



# 2018 LEARNER INFORMATION HANDBOOK

## Abstract

This handbook has been prepared as a resources to assist learners to understand their obligations and also, those of Australian Trade Training College (ATTC)

## Handbook disclaimer

This Learner Information Handbook contains information that is correct at the time of printing. Changes to legislation and/or Australian Trade Training College Ltd (ATTC) policy may impact on the currency of the information included.

ATTC reserves the right to vary and update information without notice. You are advised to seek any changed information and updates from your trainer or by contracting ATTC.

This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of Australian Trade Training College (ATTC).

Please carefully read through the information contained in this guide. As learners need to read, understand, be familiar with and follow the ATTC policies and procedures outlined in this Handbook.

Any queries may be directed to:

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## Welcome to the Australian Trade Training College (ATTC)

Australian Trade Training College Ltd (RTO 31399) is a subsidiary business of the MRAEL Group. Throughout this Learner Information Handbook, 'ATTC', 'The RTO' and 'our organisation' shall denote Australian Trade Training College Ltd (ATTC).

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 31399.

Students may check our registration by accessing the national training database.

<https://training.gov.au/Organisation/Details/31399>

As a registered training organisation (RTO), ATTC delivers and assesses nationally recognised qualifications in the following subject areas:



## Legislation

As an RTO, ATTC is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes. This includes compliance with:

- *The Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, ATTC complies with a range of other legal, regulatory and legislative requirements at a state and commonwealth level including, but not limited to:

- Anti-discrimination;
- Apprenticeships and traineeships;
- Children and Young People;
- Copyright;
- Corporations;
- Employment and Workplace Relations;
- Equal Opportunity;
- Fair Work (including harassment and bullying);
- Privacy and Personal Information protection;
- Taxation;
- Unique Student identifiers;
- Workplace health and safety.

ATTC is dedicated to applying the provisions of the VET Quality Framework to ensure that our services are of the highest quality.

More information about these regulations and legal frameworks may be located at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law.
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for Australian Vocational Education and Training (VET) regulator.
- <https://www.legislation.qld.gov.au> which is the website for Queensland Government Law.

## Code of Conduct

ATTC, as a responsible member of the VET industry, follows a Code of Conduct which outlines how you can expect the organisation, and our staff, to behave. ATTC also has expectations for student behaviour and these are outlined in the section 'Student conduct'.

<p>Training and Assessment services</p>	<p>ATTC's Management and Staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of competency being undertaken by the student, and meeting the training and assessment expectations of the industry and employer.</p>
<p>Issuance of Qualifications</p>	<p>ATTC will promptly issue qualifications to all enrolled students who have successfully completed all requirements and demonstrated competency in all units in their training program, and provide ongoing assistance to enquiring students regarding their record of progress, achievements and statements of attainment.</p>
<p>Financial Management</p>	<p>ATTC applies sound and accountable financial practices within its day-to-day operations and maintains it compliance to financial requirements under the Standards for RTOs.</p>

<p>Records and Information Management</p>	<p>ATTC is committed to implementing best practice in its records management practices and systems, and to responding in a timely manner to all requests for information from present and past students, within the provisions of the Information Privacy Act 2009, Australian Privacy Act 1998 and the Australian Privacy Regulations 2013. Student records are maintained in a digital format Student Management System and, where applicable, hard copy student files. All files are protected either physically or digitally to ensure the protection and privacy of students. Records are retained in accordance to the Standards for RTOs and requirements of the Queensland Government for Funded programs and students.</p>
<p>Access and Equity</p>	<p>ATTC Management and Staff are committed to helping all students identify and achieve their desired learning outcomes. ATTC is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy, and upholds the principles of equal opportunity and the regulations under the Standards for RTOs.</p>
<p>RPL (Recognition of Prior Learning)</p>	<p>ATTC Management and Staff are committed to supporting the RPL enquiries and requests from potential and enrolled students. RPL information is provided to students upon enrolment prior to the commencement of training. Students are encouraged to discuss their prior knowledge with their trainer who will determine their suitability for RPL and provide the relevant RPL kit.</p>
<p>Stakeholder feedback</p>	<p>ATTC is committed to securing, reviewing and actioning feedback from all its stakeholders. Students are requested to complete feedback forms throughout their training program and the Commonwealth Quality Indicator Survey on an annual basis.</p>
<p>Provision of information</p>	<p>Clear and accurate advice and information is provided to all enrolling students at ATTC. Initial contact, induction and the commencement of training is supported by the provision of timely information concerning enrolment procedures, fees and charges, access and equity, guidance and support, complaints and appeals, RPL, credit transfer, access to online learning and training, and assessment procedures.</p>
<p>Legislative compliance</p>	<p>ATTC conducts periodic internal audit processes to its training and assessment procedures, processes and judgements. Periodic review is applied to all policies and procedures to ensure that the RTO is compliant with all state and commonwealth legislative requirements.</p>
<p>Consumer Law</p>	<p>ATTC complies with relevant consumer protection legislation, including Australian Consumer Law (ACL) and the Queensland Competition and Consumer Act 2010. This means that learners are provided with the required 'cooling off period' and are entitled to refunds where ATTC is unable to deliver the training and assessment services to the learner as agreed.</p>

