PO001). Once training has commenced these monies can be accessed on a pro rata basis relevant to the delivery of units of competency provided.

1.3 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI makes it easier for students to find and collate their VET achievements into a single authenticated transcript. It also ensures that students' VET records are not lost.

The USI is available online and at no cost to the student. This USI stays with the student for life and is recorded with any nationally recognised VET course that is completed effective 1 January 2015.



Search for
your USI
number
[here](#)



The USI initiative:

- Seamlessly links information about a student's VET achievements, regardless of where they studied
- Enables students to access secure digital transcripts of their achievements
- Gives students access to, and more control over, their educational information.
- Makes it easier for students to find, collate and authenticate their VET achievements into a single transcript.
- Ensures that students' VET records are not lost if their training organisation ceases to operate.

If you would like more information on the USI, please send an email to rtocompliance@atplus.edu.au.

1.4 Smart and Skilled Fee Administration Policy

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

This student handbook also provides information on:

- Payment of fees
- Cooling off period
- Fee protection mechanisms
- Refund policy



2. YOUR LEARNING JOURNEY WITH AUSTRALIAN TRAINING PLUS

2.1 Welcome and Student Portal Log in

You will receive your welcome email once your enrolment has been accepted into the course, and includes some very important information, including:

- Enrolment details including your enrolment period;
- Introduction to your trainer;
- Your online learning platform (if relevant);
- Student Support;
- Access to the Student Portal;
 - We recommend logging into the Student Portal as soon as possible to familiarise yourself with the information available.

If you are studying online, you will receive a separate email with a link and log in details to your online learning platform.

2.2 Induction Meeting

Your trainer will contact you to arrange a day and time for your Induction Meeting – depending on your location, this may be face-to-face, over the phone or via Teams.

During your induction meeting your trainer will discuss the following to prepare you to commence your study:

- The RPL and Credit Transfer process and if this is applicable to your enrolment;
- Your training plan and assessment due dates;
 - Any relevant licencing or legislation that impacts your training;
- Assessment process;
- Appeals process;
- Trainer & student responsibilities;
- Certificate issuance on completion or withdrawal;
- Any work placement requirements (if applicable).

2.3 Training Plan

To support your progression through your qualification, you will be provided with a training plan that outlines your enrolment dates, the units of competency you must complete to be awarded the full qualification, and recommended unit start and submission dates. To stay on track with your study and ensure completion by your enrolment end date, you should stay aligned to your training plan dates as closely as possible.

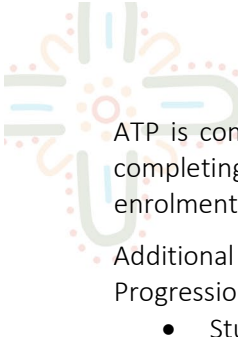
2.4 Progression and Completion

As you progress through your qualification, please keep in regular contact with your trainer for any support or clarification required. Our Student Support Officers (SSO) are also available for assistance if your trainer is unavailable for any period of time.

The amount of time it takes to complete your course is dependant on your study commitment, duration of qualification and/or work requirements.

It is important to allocate time each week to your study. Study time is when you can read through your learning materials to strengthen your knowledge base, answer assessment questions, watch webinars or seek clarification from your trainer if you become stuck on a topic.

We recommend you set aside 4-7 hours per week for a Certificate II or III, and 10-12 hours a week for a Certificate IV or Diploma level qualification.



ATP is committed to ensuring student success through early identification and support for those at risk of not completing. We continuously monitor students' progress to recognise any interruption progression through enrolment; this allows us to provide timely and appropriate learning support tailored to the students' needs.

Additional to regular trainer contact, our SSO's will contact students to check in and see how they are progressing. Progression is measured against (but not limited to):

- Student engagement with their trainer;
- Engagement and activity through our online systems;
- Responsiveness to trainers contact attempts via phone call, text message or email;
- Regular submission of assessments.

If a trainer records three (3) consecutive unsuccessful contact attempts with a student, their enrolment is escalated to a SSO to attempt contact. Should this also fail, the student will be withdrawn from their qualification and a Statement of Attainment issued, if applicable.

If a student has not logged in for more than 60 days and attempts at reengagement have failed, the student will be withdrawn from their qualification and a Statement of Attainment issued, if applicable.

2.5 Course Participation / Attendance

Students in ATP courses and programs come from a variety of places. Some students are referred to us from employment services providers; other students are members of a corporate team, or the general public. It is the policy of ATP to treat all our students regardless of their entry into our courses in a non-discriminatory manner and in line with access and equity principles. It is an expectation of all our students that they will treat their fellow students and ATP staff in the same manner.

You should pay attention to official course publications, as well as this handbook. Information specific to our courses, such as delivery methods, content, dates and locations and costs will be contained in our official course publications, for example, the Training Plan.

In the event that a student commences a course but fails to complete it without providing ATP formal notification of their withdrawal, we will cancel their enrolment. If any units of competency have been completed prior to their effective withdrawal, a Statement of Attainment will be available to that student.

Where students are undertaking training via Online Learning or Distance Education, it is expected that students will keep in regular contact with their trainer and submit work aligned to their training plan dates. If you are a Centrelink benefit recipient of Youth Allowance, your failure to progress against your Training Plan may affect your payments.

2.6 Plagiarism and Artificial Intelligence (A.I)

Plagiarism, the copying without permission or citation of another person's work, will not be accepted or tolerated. All work submitted for assessment must be your work.

Where plagiarism is detected, you will be counselled on the behaviour and deemed "competency not achieved" in the particular unit. Circumstances may arise where you may be offered a re-submission opportunity however this will be determined by ATP on a case-by-case basis. All instances of plagiarism are required to be reported by trainers to the RTO Compliance Officer, who may escalate the matter to the Executive Manager.

If the practice of plagiarism continues, ATP reserves the right to cancel your enrolment and record your unit results as "Withdrawn/Discontinued".

