



**AUSTRALIAN
TRAINING_{plus}**

Australian Training Plus

Student Handbook



CONTENTS

WELCOME.....	4
Australian Training Plus Code of Practice	4
Legislative and Regulatory Requirements	6
Public Liability Insurance	6
Record Keeping and Reporting	6
Unique Student Identifier (USI)	7
Training and Assessment Principles	8
Recognition of Prior Learning	9
Credit Transfer/Mutual Recognition	9
Changes in Nationally Recognised Qualifications	10
Access and Equity.....	11
Access to Your Records	11
Enrolment and Progression	12
Course Participation – role and responsibilities of Students	12
Attendance	13
Plagiarism.....	13
Traineeships & Apprenticeships.....	14
Course Fees and Payments.....	16
Deferral & Transfer Fees	17
Recognition of Prior Learning or Credit Transfer Fees	17
Finance Commitment.....	17
Refunds	17
Assessment and Issue of Qualifications	19
Assessment	19
Issuing of Qualifications	20
Student Support	21
Commitment.....	21
Study Assistance	21
Extra Support & Assistance	21
Student/Trainee Records	21
Catering.....	21
Complaints, Grievances and Appeals.....	22
Definitions.....	22
Complaints & Grievances	22
Appeals.....	23
Privacy Information.....	24
Work Health & Safety (WHS)	25
Smoke Free Organisation	25
Alcohol and Drugs.....	26
GLOSSARY	27
Learner Support, Guidance and Welfare Services.....	28



WELCOME

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

This handbook aims to tell you what you need to know about Australian Training Plus and what's expected of you as a participant in our quality education and training services. It 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 improvements in 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 Australian Training Plus staff and management at any time. If you have any questions, please speak with us.

On behalf of the staff and students of Australian Training Plus we welcome you and trust that your time with us will be an enjoyable, quality learning experience.

AUSTRALIAN TRAINING PLUS CODE OF PRACTICE

Australian Training Plus 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/Assessors delivering services for Australian Training Plus are required to abide by and demonstrate a commitment to the Australian Training Plus's policies and procedures at all times.

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, and
 - providing students with access to relevant records we have about them, on request
- encourages feedback without prejudice by ensuring that:
 - we have a complaints, grievances 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), Australian Training Plus must operate in accordance with the *Standards for Registered Training Organisations 2015*. As with all other organisations, we also operate within the legislative requirements of state and federal legislation, particularly work place 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 Australian Training Plus.

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

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 Australian Training Plus.

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.

RECORD KEEPING AND REPORTING

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

<i>Item</i>	<i>Description</i>	<i>Retention</i>
Student results	<i>Records should show the result and date of result for each unit of competency.</i>	<i>Retain 100% of results for 30 years</i>
Qualifications and Statements of Attainment issued	<i>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.</i>	<i>Retain 100% for 30 years</i>
Completed student assessment items <i>This refers to the student's completed work and includes evidence collected for RPL purposes.</i>	<p><i>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:</i></p> <ul style="list-style-type: none"> <i>a) the duration of the RTO's assessment appeal period; or</i> <i>b) a period of six months from the date on which the judgement of competence for the student was made; or</i> <i>c) the duration of the student's enrolment; whichever is the longer period.</i> <p><i>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.</i></p> <p><i>*see Glossary for more information</i></p>	<i>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.</i>

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.

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.

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.

Australian Training Plus 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 Australian Training Plus:

- 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 Australian Training Plus.



RECOGNITION OF PRIOR LEARNING

Australian Training Plus 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.

Australian Training Plus also refers to the NSW Quality Framework in determining the methods of undertaking recognition processes.

CREDIT TRANSFER/MUTUAL RECOGNITION

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 another Registered Training Organisation (RTO). Application forms are available from your trainer or our administration team.

Australian Training Plus 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. Australian Training Plus 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 Australian Training Plus with **certified** copies of Certificates or Statements of Attainment issued by other RTOs. Upon verification of these documents Australian Training Plus will issue credit towards the relevant qualification or unit of competence.

Credit transfers are available when the 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.

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. Australian Training Plus 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.

Australian Training Plus 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.

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.

Australian Training Plus 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

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.

ENROLMENT AND PROGRESSION

Prior to commencement you will be required to complete an enrolment form and other induction documentation including a Training Plan. If you intend to enrol using a subsidised training program (e.g. NSW Smart and Skilled) you may be required to complete additional application forms. At this time, pay particular attention to:

- Providing the correct information on your enrolment forms. This information is used for our regulatory reporting purposes, for research, analysis, program evaluation and internal management purposes
- Any existing competencies or qualifications you may already have, which may be recognised under our Recognition of Prior Learning or Credit Transfer policies
- Any additional information that may be required of you, for example where courses require Criminal Records Checks (CRC) or Working With Children (WWC) checks
- Your attendance requirements, including date, time and location
- Requirements surrounding payment for your course (more information on fees follows)
- Any special circumstances which you should notify to your trainer, such as disability or learning challenges (*Note: learning challenges and disability are not a barrier to training with Australian Training Plus. Notification of a disability or learning challenge will help us ensure you have any assistance needed to ensure a positive learning experience*).