Tuition Assurance	<p>ATTC is a member of the Australian Council for Private Education and Training (ACPET), which provides ATTC with access to APECT's Tuition Assurance Schemes.</p> <p>Apprentices and Trainees are further protected by ATTC's Pre Qualified Supplier contract with the Queensland Department of Education and Training.</p> <p>This means that, in the unlikely event that ATTC closes, Learners will be transitioned to another suitable RTO at no cost to the learner other than the requirement to pay any outstanding tuition fees.</p> <p>Further information is available from <a href="https://www.acpet.edu.au/">https://www.acpet.edu.au/</a></p>
Marketing Accuracy	<p>ATTC is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for RTOs.</p>
Complaints and Appeals	<p>The ATTC Complaints and Appeals policy ensures that all complaints are dealt with in a constructive and timely manner.</p>
Other Policies and Procedures	<p>The following Policies and Procedures support the operations of ATTC and protect its learners. Please contact one of our Training Support Officers for more information about:</p> <ul style="list-style-type: none"> <li>Access and Equity Policy.</li> <li>Appeals Policy.</li> <li>Assessments Policy and Procedure.</li> <li>Marketing Policy.</li> <li>Policy for Student Conduct.</li> <li>Workplace Health and Safety Policy.</li> </ul>

## Enrolment

The enrolment process may vary depending on the type of qualification you intend to undertake and the pathway that you use to gain your qualification.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on fees and charges relating to your proposed course of study will be provided and payment terms and methods agreed upon.

You will be asked to complete and sign an Enrolment Checklist to confirm that you have received, completed and discussed all relevant information, forms and fact sheets at the time of enrolment.

Once all enrolment forms have been completed, you will be enrolled into the qualification and all relevant information provided to your Trainer. You will receive a Welcome email that provides you with a username and password to access the online learning management system. You will need to have access to a computer with internet access and stationery. Textbooks are not included in your enrolment fees unless stated. A textbook order form is provided as part of the enrolment pack, and you are responsible for ordering and purchasing the textbook recommended for your training program.

## Enrolment Terms and Conditions

By signing the ATTC enrolment form, you (including parent/guardian of underage participant) agree that on acceptance of the Application by ATTC the Application will become the Contract of



Enrolment (“the Contract”) and further, you agree to abide by the policies and expectations set out in this handbook.

### *Entry Requirements*

Some qualifications at ATTC require a prerequisite for entry. Upon commencement you may be appraised and your ability to meet any entry requirements outlined in the training program assessed. Where you are unable to meet the entry requirements ATTC will discuss the other options for you including the recommendation of a different qualification within your industry area or area of study that will provide entry into the higher qualification if appropriate.

### *Attendance*

You must agree to attend the scheduled classes except where there is a legitimate reason for non-attendance which is acceptable to ATTC (for example, illness supported by a Doctor’s Certificate).

### *Behaviour*

You must agree to follow the rules and regulations of ATTC. If you breach any of ATTC’s rules or your behaviour is deemed unacceptable by ATTC, your enrolment may be cancelled and you may not be entitled to any refund of the tuition fees or other charges paid to ATTC.

### *Materials/WHS Requirements*

In some instances tuition fees do not include textbooks or materials. It is your responsibility to purchase the required materials for study as instructed. For safety reasons whilst in the workshop, all apprentices must wear steel toe capped boots or shoes, and trade appropriate clothing.

### *Fee for Service Payments*

You must pay fees and other charges applicable for your qualification on the due dates.

### *Tuition Fee/Contribution Fees Payments*

You must pay fees and other charges applicable for your qualification on the due dates and acknowledge and agree that contribution fees may alter from time to time in line with Pre Qualified Supplier/User Choice Policy.

### *Change of address*

It is the responsibility of the learner to inform ATTC in writing of a change of address within seven days of such a change. If this written advice is not received, ATTC will not accept responsibility for correspondence that does not reach the recipient.

### *Indemnity*

ATTC and its staff shall not be held responsible for any personal items that are lost or damaged at ATTC. ATTC may need to obtain medical treatment for you if it is deemed necessary by ATTC a staff member or a representative acting on behalf of ATTC. Neither ATTC nor its staff will be held responsible for any expense, loss, damage or liability of whatever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

### *Assessment*

It is the responsibility of the learner to take a copy of all assessment submitted as no assessment will be returned and should assessment fail to be received by the ATTC you will be asked to re-submit. ATTC takes no responsibility for loss of assessment in transit including electronic transmission.