With the rise of the use of artificial intelligence (A.I), students are reminded that using A.I / Chat GPT etc is considered plagiarism and must not be used as a full answer to assessment questions. ATP trainers and assessors have access to software that detects A.I/GPT generated answers.

A.I. should be considered as research, and in that purpose, it is supported. When compiling a response to a question, once you are satisfied that you have the correct information, please contextualise it to your own workplace or scenario-based response in your own words. The use of A.I. in assessment answers does not allow your trainer to assess your knowledge and gives no indication of your ability to apply your knowledge to a workplace.



2.7 Deferring students

If an enrolled student indicates they wish to defer subsidised training in an approved qualification, ATP will make every effort to assist the enrolled student to continue training where possible. ATP has developed and implements a strategy that accommodates enrolled students who wish to defer their subsidised training. Should the enrolled student proceed with the deferral of the subsidised training in an approved qualification, ATP may only permit a deferral of no more than 12 months (1 year) from the date of receipt of notice from the enrolled student. ATP 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 will then be reported as discontinuing subsidised training in accordance with Discontinuing Students (see above).

All records of the deferring request by the student must be kept 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 quoting or notification of enrolment process must be carried out.



2.8 Discontinuing students

If an enrolled student indicates they wish to discontinue their training in an approved qualification without completing the approved qualification, ATP must first ascertain if the reason for discontinuing relates to the performance of the provider (ATP) including in respect of the delivery of subsidised training. If that is the case ATP 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 ATP 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;
- Results of any outstanding completed training activities and or assessment are recorded in the student management system;
- Update assessment records, listing all unit of competency where outcomes have been achieved;
- Issue the enrolled student with a statement of attainment and associated transcript for completed units of competency within 30 days of notification of the discontinuance;
- If applicable ATP must notify the local Training Services Regional Office within 14 days of notification of the discontinuation of training

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

2.9 Transferring students

If there is to be a transfer out of an enrolled student, ATP will provide advice to the enrolled student as soon as practically possible. Where the enrolled student elects to transfer out, ATP must follow instructions as per the Smart and Skilled Operating Guidelines.

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

2.10 Issuing of Qualifications

ATP issues Certificates and Statements of Attainment to students who meet the required standards of a Qualification or Unit of Competency in accordance with the AQF and acknowledges that Certificates and Statements of Attainment are nationally recognised.

If you complete a unit/s of competency within a nationally recognised qualification you are eligible for a Statement of Attainment.

ATP must issue all AQF certification documentation to the student *"within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid"* in accordance with Standard 3.3 or the *Standards for RTOs*. ATP will endeavour to issue all certificates and/or Statements of Attainment within 21 calendar days of completion.

Student Name on Certificates

It is a legal requirement for Certificates to be issued with your legal name. A Certificate or Statement of Attainment is an important legal document and is also a legal endorsement of the completed qualification. Further, it is often the required for acceptance or registration with a professional body. For these reasons, your name on your enrolment form (which is where we source details for qualifications) should reflect your legally recorded name.

We can accommodate requests for the use of a preferred name for normal student/trainee correspondence, but the records and certification must reflect your legally recorded name.

Re-issuing of Qualifications



ATP incurs costs associated with the issue of Certificates and Statements of Attainment to student. In some cases, these documents are issued by us in conjunction with or on behalf of government agencies who charge us for this service. These costs are included with your course fees.

Where a student requires re-issue of a qualification or statement of attainment, all requests must be accompanied by a fee payment of \$30 per qualification. Requests for re-issue of qualifications will be completed within five (5) business days of receiving payment.

Students seeking waivers from this re-issue fee should direct their enquiry to the Senior RTO Leader.

3. TRAINING AND ASSESSMENT

3.1 Training and Assessment Principles

ATP is committed to maintaining a training and assessment environment that is conducive to the success of its students and trainees.

We do this by ensuring that ATP:

- Is operationally capable to deliver and assess the vocational qualifications for which it has been registered; provides adequate facilities; and uses methods and materials appropriate to the learning and assessment needs of students/trainees
- Monitors and assesses the performance and progress of its participants by way of both formative and summative assessment strategies and techniques
- Ensures that its training staff are not only suitably qualified but are sensitive to the cultural and learning needs of all students/trainees
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses, with all persons involved in the assessment process applying industry standards to ensure all assessments are fair, flexible, valid, reliable and sufficient.
- Is committed to access and equity in the delivery of its learning and assessment services.
- Ensures that all learning and assessment activities conducted will be appropriate to the course objectives and learning outcomes.

Following on from the above, the following sub-sections go into further detail about the training and assessment principles that underpin operations at ATP.

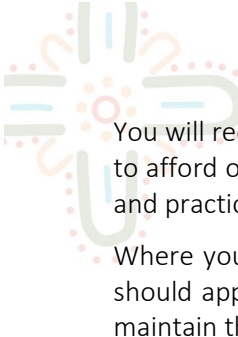
3.2 Assessment

ATP conducts assessments for each student in a fair and equitable manner, which is appropriate to the requirements of the particular course of study and competency.

All our trainers are bound by the Standards for RTOs and are suitably qualified with currency of industry experience. Assessments are contextualised for each course and competency requirements and may be conducted holistically (to cover more than one unit of competency at a time). All assessments designed for each course will require evidence from the student and the trainer as to their completion and appropriateness.

Examples of types of assessment methods that our trainers may use are:

Questions	This assessment method includes underpinning knowledge assessment using written questioning, interviews, case studies, questionnaires, self-assessments, verbal questioning.
Review of Products	This assessment method includes samples of work, products, or items created/constructed/engineered by the learner.
Third Party Feedback	This assessment method includes testimonials from colleagues/customers/previous employers, supervisor reports/interviews.
Workplace Observation	This assessment method includes any activity observed while in a workplace and on-the job including set tasks, routine tasks, role plays, scenarios or simulations
Portfolio	This assessment method includes the gathering of evidence to demonstrate experience. This can include workplace documents, journals/log books, photos, videos etc.
Structured Activities	This assessment method includes activities such as projects, presentations, activity sheets, and off-the-job observations i.e. role plays, scenarios or simulations.