All our courses operate on an arrivals basis. Students are enrolled in a course in the order in which they apply, preferences are not applied based on employment or other status. To ensure optimum learning conditions we apply a maximum student number, depending on the needs of a specific course. Where a student wishes to enrol in a course that is already fully booked, they can request that their name and details be recorded for future notification if a cancellation occurs or another course is booked at a later time.

Where students wish to enrol in a course that has already commenced, this will be assessed on an as-needs basis.

COURSE PARTICIPATION – ROLE AND RESPONSIBILITIES OF STUDENTS

Students in Australian Training Plus 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 Australian Training Plus 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 Australian Training Plus 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.

All our enrolling students must meet minimum standards of literacy, numeracy, and language prior to their actual enrolment in a course. Where students face challenges in meeting these standards, we will provide appropriate support services for guidance and assistance.



ATTENDANCE

All Australian Training Plus courses are subject to attendance requirements by our students. These are:

- Attendance at all scheduled classes/sessions
- Signing of daily attendance sheets
- Where you are unable to attend a class/session for medical reasons, you are required to notify your trainer of your inability to attend prior to start time.

In the event that a student commences a course but fails to complete it without providing Australian Training Plus 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, the recommended number of self-paced study hours are included in the Training Plan. These hours are included to ensure you meet target completion dates for each unit of competency in accordance with your Training Plan. For the purpose of attendance, meeting the target completion dates is classes as meeting attendance requirements. If you are a Centrelink benefit recipient of Youth Allowance, your failure to progress against your Training Plan may affect your payments.

PLAGIARISM

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 Australian Training Plus 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, Australian Training Plus reserves the right to cancel your enrolment and record your unit results as "Withdrawn/Discontinued".

Australian Training Plus is eligible to deliver workplace based New Entrant Traineeships under NSW Smart and Skilled for a number of qualifications, and we are able to deliver New Entrant Apprenticeship training for SHB30516 Certificate III in Barbering, SHB30416 Certificate III in Hairdressing and many more. For a current list of traineeships available, trainees and employers are advised to look at our website or contact us.

Traineeships and Apprenticeships under Smart and Skilled have a compulsory administration fee imposed by Training Services NSW, payable on enrolment. Traineeships and Apprenticeships undertaken under NSW Smart and Skilled may incur little to no cost (over and above the initial fee) depending on the amount of funding available at the time. Course fees, or the requirement to pay it, are not negotiable. Trainees/Apprentices will be invoiced for this fee, and the invoice sent to the trainees workplace unless there is a previous agreement that the Employer will pay the fee.

Exemptions to the fee apply. Trainees/Apprentices and their employers should seek information from an Australian Apprenticeship Centre for more information on this, or they can refer to the NSW Smart & Skilled website <https://smartandskilled.nsw.gov.au/>.

Traineeship/Apprenticeship enrolment can be referred to as a “sign-up” and is conducted with the trainee/apprentice and the employer and the assigned Trainer/Assessor. During this process, each party should expect to be provided with information about:

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

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

Traineeship/Apprenticeship participation – role and responsibilities of trainees/apprentices

Trainees/apprentices 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/Apprentice, you should ensure that you make a schedule of your learning activities, workshop locations and dates, and meetings or other contact with your trainer.

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



COURSE FEES AND PAYMENTS

Australian Training Plus 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. Australian Training Plus is required to operate within *Standards for RTOs 2015*. Therefore, the official publication for the particular course will state the costs and fee payment requirements, however the general principles underpinning our fee payment requirements are:

- For classroom based long courses:
 - 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)
- For classroom based short courses:
 - Full payment of the total course fees is due prior to course commencement.
- For traineeships, there is a mandatory administration fee payable on enrolment. These fees are aligned with the fees set by Smart and Skilled and are non-refundable

Fees are payable by:

- Cash, in person at Australian Training Plus premises (not by mail)
- EFTPOS
- Credit Card (VISA and MasterCard only), subject to 3% additional surcharge
- Direct Credit to Australian Training Plus (please call our administration team to arrange this)

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

Australian Training Plus 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 2015.

For students experiencing difficulty with course fee payments, we encourage you to speak with us regarding your options and a possible payment plan. The decision of Australian Training Plus is final in regards to the grant or otherwise of a student payment plan.

Australian Training Plus 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.

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 Australian Training Plus.

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 Australian Training Plus and are final.

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 on the basis of the full published course cost minus the unit cost. Students will be kept informed of fee requirements during the RPL or CT process.