## **Entry Requirements**

Enrolment in any training program is subject to positions being available.

Pre-requisites may be required for entry into a training program that you may be interested in. Some entry requirements may relate to:

- Previous workplace experience or completion of another qualification that is specified as a pre-requisite for the training program;
- The completion and signing of a relevant workplace apprenticeship/traineeship training contract, with an employer;
- Appropriate levels of language, literacy or numeracy skills appropriate for successful completion of the training program and assessment requirements;
- Access to a relevant workplace and job-role where required competencies may be learned and practiced;
- Access to a computer that has appropriate software and capacity to access learning and assessment materials;
- Access to an internet connection with sufficient capacity to download course materials;
- Access to course specific materials such as personal protective equipment (PPE), tools of trade and textbooks relevant to the training program.

### Unique Student Identifier (USI)

A USI is required by all persons undertaking nationally recognised training in Australia. It allows learners to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015.

As an RTO training and assessing Nationally Recognised Training, ATTC cannot issue Certificates of Qualification or Statements of Attainment where there is no USI registered for the learner.

As part of our Enrolment process, therefore, you are requested to provide your USI. If you do not have a USI, please visit the website: <https://www.usi.gov.au/students/create-your-usi> for more information and to create your USI.

### Language Literacy and Numeracy (LLN)

As part of the enrolment process, you may be requested to undertake an LLN indicator assessment. This is to identify your current LLN skills and any areas of concern compared to the LLN requirements of the qualification in which you are enrolling. It is possible in some instances, that the LLN requirements of the qualification may prevent your enrolment. ATTC trainers will provide LLN support where required, or refer you to an LLN specialist to assist you to develop your LLN skills to the requirements of the qualification and the industry you are/or wish to work in.

### Orientation/Induction

#### Apprentices/Trainees

Upon receipt and processing of your enrolment documentation by our Training Support Officers, an appointment will be made by a member of the training team to meet with you, your employer or workplace supervisor, and any other relevant persons (i.e.: your guardian if you are under 18).

During this appointment, you will be provided with information about your course, your training program and training plan, and important information which will assist you to achieve successful outcomes from your training and create your training plan. This process must be completed within your probation period.

You will also be involved in an Orientation session on your first day attending the college campus for formal 'block' or work release training.

It is compulsory for you to attend both the interview and the orientation.

## All other ATTC Students

Orientation sessions will be conducted upon first day of attendance and/or prior to commencement. It is compulsory that you attend these sessions as they will provide you with an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available to you during your time with ATTC.

## Training Plans – Personal Learning Plans

As part of the overall enrolment process, ATTC will work with you to develop a personalised learning plan to address the course requirements and your personal circumstances. This may include an opportunity for you to complete an LLN indicator which will identify any areas in which you may require additional support.

## Apprentices/Trainees

Your training plan is developed in consultation with your employer/workplace supervisor. It is signed by all parties to confirm that the units of competency selected are correct and reflect the qualification requirements and any specialty needs of your employer. Your training plan is a 'living document' and is reviewed with you and your employer on a regular basis to provide information about your progress and confirm that the specialist units remain appropriate. This forms part of the requirements for your apprenticeship/traineeship under the training contract. For more information about training plans, please visit the Queensland Government website:

<https://training.qld.gov.au/apprenticeshipinfo/information-resources/information-sheets/atis-040>

## Employer Resource Assessments (ERA)

As a requirement for Apprentices/Trainees under Queensland Government training contracts, ATTC is required to undertake and record an ERA as part of the enrolment process. This assessment is to confirm that the employer is able to provide access to the range of equipment, tools and work required to successfully complete the training program. Where the employer may be unable to provide the range of work required for all units, the trainer will discuss other options with the employer. The employer/workplace supervisor will be asked to provide a copy of their industry qualifications/licences to confirm that they have the knowledge and skills to support your learning. The ERA is reviewed periodically by the trainer as required under the PQS contract.

## Access and Equity

ATTC works to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access to training services. ATTC prohibits discrimination based on factors including:

- Gender;
- Age;
- Marital Status;
- Sexual orientation;
- Race;
- Ethnicity;
- Religious background;
- Parental status.

ATTC works to ensure that all learners have the right resources available to allow successful completion of training program requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at ATTC to uphold our commitment to Access and Equity Principles.

### Inclusive Practice

ATTC applies inclusive practices strategies and is committed to ensuring that all learners gain the most from their training program. ATTC's inclusive practices strategies are aimed at ensuring that learners are actively engaged in their own learning, and have access to materials, resources and support to be successful in their training program.

ATTC is aware that learners will learn differently and have different levels of core skills, and will require a different level of learning support from their trainer, training support officer and the employer (where applicable).