You will receive feedback on your assessments and outcomes. This will be both informal and written. It is our policy to afford our students all reasonable opportunities to demonstrate their competency with sufficient understanding and practical application of the knowledge and skills they have gained.

Where you are unable to complete assessment tasks in the allotted time frame or by the advised due date, you should approach your trainer for an extension. Extensions will only be granted in extraordinary circumstances, to maintain the fairness and equity applied to all our students.

Outcomes of assessments will be deemed as “competent” (C), “further evidence required” (FER) or “competency not achieved” (CNA) for each unit of competency. FER is an interim outcome used where students may have completed all theory assessment, however a workplace-based assessment or minimum work placement requirement is yet to be met. *CNA is a final outcome reached when every avenue to reach competency has been exhausted.*

3.3 Workplace Assessment

As part of ATP’s approach to assessment and in alignment with the national VET system, assessments in ATP courses are designed with the assumption that students are working and have access to relevant work-related information and documentation; or will actively participate in scenario based verbal assessment or role play scenarios with their trainer to demonstrate knowledge and skills.

Where students are in the workplace, privacy and confidentiality is upheld and it is recommended that you de-identify any documentation submitted as assessment evidence.

3.4 Examples of Evidence

The following table outlines a non-exhaustive list of additional records that ATP is required to keep and submit to the Department upon request.

Records required for Training Activity	Evidence Type
Training	
Training Plan	<ul style="list-style-type: none">• Training Plan for each enrolled student
Attendance	<ul style="list-style-type: none">• Class roll with dates and signatures• Online course attendance records• Emails, phone logs, assessments and other training activities submitted
Learning resources	<ul style="list-style-type: none">• Learning materials/resources supplied to an enrolled student, structured learning guides or navigation tools• Acknowledgement of receipt of learning materials/resources by an enrolled student
Support	<ul style="list-style-type: none">• Record of support provided to the enrolled student, including primary evidence, a log and/or file note.
Release from work (for apprentices and trainees)	<ul style="list-style-type: none">• Record of release from work for training and/or assessment purposes

Assessment	
Workplace relevance	<ul style="list-style-type: none"> Documents that demonstrate how the assessment meets the requirements of the relevant Training Package and standard of performance required in the workplace.
Assessment Plan	<ul style="list-style-type: none"> Outlines the unit(s) of competency The standard or performance/criteria required by the unit(s) competency in the workplace The assessment strategies/tools/tasks to be used
Completed Assessments	<ul style="list-style-type: none"> Completed assessment strategies/tools/tasks for each unit of competency for each enrolled student, including the evidence used to support assessment outcomes.
Employers support and agreement on achievement of competence (for apprentices and trainees)	<ul style="list-style-type: none"> The Employer's signature on the Training Plan supporting the achievement of competency, or other such record which clearly identifies the enrolled student and the unit(s) of competency.
A summary record of assessment progress and/or outcomes for each unit of competency	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Certified copies of credentials issued
Completion details	<ul style="list-style-type: none"> Outcomes of specific qualifications, part qualifications or accredited courses delivered
Credit transfer	<ul style="list-style-type: none"> Testamur or Statement of Attainment
Recognition of Prior Learning	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Any other evidence required by the Department

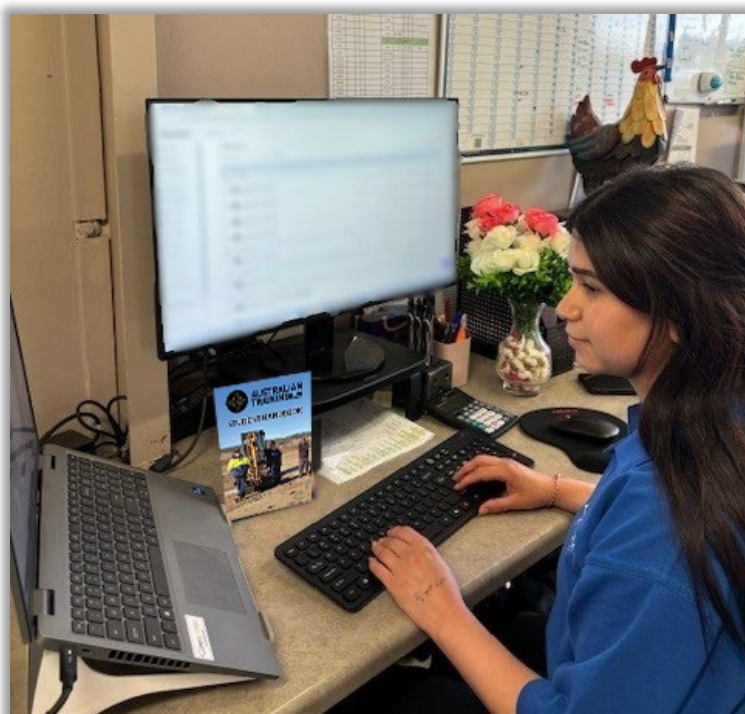
3.5 Changes in Nationally Recognised Qualifications

Periodically, the units and qualifications on our scope of registration will be superseded. This is a normal event when working in a national system that responds to change in industry, society and culture. ATP as an RTO must manage the transition from superseded training packages within 12 months of their publication on the National Register so that it delivers only currently endorsed qualifications or Training Packages.

ATP liaises with your trainer and ensures that the most up to date learning, assessment tools and methods are being used. Transitions will mean that you will need to read, understand and sign a new Training Plan.

Usually this transition will be a seamless process for you as a student, but from time to time the changes will be of a significant nature and we will need to discuss it with you before automatically moving you into the new qualification. Where changing qualifications would prove to disadvantage you, we will seek to avoid it if possible however this is not possible in some cases.

If you would like more information on transition, please ask to speak with a member of our team or send an email to rtocompliance@atplus.edu.au.