FINANCE COMMITMENT

Australian Training Plus 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.

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.
- c) "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, Australian Training Plus will provide a 'Refund Application Form' if fees have been pre-paid and the Enrolled Student wishes to apply for a refund.

Australian Training Plus 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.

Australian Training Plus reserves the right to cancel courses where it deems the action necessary.

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



ASSESSMENT AND ISSUE OF QUALIFICATIONS

ASSESSMENT

Australian Training Plus 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 2015 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, so as 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.**

Australian Training Plus 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.

Australian Training Plus 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 2015*. Australian Training Plus 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

Australian Training Plus 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 Executive Manager – Social Enterprise & Training.



STUDENT SUPPORT

COMMITMENT

Australian Training Plus has effective management systems and practices to provide learner services. We are committed in particular to 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.

STUDY ASSISTANCE

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

EXTRA SUPPORT & ASSISTANCE

Where necessary, Joblink Plus will make arrangements or provide referrals for student 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.

STUDENT/TRAINEE RECORDS

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

CATERING

Australian Training Plus provides 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.

COMPLAINTS, GRIEVANCES AND APPEALS

DEFINITIONS

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

"grievance" is used to mean a concern or disagreement between a student and another person, such as a trainer, assessor, or other Australian Training Plus staff member.

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

COMPLAINTS & GRIEVANCES

Australian Training Plus has a fair and equitable process to deal with grievances and complaints. All complaints, grievances, 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 Australian Training Plus may act as scribe.

Before raising a complaint or grievance 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.

Australian Training Plus 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 grievance with the Executive Manager – Social Enterprise & Training. Forms are available from Australian Training Plus Administration for this purpose.

Examples of matters where complaints or grievances 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 grievance matters and subsequent outcomes and decisions will be recorded in an appropriate Australian Training Plus register. The following information will be kept on file:

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

Where a complaint or grievance cannot be resolved through discussion and conciliation, Australian Training Plus 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 Australian Training Plus. Where the outcome is in Australian Training Plus'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.

APPEALS

Australian Training Plus seeks to minimise appeals by ensuring students/trainees are satisfied with their training product and outcomes. However, a student who is unsatisfied with an assessment outcome (after they have attempted to resolve this with their Trainer/Assessor) can lodge an appeal with Australian Training Plus.

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 Australian Training Plus 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 Australian Training Plus 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 Australian Training Plus 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 Australian Training Plus if he or she is not a stakeholder in the issue. Otherwise, the independent person shall be a person from outside Australian Training Plus.

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 Australian Training Plus. 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 Australian Training Plus register.

If you are wishing to make a complaint, grievance or appeal you can do so by using the below QR code.



Australian Training Plus
Complaint, Grievance and Appeals

PRIVACY INFORMATION

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



WORK HEALTH & SAFETY (WHS)

The aim of the Australian Training Plus 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 Australian Training Plus 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 Australian Training Plus 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.

SMOKE FREE ORGANISATION

In accordance with its legal obligations to protect the health and safety of employees, students, trainees and visitors, Australian Training Plus 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 Australian Training Plus
- On any structure, including balconies, which form part of a building owned, leased or operated by Australian Training Plus
- Within a ten metre radius of entrances or exits of Australian Training Plus buildings
- Within a ten metre radius of any windows or intakes for air conditioning plant of Australian Training Plus buildings
- Near combustible or flammable materials surrounding Australian Training Plus buildings
- In all motor vehicles owned, leased, or hired by Australian Training Plus.

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.

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 Australian Training Plus 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 Australian Training Plus 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 Australian Training Plus 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](#)

Access and equity means policies and procedures aimed at ensuring that the vocational education and training practices of Australian Training Plus 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 Australian Training Plus 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) 2015, 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.

LEARNER SUPPORT, GUIDANCE AND WELFARE SERVICES

The following contacts are provided for support of students/trainees. Space is provided below for you to make notes on contacts specific to your area of study.

<i>Australian Tax Office</i>	http://www.ato.gov.au
<i>Department of Education and Training</i>	https://www.dese.gov.au/
<i>Australian Apprenticeship Pathways</i>	https://www.aapathways.com.au/
<i>Human Rights & Equal Opportunity Commission</i>	http://www.humanrights.gov.au/
<i>Office of the Federal Privacy Commissioner</i>	https://www.oaic.gov.au/
<i>Australian Drug Foundation</i>	http://www.adf.org.au
<i>Quit</i>	http://www.quit.org.au
<i>Training Services NSW</i>	https://www.training.nsw.gov.au/
<i>Smart and Skilled</i>	https://smartandskilled.nsw.gov.au/
<i>Myfuture</i>	http://www.myfuture.edu.au
<i>Unique Student Identifier (USI)</i>	http://www.usi.gov.au/