Trainers, therefore, encourage and assist learners to take a proactive approach to their own learning and be responsible for their own learning outcomes.

### Other Support Services and Facilities

ATTC is at all times concerned for the welfare of its learners. If you are experiencing difficulties and/or required counselling or personal support, there are a number of professional organisations equipped to offer services to help. Included are:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Salvation Army: 13 SALVOS (13 72 58)

Further, ATTC is committed to supporting your progress through your training program by providing and/or referring a range of support services and facilities inclusive of:

- Learning support
- Disability services
- Career and program counselling
- Computer access
- Library access
- On-site parking
- Internet access
- Canteen
- Indigenous participant support
- Photocopy and print facilities
- Welfare issues and referrals

Training Support Officers, or Trainers can provide further information on these support services and facilities. All requests for support are treated confidentially.

### Learner ID Card

Where a learner is undertaking training on the ATTC Campus at Scarborough they will be issued with a Student ID Card. It is the learner's responsibilities to check that personal details are correct prior to the card being issued. There is a fee to replace lost or damaged ID Cards.

### Course Fees

Information about fees and charges is documented clearly on our website ([www.attc.org.au](http://www.attc.org.au)) or may be obtained by contacting ATTC. A number of factors will determine how much your course will cost.

This includes things like:

- The training program you wish to study;
- Course duration;
- Study load and mode (full time, part time, face-to-face, online etc.);
- Any credits that may be applied through direct credit transfer;
- Any course funding available;

- Your eligibility for subsidies or concessions.

Course fees will be discussed prior to enrolment with you and/or the third party (such as your employer, guardian, school etc.) who will be paying the course fees. The table below outlines the relevant fees that are applicable as at 1<sup>st</sup> July 2017, however, these are subject to change. Please contact one of our Training Support Officers if you have any questions related to course fees.

Fee payment (excluding the initial enrolment application fee) will commence once a unit of competency has been started, acknowledging the learner will be progressing with the qualification with the view of completing it. Invoices will be issued by the Accounts Department and are payable within the terms outlined on the invoice.

### Administration Fees

Description	Amount \$
Application Fee (Non-Refundable)	\$200.00
Testamur and final transcript	Original free, thereafter \$50.00 per copy
Statement of Attainment	Original free, thereafter \$50.00 per copy
Student Contribution Fees Apprentices/Trainees (NB: students may be eligible for full or partial exemptions)	\$1.60 per nominal hour for each unit of competency – calculated upon completion of training plan
Student Contribution fees for other funded programs	Vary for each course – please refer to the qualification fee list
Non-funded qualifications – for fee for service programs	As per the qualification fee list
Professional development units	\$250.00 per unit
Cancellation of training – where training has been arranged in excess of 400km travel from the ATTC campus and cancelled 10 working days prior to commencement of training	TBA
Direct Credit Transfer Fee	No fee per unit where applied at enrolment
RPL fee	As per the qualification fee list
Gap Training following RPL	\$250.00 per unit
Re-enrolment to units following 'Not Yet Competent'	Original unit fee or student contribution fee
Late Payment fees	From Accounts Department
Credit Card surcharge applies	2.5% for Australian Bank Credit Cards
Postage	Fees may be charged

## Fee Exemptions for Funded Programs

Apprentices/Trainees funded under Queensland Government User Choice Funding are exempt from the Enrolment fee. In some cases, other funded programs may attract partial or full fee exemptions. You should discuss your eligibility for fee exemption at the time of enrolment. Details of fee exemptions for funded programs may be accessed from the following Queensland Government website: <http://www.qtis.training.qld.gov.au/>

## Failure to make payment

If payment of fees are not made according to the agreed terms of the training contract, ATTC may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collection agency. Any fees associated with this will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact ATTC as early as possible to discuss options.

## Refund Policy

ATTC has published its various refund policies on its website and these are available to be downloaded ([www.attc.org.au](http://www.attc.org.au)). Refunds will be approved only at the discretion and consideration of the Training Services Manager where the request for refund meets the refund policy requirements.

Refunds will be issued, less the administration fees, where the training has been cancelled within 10 working days prior to commencement of the training. All requests for refund and /or withdrawal must be made in writing to the training services administration office or via email at [training@attc.org.au](mailto:training@attc.org.au).

Once training has commenced in the qualification, no refund is available of any qualification fees paid unless:

- the participant can provide a medical certificate or show extreme personal or financial hardship;
- ATTC is unable to provide the agreed services as required under consumer law.

## Credit Transfer

Any participant who has been granted Credit Transfer for prior learning will not be charged for the unit.

## Course Information

After enrolment, you will be given access to training materials either in hard copy or/and digital format. Textbooks are not generally provided. You will need to supply your own textbooks and stationery materials. Your Welcome email will provide you with access to ATTC's online learning management system for your course, where applicable.