4. STUDENT SUPPORT

4.1 Commitment

The World Health Organisation (WHO) defines mental health as a 'state of wellbeing in which every individual realises their potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community.'

ATP, as part of the Joblink Plus Limited group and are committed to delivering training with a trauma informed approach, embracing that many of our students have non-vocational barriers to work.

ATP has effective management systems and practices to provide learner services. We are committed to and focused on learner support and service standards that promote positive training outcomes and the timely issue of student assessment results and qualifications.

We are also committed to the health, safety and welfare of all staff and students, including adequate and appropriate support such as academic and personal counselling.

4.2 Student Wellbeing

ATP is concerned for the welfare and wellbeing of its students. If you are experiencing difficulties and need some extra support that ATP is unable to provide, there are numerous organisations who can offer assistance.

4.3 General Support

4.3.1 Study Assistance

Applications for subsidies from Government agencies are your responsibility. ATP cannot influence any approvals for claims or allowances, but we will certainly provide you with all supporting documentation required.

4.3.2 Extra Support & Assistance

Where necessary and student is eligible, Joblink Plus will make arrangements or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

4.3.3 Student/Trainee Records

To obtain further information relating to your personal records, you may request information in writing or make an appointment with the ATP Administrative staff. It is ATP policy to ensure privacy and confidentiality to students/trainees requesting access to records by asking for proof of identity before releasing information.

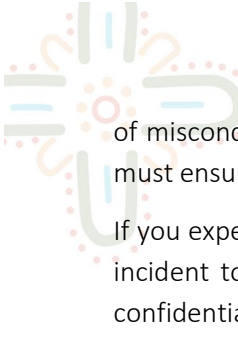
4.3.4 Catering

Students attending a short course or face to face classroom course will be provided with light refreshments (tea and coffee) for the benefit of student throughout the duration of the courses. You may bring or purchase food and drinks. Where possible, kitchen facilities will be provided.

4.4 Discrimination, Bullying & Harassment

ATPlus is committed to providing a safe, inclusive, and respectful learning environment for all students and staff. We maintain a zero-tolerance approach to any form of discrimination, bullying, or harassment. We believe that everyone has the right to learn and work in an environment free from unfair treatment or behaviour that causes harm. This includes discrimination based on race, gender, age, disability, sexual orientation, religion, or any other personal characteristic, as well as bullying—whether verbal, physical, social, or online—and harassment, including sexual harassment or any unwelcome conduct that makes someone feel unsafe or uncomfortable.

All students are expected to treat others with dignity, courtesy, and respect at all times. Behaviour that is offensive, threatening, or exclusionary is not acceptable. Students are encouraged to speak up or report any incidents they witness or experience, and to cooperate with any investigations or actions taken to address misconduct. Similarly, staff are required to model respectful and inclusive behaviour, respond promptly and appropriately to any reports



of misconduct, and foster a classroom and training environment that is safe, supportive, and free from bias. Staff must ensure that all students feel valued, heard, and protected.

If you experience or witness any form of discrimination, bullying, or harassment, you are encouraged to report the incident to your trainer, student support officer, or the designated contact person. All reports will be handled confidentially, fairly, and without retaliation. Support services are available to assist you throughout the process. This policy reflects our shared responsibility to uphold a positive and professional learning environment where everyone can thrive.

4.5 Work Health & Safety (WHS)

The aim of the ATP WHS policy is to protect students, trainees, trainers, assessors and others at their workplace or in training venues, from work related injury and ill health.

All ATP staff are required to carry out this policy in any operation, workplace or training venue under their control. Trainers, assessors and all persons directing the work of others are responsible for the safety of all persons in their charge.

It is the responsibility of all staff and students/trainees to adhere to all safe work practices and Work Health and Safety procedures, including, but not limited to reporting all:

- Accidents
- Incidents
- Unsafe acts and conditions.

All staff, student, students, temporary staff and contractors and sub-contractors engaged by ATP are required to:

- Comply with safe work practices as set out in Joblink Plus WHS policies and procedures and the Work Health and Safety Act 2011.
- Comply with the directions on health and safety from designated Joblink Plus officers
- Follow health and safety instructions
- Use personal protective equipment
- Report any hazards and injuries in the workplace
- Co-operate regarding health and safety matters

4.5.1 Smoke Free Organisation

In accordance with its legal obligations to protect the health and safety of employees, students, trainees and visitors, ATP operates and promotes a smoke-free workplace and has developed the following smoke-free policy.

Smoking is prohibited:

- In all premises owned, leased or operated by ATP
- On any structure, including balconies, which form part of a building owned, leased or operated by ATP
- Within a ten metre radius of entrances or exits of ATP buildings
- Within a ten metre radius of any windows or intakes for air conditioning plant of ATP buildings
- Near combustible or flammable materials surrounding ATP buildings
- In all motor vehicles owned, leased, or hired by ATP.

Employees are not permitted to smoke during work hours and are only permitted to smoke during allocated breaks.

Where you smoke in an acceptable area, you are expected to:

- Responsibly dispose of tobacco smoking by-products such as ash, butts and matches
- Be mindful of any fire risk your smoking or disposal of by-products may cause
- Be aware that it is at your own risk.

4.5.2 Alcohol and Drugs

Alcohol and drug use becomes a WHS hazard when consumption inside or outside the workplace or training venue impairs performance and creates risks. Consumption of alcohol or illegal drugs on premises owned, leased or operated by ATP is not permitted.

Any staff member, student or trainee who is under the influence of alcohol or drugs will not be allowed to remain on ATP premises.

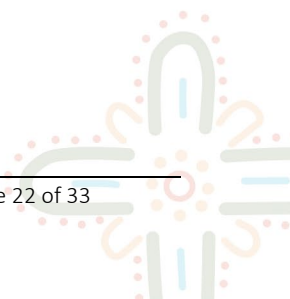
Supervisors, trainers and assessors who reasonably believe a student or trainee under their supervision or in their charge is affected by alcohol or drugs must request that person to leave the training venue/workplace immediately and report the matter to ATP Management at the first available opportunity.

Alcohol and Drug Information Service (ADIS) is a 24 hour confidential telephone counselling service. Phone toll free 1800 250 015 – website [Alcohol Drug Information Service \(ADIS\) NSW](#)

4.6 Learner Support and Guidance

The following contacts are provided for support of students.

Australian Tax Office	http://www.ato.gov.au
Australian Apprenticeship Pathways	https://www.aapathways.com.au/
Department of Education and Training	https://www.dese.gov.au/
Fair Work Commission	https://www.fwc.gov.au/
Human Rights & Equal Opportunity Commission	http://www.humanrights.gov.au/
My Future	http://www.myfuture.edu.au
Office of the Federal Privacy Commissioner	https://www.oaic.gov.au/
Smart and Skilled	https://smartandskilled.nsw.gov.au/
Training Services NSW	https://www.training.nsw.gov.au/
Unique Student Identifier (USI)	http://www.usi.gov.au/





5. RIGHTS AND RESPONSIBILITIES


5.1 ATP Code of Practice

ATP commits to all students to observe appropriate standards of fairness and professional practice as we deliver the services and obligations outlined in our respective contracts and under our statutory approvals. Trainers and Assessors delivering services for ATP are required to abide by and always demonstrate a commitment to ATP's policies and procedures.

Our priority is to assist students to achieve the best outcomes. We will deliver services to students to the best of our ability, and with adherence to contracted requirements and service guidelines.

We will conduct our services in a manner that:

- Upholds the integrity and good reputation of our organisation by:
 - acting with honesty, due care and diligence;
 - behaving ethically and professionally, and being openly accountable for our actions;
 - avoiding any practice or activity which could reasonably be foreseen to bring our organisation or the Vocational Education and Training (VET) sector into disrepute;
 - complying with all relevant Australian laws, including privacy, fair trading, trade practices and anti-discrimination laws.
- Demonstrates our commitment to students by:
 - being supportive and helpful in the pursuit of employment or other goals;
 - focusing our assistance to help students to achieve the best outcome;
 - treating students fairly and with respect;
 - considering students' individual circumstances and backgrounds;
 - delivering assistance in accordance with service guarantees.
- Is accurate and relevant by:
 - providing ongoing assistance to students for the duration of our service to them;
 - providing information about programmes or services that may assist in their skills enhancement and/or job search;
 - ensuring that we have premises and facilities appropriate to deliver services with privacy and dignity;
 - ensuring that the information we collect about students is relevant and necessary and is kept confidential;
 - tailoring assistance to students with consideration of their individual needs in line with reasonable adjustment policies;
 - demonstrating flexibility in service delivery as students' circumstances change.
- Is communicated clearly and effectively by:
 - ensuring that students are aware of their rights and obligations;
 - providing timely feedback and information to students about decisions we make that could affect them;
 - providing students with access to relevant records we have about them, on request.
- Encourages feedback without prejudice by ensuring that:
 - we have a feedback, complaints and appeals process of which students are made aware;
 - staff and contractors seek and appropriately respond to students' feedback with the aim of continuously improving services;
 - staff and contractors support students when resolving any issues or concerns they may have.



As a Registered Training Organisation (RTO), ATP must operate in accordance with the *Standards for Registered Training Organisations*. As with all other organisations, we also operate within the legislative requirements of state and federal legislation, particularly workplace health & safety requirements.

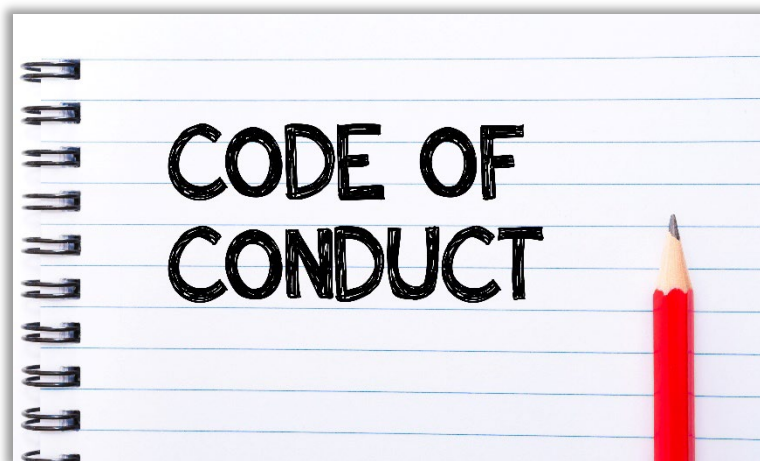
Our commitment under the Standards includes obligations to:

- recognise the training and/or qualifications issued by other RTOs;
- deliver services in line with access and equity principles; and
- ensure our training is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment.

We are also committed to continuous improvement through the implementation of regular internal audits and stakeholder reviews that ensure all stakeholders involved in training have a voice in our organisation's ongoing development.

For the purposes of this document, **"student"** or **"learner"** refers to any person participating in accredited or non-accredited training delivered by ATP.

"Trainee" refers to any person who is enrolled in a recognised traineeship or apprenticeship under NSW Smart and Skilled.



5.2 Legislative and Regulatory Requirements

Staff and students are affected by various federal and state legislation. Legislation relevant to an RTO falls into three categories:

- General operations
- Vocational education and training
- Occupation specific, such as licenses

You will be made explicitly aware of legislation relevant to your area of training via your trainer and other course information such as the training plan. If you aren't sure about legislation that affects you, please don't hesitate to enquire with ATP.

5.3 Public Liability Insurance

Joblink Plus Limited holds comprehensive insurances that cover our students for accident, injury or incident when on our premises for training, and also while undergoing any work placement. For a copy of the insurance please enquire with us.

5.4 Feedback

ATP requests and encourages feedback from the people we work with.

This feedback is valued and is reviewed by the ATP Leadership Team to ensure that it is appropriately used to inform continuous improvement to the training experience and services we provide.