You will be given an outline for training appointments which may include:

- Workplace visits;
- Training room sessions;
- Online modules;
- A combination of these.

## Third Party Arrangements

Where ATTC has a partnership arrangement with another Registered Training Organisation to deliver and assess training programs on behalf of ATTC, ATTC is required to monitor how the training and assessment is carried out and how each learner is supported and progresses through the training program.

All learners will be advised, before enrolment, if their training program is being delivered and assessed by a third party as required under the Standards for Registered Training Organisations.

Third Party Arrangements require the organisation delivering and assessing the training program to apply ATTC's policies, procedures, Assessment tools and abide by a comprehensive partnership contract that is monitored by ATTC.

Should the Third Party fail to meet the requirements and standards applied in the partnership arrangement, all learners will be transitioned to ATTC who will provide training and assessment services directly to the learner.

## Programs funded by the Queensland Government

ATTC is a pre-qualified supplier (PQS) for a number of Queensland Government funded programs that include:

- Certificate III Guarantee.
- Year 12 Fee Free.
- VET in Schools (VETiS).
- Higher Level Skills.
- User Choice Program.

ATTC is pleased to be able to assist our learners to access these programs where they are eligible.

Additional information about these programs are available on the ATTC website <https://www.attc.org.au/funding/> or by contacting ATTC. In all cases, ATTC applies the contract requirements to the training and assessment of funded programs.

## Course Duration

The length of your course is dependent upon a number of factors including:

- Your current skills and knowledge – RPL application or application for credit transfer (where you already hold the unit of competency from previous training);
- The number of units in your training program;
- The level of the qualification being undertaken;
- Your ability to commit to the training program;
- Your ability to successfully complete assessment and demonstrate competency to workplace standards.

If you are enrolled in an Apprenticeship/Traineeship program your course duration is determined by your training contract with the Queensland Government Department of Education and Training (DET).

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at different levels. You may access a copy of the AQF from the website: <https://www.aqf.edu.au/>

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as 'Volume of Learning'.



## Volume of Learning

Volume of learning statements indicate the amount of time it is expected that a learner, with no or limited prior knowledge, would need to achieve a qualification as a full-time learner.

Volume of learning takes into account all the activities a learner would undertake during training and assessment, including supervised training, training room sessions, workplace training, online training, self-directed study, practice and assessment. A contact record form is completed at all training sessions to track learner attendance at training sessions and the volume of learning undertaken by each learner.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications>)

## Competency Based Training

Vocational Education and Training (VET) in Australia is described as Competency Based Training (CBT).

CBT is an approach to training that focuses on allowing a student to demonstrate their ability to do something to an agreed level. In VET training and assessment, CBT is used to develop a student's skills and knowledge that are required to be successful in the workplace. CBT programs deliver qualifications that are made up of Units of Competency. Each unit provides benchmarks that have been developed in consultation with industry, to define the skills and knowledge required to effectively perform in the workplace. CBT assessment is based upon the learning outcomes expected from each unit of competency.

Competency' embodies the ability to transfer and apply skills and knowledge to new situations and environments. Therefore, a learner can either consistently apply the knowledge of skill to the standard of performance required in the workplace or they cannot – they are either 'competent' or 'not competent'. A result of 'competent' in this case represents a theoretical 'score' of 100%.

As such, learners are required to achieve 100% competency to be deemed competent in a qualification or unit of competency. Learners will generally be given a second attempt if they are deemed not yet competent on the first attempt.



## How does assessment work in CBT?

Unlike traditional school systems of grading assessment on a scale from A to F, assessment of CBT determines if the student has the required skills and knowledge to perform to industry standards.

Assessment is specifically conducted to determine if the student can demonstrate the skills and knowledge outlined in the unit of competency. If the student is not able to demonstrate the benchmarks from the unit of competency during assessment, the assessment is marked as not yet competent and further training will be required.

Assessors gather evidence using a range of assessment methods to determine the student's competency.

The assessment methods used to gather evidence of a student's ability to demonstrate competency by ATTC include, but are not limited to:

Questioning	Written or oral questioning, conducting interviews and questionnaires.
Practical/workplace site tasks	A practical demonstration, with further supporting documentation, observed by the assessor in the workplace or a simulated work environment.
Report Writing	Formal business writing using supplied or workplace template, displays, presentations, samples of work.
Portfolio	A collection of work samples of annotated and validated pieces of evidence. Evidence could be written documents, photographs, videos or logbooks.
Third Party Reports/On- the Job	Supervisor verification of relevant skills and experience of on the job performance over a period of time together with employability skills. These are mandatory for apprentices/trainees.
Scenarios	Analysis of responses demonstrating the application of skills required to be demonstrated for the unit of competency. The learner will be required to submit a portfolio of evidence for the scenarios.
Role plays	A creative method to determine the level of knowledge and encouraging learners to explore solutions to situations or problems under discussion.
Case studies	Analysis of responses to case studies reflecting evidence required to demonstrate competency in the unit of competency.