All feedback received remains confidential and you have the option of providing your details to request a call back or remain anonymous.

If you are wishing to provide complimentary or constructive feedback, you can do so by using the QR code to the right.



5.5 Complaints, and Appeals

Definitions

"complaint" is a concern or disagreement about some aspect of a course, program, or other service provided by ATP.

"feedback" is information a stakeholder wants to share with ATPLUS regarding training and assessment products, staff, services and systems.

"appeal" refers to a formal written request by a student, trainee or other learner to have the resolution of a complaint or feedback reviewed and reconsidered.

5.5.1 Complaints & feedback

ATP has a fair and equitable process to deal with complaints and feedback. All feedback, complaints and appeals will be handled professionally and confidentially so as not to impede the resolution process. You do not have to make a complaint in writing, although this is the preferred method. If you cannot make the complaint in written form a representative from ATP may act as scribe.

Before raising a complaint or feedback you should first attempt to resolve the matter directly with the relevant person, for example, the trainer. This does not lessen your right to lodge a formal complaint.

If satisfactory resolution cannot be reached, you should then notify the Training Service Delivery Coordinator for your course/qualification, who will provide assistance to resolve the issue. If this fails, they will organise for the RTO Compliance Officer to determine appropriate actions. This should be done within 30 days of an issue becoming evident.

ATP undertakes to:

- Commence internal investigation processes regarding the matter within five (5) business days of the matter being notified to management
- Attempt to resolve the matter within 5 business days of receipt of all required information from all parties
- Notify you of the outcome of the investigation into the matter and any resolution within 15 business days of the date the matter was raised, again pending receipt of all required information from all parties.

Should the matter still not be resolved to your satisfaction after this process has been completed, you should lodge a formal complaint or feedback with the Executive Manager – Social Enterprise & Training. Forms are available from ATP Administration for this purpose.

Examples of matters where complaints or feedback may be raised are:

- Refunds
- Administrative issues
- Other personal or professional issues
- Assessment results
- Rejection of application to become a student
- Disciplinary action.

Records of all complaint and feedback matters and subsequent outcomes and decisions will be recorded in an appropriate ATP register. The following information will be kept on file:

- Submission date of complaint, feedback or appeal
- Nature of complaint, feedback or appeal
- Date/s when the cause of complaint, feedback or appeal occurred
- Attachments (if applicable)
- Determined Resolution
- Date of Resolution
- Signature confirming resolution of both Complainant and authorised ATP officer.

Where a complaint or feedback cannot be resolved through discussion and conciliation, ATP acknowledges that appropriately qualified external and independent persons may be called to mediate between the parties. Where the external party decides the outcome in the complainant's favour, costs associated with this will be borne by ATP. Where the outcome is in ATP's favour, costs will be required to be paid by the complainant.

Students will be provided with details of external agencies they may approach if required.

5.5.2 Appeals

ATP seeks to minimise appeals by ensuring students/trainees are satisfied with their training product and outcomes. However, a student who is unsatisfied with a decision the adversely effects them, they can lodge an appeal with ATP. (after they have attempted to resolve this with their Trainer/Assessor).

Appeals against an assessment result may only be lodged after feedback has been provided by the Trainer/Assessor and must be made in writing within 21 days of receipt of the final assessment. If a student cannot make the appeal in written form a representative from ATP may take record of the appeal and the appellant will verify it.

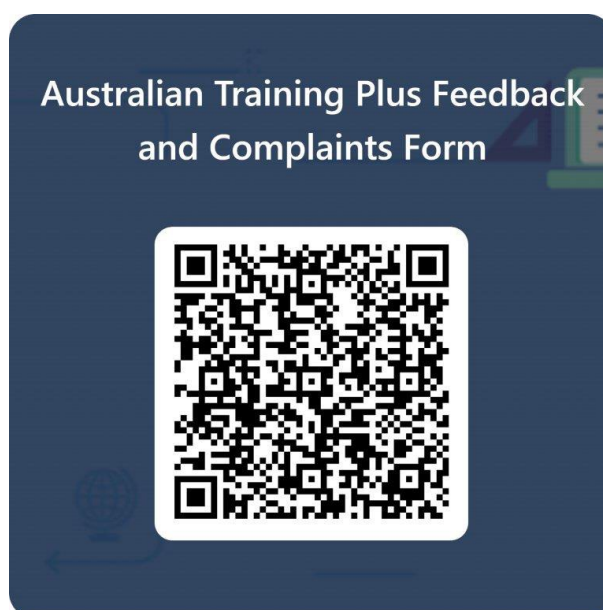
Once an appeal has been received, an independent person will be appointed by ATP who is a recognised expert in the context of the competency being assessed. If the nature of the appeal requires more than one field of expertise ATP may appoint a panel of independent persons who together have all necessary expertise.

For the purposes of the appeals process, "independence" is defined as having no stake in the issue. Thus, the independent person may be selected from within ATP if he or she is not a stakeholder in the issue. Otherwise, the independent person shall be a person from outside ATP.

The independent person(s) will assess the appeal, the initial assessment and evidence of the attempts to resolve the matter prior to it being appealed. They will provide a written statement of their decision and the reasons for the decision to the appellant and ATP. In all cases, the independent adjudicator's decision shall be final.

Except in exceptional circumstances, an appeal will be concluded within one calendar month from receipt of the appellant's written appeal. As with the complaints process, all expenses incurred in the appeal process shall be borne by the appellant unless the adjudication process finds in his or her favour, and records of all appeals matters, and subsequent outcomes and decisions will be recorded in an appropriate ATP register.

If you are wishing to make a feedback, complaints and appeals you can do so by using the QR code.



6. STUDENT PROTECTION

6.1 Access and Equity

Access and Equity legislation in Australia provides all eligible persons with the opportunity to successfully gain skills, knowledge and experience through education and training.

Access and equity for the national vocational education and training system is based on the application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources
- Involvement in vocational education and training for all eligible persons
- Equity in competency outcomes and training for all people, without discrimination
- Access for all people to quality vocational education and training programs and services tailored to their needs and expectations
- Increased opportunity for people to participate in vocational education and training and in relevant decision-making processes within the vocational education and training system.

ATP continuously reviews its commitment to access and equity by ensuring that training and education:

- Is accessible to all eligible persons
- Is inclusive
- meets student needs
- meets industry and community needs
- Supports students with different and diverse needs
- Celebrates diversity
- Practices non-discrimination with regard to age, gender, ethnicity, religion, sexuality, disability or any other aspect of their person or circumstance

6.2 Privacy Information

In order to provide training and assessment services we need to collect personal information about students enrolling in courses provided by ATP. At times, information needed is a requirement of either government directives specific to government funded programs or of ATP in order to deliver our services.

Information collected as part of the enrolment and assessment process may be required to be reported to state/territory registering bodies under the requirements of the Australian Vocational Education and Training Management Information Statistical System (AVETMISS).

We will only collect personal information by fair and lawful means and not in an unreasonably intrusive manner.

The enrolment form contains a disclaimer outlining why your personal information is collected and how it is used. Our students are required to sign the disclaimer as an agreement to the use of personal information.



Personal information about students is kept on our student files, either electronically or in hard copy, with access granted only to authorised personnel. All ATP staff and contractors are required to abide by confidentiality agreements and the principles of the Privacy Policy to ensure the privacy and confidentiality of students, trainees, employers and all other stakeholders in the delivery of training services, is maintained at all times.

6.3 Access to Your Records

All students have access to current and accurate records of participation and progress in a course. All staff are able to assist you with any enquiry relating to your progress. You can approach us in person, email us or call with your enquiry. We will be happy to assist you. If we can't provide you with the information you need on the spot or over the phone, we commit to responding to your request within 2 working days.

6.4 Record Keeping and Reporting

The table below outlines how long we keep the work you submit and the results of assessments.

Item	Description	Retention
Student results	Records should show the result and date of result for each unit of competency.	Retain 100% of results for 30 years
Qualifications and Statements of Attainment issued	A record of qualifications and statements of attainment issued must be retained (Certification register). Information must allow complete reproduction of parchment if required. A list of units of competency achieved by each learner must be included.	Retain 100% for 30 years
Completed student assessment items This refers to the student's completed work and includes evidence collected for RPL purposes.	<p>An RTO is required to securely retain*, and be able to produce in full at audit if requested to do so, all completed student assessment items* for each student for:</p> <ul style="list-style-type: none">a) the duration of the RTO's assessment appeal period; orb) a period of six months from the date on which the judgement of competence for the student was made; orc) the duration of the student's enrolment; whichever is the longer period. <p>For Training and Assessment under NSW Smart & Skilled, the RTO must retain all completed student assessment items for a period of five (5) years after the student completes or ends their subsidised training.</p> <p>*see Glossary for more information</p>	Retain 100% of completed student assessment items for each student for a period of 5 years after completion of training to meet the requirements of NSW Smart & Skilled and the Standards.

RTOs are obligated to provide statistical data on completions to our federal regulator. We do this on an annual basis. This information does not include your name or any other identifying characteristic. If you would like more information on what information we provide to third parties, please send an email to rtocompliance@atplus.edu.au or ask to speak with our RTO Compliance Officer.

6.5 Deferral & Transfer Fees

We are committed to facilitating our students' learning. If you experience circumstances that might prevent completion of your course prior to course commencement, consider either applying for deferment or transfer to another course. The application form for deferment and transfer is available from ATP.

Prior to submitting an application for deferment or transfer, you should make contact with your trainer or the administration team to discuss your circumstances. If course costs rise during your period of deferment, any increase in course fees during this period are payable by the student on re-entry to the course.

On application for deferment or transfer, a \$50 fee is payable. Deferment may be available, depending on the criteria of the particular course, for up to three (3) months. Any transfer will be subject to availability of places in other courses.

If deferment or transfer to another course is not possible, you may apply for a refund (less the \$50 administration fee) of your course fees. Decisions in respect of this are the sole responsibility of ATP and are final.



6.6 Refunds

Refund for course enrolments are available in the following circumstances:

Short Courses

Refund for course enrolments are available in the following circumstances:

- a) Participant withdrawals more than 7 days prior to course commencement are eligible for a full refund.
- b) Participant withdrawals within 7 days and up to 24 hours prior to course commencement incur an administration fee of \$50.00 per student.
 - “No Show” or withdrawals on or after the start date for short courses are not eligible for a refund unless special circumstances apply.

Long Courses

Refund for course enrolments are available in the following circumstances:

- a) Participant withdrawals advised up to 14 days prior to course commencement are eligible for full refund.
- b) Participant withdrawals advised within 14 days prior to course commencement are eligible for full refund less the administration fee of \$100.
- c) “No Show” or withdrawals on or after the start date are entitled to a refund less:
 - i. the Student Fee - for Smart & Skilled enrolments (only if applicable)
 - ii. the first payment milestone for FFS Students

All participant withdrawals must be advised in writing within the required timeframe. On receipt of advice, ATP will provide a ‘Refund Application Form’ if fees have been pre-paid and the enrolled student wishes to apply for a refund.

ATP schedules and operates all courses on a minimum participant numbers. Where minimum numbers of participants are not reached prior to commencement courses may be rescheduled, transfer options to alternate courses or refunds may be offered to students.

ATP reserves the right to cancel courses where it deems the action necessary.

Any refunds payable by ATP will be paid either by cheque or direct bank deposit to the original payee or their sponsors on the request of the enrolled student.

6.7 Smart and Skilled Operating Guidelines

Further information can be obtained from the Department of Industry –Training Services NSW 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

6.8 Provider Consumer Protection Policy

ATP has developed and implemented a Consumer Protection policy to communicate with all relevant students and clients.