To be awarded a judgement of competent the student must successfully complete all assessment tasks set for the unit of competency. To be awarded the qualification that you are enrolled in, you must demonstrate competency in all units of competency in the training program.

## Training and Assessment Strategies (TAS)

ATTC has a Training and Assessment Strategy for each training program that we train and assess. Our strategies outline our approach for conducting training and assessment.

ATTC assessors are qualified and have extensive, relevant industry experience to train and assess your training program, and the Training and Assessment qualification required under the Standards for RTOs.

ATTC's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Direct Credit Transfer (DCT). All training programs are assessed under the competency based training and assessment criteria established under the AQF.

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment to meet the needs of our students and their workplaces. This means that we work with learners to provide options that are responsive to their individual needs, and that maximise learning outcomes and access to learning activities.

## Reasonable Adjustment

Where a student has a disability or learning difficulty, assessors will apply ATTC's reasonable adjustment policy. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

## Direct Credit Transfer (DCT)

ATTC recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. DCT may be applied to Units of Competency and related qualifications that have been studied in the past. ATTC will only accept DCT for units of competency within the learner's individual learning or training plan unit listing.

DCT will not be approved and processed where pre-requisite and/or co-requisite units are not included in the DCT application.

All learners who hold a qualification or statement of attainment from another RTO, are to discuss the possibility of DCT **at the enrolment interview**. Application for DCT will affect the final training plan or personal learning plan, so all DCT applications need to be applied for and processed as quickly as possible. DCT applications, therefore, will only be accepted during the enrolment process to ensure the development of the training plan or personal learning plan is completed in a timely manner, or as required under the PQS contract.

Learners will be required to provide a certified copy of the Qualification and Testamur or Statement of Attainment. These will be verified and, where the units of competency already successfully completed are equivalent to units in the training program, a DCT will be applied, with no training fees will be charged.

## Foundation Skills

Foundation skills are non-technical skills that support participation in the workplace, the community and adult education. Foundation skills include things such as communication skills, literacy skills (reading, writing and numeracy), interaction skills, and skills to effectively participate in the workplace such as teamwork, problems solving and self and time management.

All Nationally Recognised Training delivered and assessed by ATTC contain Foundation Skills. ATTC includes the assessment of your foundation skills as part of the assessment process.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of an RPL is to recognise existing competencies without having to undertake training and assessment.

Competency may be recognised through:

- Formal or informal training and education you have undertaken in the past;
- Work experience;
- General life experience;

- Any combination of these.

When applying for RPL, ATTC will provide an RPL Candidate Kit that consists of a self-assessment and comprehensive guidance for the collection of evidence that will demonstrate your competency against each of the units of competency for which RPL is being applied.

Evidence provided must be:

- **Authentic** – your own work;
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough to allow the assessor to make a professional judgement regarding competency;
- **Current** – it must demonstrate up-to-date knowledge and skills (you may be requested to complete assessment tasks to demonstrate currency of skills and knowledge);
- **Valid** – it must be relevant to what is being assessed.

Learners may be eligible to apply for RPL on one or more Units of Competency in their training program. They should discuss this at the enrolment interview as early as possible at the commencement of the training program.

Be aware, RPL may not be undertaken where the qualification or group of units may lead to a licenced outcome. This is determined by the licencing body, where they may not accept RPL as a valid assessment pathway to the licence.

#### Pre-assessment RPL process:

Following the receipt of an enrolment form and initial fee payment, and acceptance of the RPL application by the Training Services Manager or Head of Department, the learner will be provided with an RPL Candidate Kit for the relevant qualification.

- Candidate is requested to read all information and complete:
  - Candidate acknowledgement form;
  - RPL Application;
  - Self-Assessment document;
  - “how you get things done” section;
  - Evidence register;
  - Document checklist.

The candidate kit is then returned to ATTC and provided to the assessor for review.

Where RPL application has been granted, learners will have a maximum of six (6) weeks to gather and submit evidence for assessment.

#### RPL Assessment process

Assessment is to be carried out by the assessor/s in the following way:

- The RPL process will take a maximum of 12 weeks from enrolment to completion. This is made up of six (6) weeks for the RPL Candidate to gather and provide evidence and six (6) weeks for the assessor to complete the assessment process.
- The assessor to review the completed RPL Candidate kit provided by the candidate and relevant evidence.
- The assessor is to verify the receipt and validity of the documentary evidence provided by the candidate and complete the Evidence Register found in the Candidate Kit.