This policy:

- Is in line with ASQA and Smart & Skilled requirements
- Is clear and accessible
- Sets out the students’ rights relevant to the consumer protection
 - Sets 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)
- Sets out how the provider will ensure timeliness of investigation and responses; and
 - Identifies a dedicated consumer protection officer and their contact details.

If you have any concerns please contact the Senior Leader via email at admin@atplus.edu.au (Note: Attention Senior Leader in the email), via phone on 0267646858

6.9 Unique Student Identifier (USI)

The provider (ATP) must ensure that every prospective student sets their access controls in relation to their USI to allow the Department and the Provider to appropriate levels of access to their USI records.

The provider (ATP) 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.

6.10 Student Information

ATP's Privacy and Confidentiality Policy meets the requirements of the Smart & Skilled Contract (and all other supporting documentation). This policy ensures 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.

This information must include:

- Fee information
 - Information regarding recognition of prior learning (RPL), Credit Transfer, deferring or discontinuing subsidised training (including any implication on fees)
- Consumer protection information
- Subcontractor information (if applicable)
 - What the enrolled student should do if they want to defer or discontinue their training
 - How to access support and assistance during their training; and
- Contact details for various support services within the provider.

6.11 Consent

As part of the ATP student enrolment process, before the collection of student personal information proceeds to the Notification of Enrolment process, all required consents (in accordance with the Smart & Skilled Contract) must be obtained from the student.

The wording which forms the required consents is the same as that of the privacy consent statement in the Smart & Skilled Operating Guidelines.

These required records of consent are retained in accordance with the Smart & Skilled Operating Guidelines.

6.12 Smart and Skilled Consumer Protection Strategy

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

6.13 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 appeals procedures
- Information on the escalation of complaints and the dispute resolution process

You can access further information on who to contact by visiting the Training Services NSW Website.

However, as a first step, ATP always encourages students to contact us directly to see if we are able to resolve any issues or concerns please contact the General Manager via email at admin@atplus.edu.au (Note: Attention General Manager in the email), via phone on 0267646858



6.14 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 Training Services Regional Office.

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

ATP Policies and Procedures can be supplied upon request.

APPENDIX

SUMMARY OF FEES

Service	Fee
Re-issue of a qualification or statement of attainment	\$30 per reprint
Deferment or transfer to another course	\$50
Short course - Learner withdrawals within 7 days and up to 24 hours prior to course commencement	\$50
Long course - Learner withdrawals advised within 14 days prior to course commencement are eligible for full refund less the administration fee	\$100

GLOSSARY

Access and equity mean policies and procedures aimed at ensuring that the vocational education and training practices of ATP are responsive to the individual needs of student whose age, gender, cultural or ethnic background, disability, sexuality, language, literacy or numeracy levels, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Accredited course means a structured sequence of vocational education and training that has been accredited and leads to an AQF qualification or statement of attainment.

ASQA Australian Skills Quality Authority, the National VET Regulator.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course. To ensure quality outcomes assessment should be fair, flexible, valid, reliable and sufficient.

Audit means a systematic and documented process used to assess a RTOs compliance with Standards. Audits may be conducted by registering bodies (or their agents) and RTOs as an internal function as part of their continuous improvement process.

Australian Qualifications Framework (AQF) means the framework that defines all qualifications recognised nationally in post compulsory education and training in Australia.

The AQF comprises titles and guidelines that define each qualification for the purposes of issuing qualifications and statements of attainment.

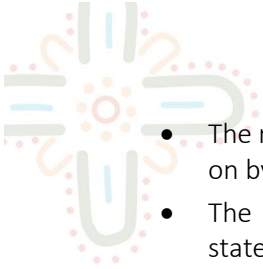
Australian Quality Training Framework (AQTF) means the nationally agreed quality framework for the vocational education and training system agreed to by the Ministerial Council. The standards under the AQTF have been replaced by the NVR Standards.

Completed student assessment items

The actual piece(s) of work completed by a student or evidence of that work, including evidence collected for an RPL process. An assessor's completed marking guide, criteria, and observation checklist for each student may be sufficient where it is not possible to retain the student's actual work. However, the retained evidence must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.

Mutual recognition applies nationally and means:

- The acceptance by ATP of the decisions of the issuing body (RTO)
- The recognition by each registering body of the decisions of registering bodies in other States and Territories in relation to the registration of training organisations and the imposition of sanctions including cancellation of registration
- The recognition by each qualification accrediting body of the decisions of other qualification accrediting bodies in other States and Territories in relation to the accreditation of qualifications/courses



- The recognition by all State and Territory RTO's of the national endorsement of Training Packages as notified on by the Australian Skills Quality Authority
- The recognition and acceptance by a registered training organisation (RTO) of the AQF qualifications and statements of attainment issued by other RTOs, enabling individuals to receive national recognition of their achievements.

NCVER means the National Centre for Vocational and Educational Research, a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET).

Standards for RTOs means the standards by which RTOs must operate, covering the essential standards for initial registration and continuing registration, and which form part of the *National Vocational Education and Training Regulator Act 2011*.

Registered Training Organisation (RTO) means a training organisation registered by a government, or state or territory registering body within a defined scope of registration.

Risk Management means the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

Scope of registration means the particular services and products an RTO is registered to provide. The RTOs scope defines the specific AQF qualifications, units of competency and accredited courses it is registered to provide, and whether it is registered to provide:

- Both training delivery and assessment services, and to issue the relevant AQF qualifications and statements of attainment, or
- Only assessment services, and to issue AQF qualifications and statements of attainment.

Securely retain means to retain records in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible. Records may be in hard copy or electronic format

Standards, when used in this document, could be a reference to:

- The Standards for Registered Training Organisations (RTOs), or
- Nationally endorsed and integrated competency standards as defined within specific industry, industry sector or enterprise Training Packages.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

Unit of competency (UoC) refers to specific industry knowledge and skills and the application of that knowledge and skill to the standard of performance required in the workplace. Units of competency are defined within nationally endorsed Training Packages and are aligned to qualifications within the AQF.