- The assessor is to refer to the RPL Assessor Kit and 'map' the received evidence against the units of competency. The assessor is to identify any need for additional evidence or 'gaps' in the candidate's skills or knowledge.
- The assessor is to undertake a technical competency conversation with the candidate to gather additional evidence of skills and knowledge to fill the identified gaps or the need for additional evidence, and note the candidate's responses in the space provided next to the question in the competency conversation document.
- Where necessary, the assessor may request that the candidate undertake a 'practical challenge assessment' this assessment is to confirm the currency of the candidate's skills and application of knowledge and may be a requirement where the candidate is accessing funding for the RPL application. Where a challenge assessment is undertaken, the assessor is to access the current assessment tools for the unit(s) for the challenge. Recording documents must be used from the assessment tools accessed and added to the RPL evidence. Challenge tasks may be a requirement where the candidate is eligible for funding.
- The assessor to determine the candidate's competence.
- The assessor to complete all recording documents.
- The assessor to advise the candidate of the outcome.
- Administration to provide the candidate with their Qualification or Statement of Attainment.

Where insufficient evidence for a unit is provided a judgement of not yet competent will be recorded against the unit. A statement of attainment will be issued for the unit(s) that a competency judgement has been awarded. In this case training and assessment will be required to complete the qualification. These units will attract additional fees as per the fees listing.

## Assessment Information

To achieve a judgement of competency, a learner must complete all assessment requirements to a satisfactory level for each unit of competency they are enrolled in. This means that learners will need to demonstrate their knowledge and their ability to apply that knowledge to the standard expected in the workplace, consistently, over a period of time.

ATTC ensures that the assessment that all learners complete meet the principles of assessment and is conducted professionally to ensure it's their validity, reliability, flexibility and fairness.

A variety of assessment methods will apply to each unit of competency, and these will reflect the learning outcome required. Each method of assessment will be explained to you by your trainer/assessor prior to the commencement of training.

Apprentices/Trainees are also required to undertake and record a series of tasks relevant to their workplace. A training record book is provided to record the workplace learning. The Employer/workplace supervisor will also be requested to complete a Third Party Report to confirm the Apprentice's/Trainee's ability to apply their learning in the workplace to the standard expected by the employer and industry.

## Course Progression

All students are expected to progress through their course by completing their learning and assessment tasks in a timely manner to the best of their abilities.

An individual learning plan or training plan is provided to all learners to assist in tracking progress in their training programs. Where assessment is completed using the online learning management system, progress tracking is available as each assessment task is completed.

For apprentices and trainees, ATTC is responsible for ensuring that learners continue to follow time lines established in their Training Plan. If the apprentice/trainee fails to make reasonable progress relating to training components delivered, ATTC will advise the DET and the employer.

ATTC understands that there may be instances where a learner is unable to progress through personal or individual circumstances that impact on their ability to actively participate in their training program and complete required assessment. Where you feel you are unable to progress please discuss this with your Trainer/Assessor so that your training plan may be adjusted and assistance provided where required.

## Submitting Assessment

Learners are expected to apply time management skills to the completion of assessment tasks within the timeframes provided by their assessor. Learners will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose; learners are to ensure that they talk to their trainer/assessor to clarify anything that is not clear.

Assessments and any written evidence must:

- Be legible if in hand-written form and free from errors (or have any mistakes neatly corrected). It is preferable that written assessments are word processed using a 12 point readable font. Written assessments are to be submitted single sided; do not use both sides of the paper.
- Be Saved. Save all digital documents with your name\_unit code\_ assessment task in the document name to allow the assessor to identify individual learner files
- have a margin down the left-hand side of each page
- have each page numbered, name clearly stated, subject titled and dated
- be securely submitted with all attachments

Learners must *take a copy of all assessment submitted* for their records as no assessment will be returned and should assessment fail to be received by ATTC they will be asked to re-submit.

Cases of plagiarism will be returned and marked 'Not Satisfactory'.

Where learners are unsure about the presentation and preparation of assessments including being able to Word process assessments, they should discuss this with the trainer.

Assessment may be submitted via mail, email or uploaded to the ATTC Learning management system.

## Assessment Feedback

The assessor will provide learners with relevant feedback regarding the outcome of their assessment submission. To gain a judgement of satisfactory learners must complete all requirements of the assessment task to the standard expected in the workplace. For knowledge based assessment, this means that any and *all* questions are to be answered correctly. For practical assessments, learners may be observed by their assessor or be required to submit a project or assignment that they have been provided with.

In all cases, your assessor will provide feedback about your performance.

## Resubmissions

If learners receive feedback that their assessment submission is 'Not Satisfactory' or 'Not Yet Competent' they will need to provide additional evidence to support their claim for competency.

This may mean that they are required to re-do some of the knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again.

ATTC does not charge a fee for resubmission of assessment, if the resubmission is undertaken within one (1) month of receiving the result.

If, after three (3) resubmissions the work is still 'Not Satisfactory' or 'Not Yet Competent' learners will be required to re-enrol in the unit, and re-do the required, in order to achieve the full competency. Learners may be charged an additional fee for any unit that they are required to re-enrol.

Where the learner has applied for RPL and evidence does not meet the rules of evidence, learners may be required to resubmit further evidence or to undertake Gap Training for the unit that they are unable to demonstrate competency to gain the full qualification. Units that require Gap Training will be charged a training fee.

## Plagiarism

All work that learners submit must be their own. Learners will have signed a declaration – or completed this online – at the start of each assessment that this is the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken very seriously at ATTC. Plagiarism may lead to you being withdrawn from your training program.

To assist you to understand, the following are some examples of plagiarism:

- Copying sections of text and not referencing or acknowledging where the information has come from.
- Mashing together multiple 'copy/cut and paste' sections without proper referencing or acknowledging where they have come from.
- Presenting work that was done as part of a group as yours alone.
- Using information – pictures, text, designs, plans, diagrams etc. – and not citing the original author(s).

## Appeals and Complaints

As a learner, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome. If lodging an appeal, it must be done within 14 days of notification of the result.

The ATTC Appeals and Complaints procedures may be found in the Appendix of this document.

You are to refer to these procedures should you wish to lodge an appeal or complaint.

## Issue of Qualification/Statement of Attainment

Under the Standards for Registered Training Organisations, ATTC has an obligation to the learner, who has successfully completed a nationally recognised training program, to issue the learner with the appropriate AQF certification and a transcript of units successfully completed.

When a learner has successfully gained a 'Competent' judgement for each unit of competency in their training program, they will be issued with a Certificate of Qualification and Testamur, which lists each unit that has been completed, within 30 days of completion.

Where a learner has withdrawn or enrolment has been cancelled, they will be issued with a Statement of Attainment for all units that they have successfully gained a 'competent' judgement.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification but included completion of nationally recognised units of competency (for example: Responsible Service of Alcohol (RSA)).

All certificates issued by ATTC meet the requirements of the AQF and NVR.

All learners will be requested to complete the 'quality indicator survey' at completion of their qualification as required by the VET regulator.

## Learner Conduct

Just as ATTC has a responsibility to meet the expectations of learners, legislation and regulations, so too do learners have obligations they are expected to meet.

It is expected that all learners will actively participate in their own learning, commit to their studies, complete assessment within time frames to the best of their ability, and behave in a manner that complies with workplace health and safety and is respectful of the opportunities of other learners to learn and achieve, and their trainers.

As members of a training environment, learners are expected to:

- Treat all others with respect and courtesy;
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- Respect the opinions and views of others;
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating;
- Attend classes, maintain consistent levels of study, and submit assessments on time;
- Familiarise themselves with, and abide by, ATTC's policies and procedures;
- Maintain high standards and a professional approach to their training program;
- Comply with Work Health and Safety Legislation.

As individuals, learners can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- To rely on the protection of personal information;
- To be able to access personal records, subject to the provisions of the Freedom of Information Act [1992];
- To be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters;
- That assessment within qualifications will be equitably and appropriately implemented;
- That the facilities and equipment they use are safe, and comply with workplace health and safety guidelines.

## Training room Behaviour

All learners are expected to comply with the following rules of behaviour whilst enrolled and attending training at the College/RTO:

- Demonstrate mutual respect for staff, and fellow learners;
- Turn off all mobile and paging devices during training times and assessments;
- Do not eat or drink in training rooms;
- Prepare for each class by undertaking the required reading, and completing all necessary prep work;
- Attend all classes, workshops, and other contact sessions;
- Arrive at classes at the scheduled time;
- Complete all attendance documents
- Work to the best of their ability;
- Participate actively in learning activities;
- Avoid all forms of academic misconduct;
- Provide constructive feedback when evaluating training and members of training staff;
- Refrain from activities that might negatively impact on other members of the campus community;
- Be aware of their responsibilities within their training program;
- Any other rules of training room and assessment behaviour as determined by, and/or negotiated with, their trainer.

## Misconduct

ATTC views learner misconduct very seriously.

ATTC expects that all learners will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of ATTC.

Examples of learner misconduct may include, but are not limited to:

- Academic misconduct, including plagiarism and cheating;
- Harassment, bullying and/or discrimination;
- Falsifying information;
- Any behaviour that is against the law;
- Any behaviour that endangers the health, safety and wellbeing of self and others;
- Intentionally damaging equipment and/or materials belonging to ATTC and/or other learners, partner organisations – such as school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- Formal reprimand (warning);
- Suspension from the training program;
- Removal from the training room;
- Reimbursement by the learner for the costs incurred for any damage caused;
- Expulsion from the training program without refund and/or credit;
- Referral of the matter to the police.

Students found guilty of misconduct have a right to lodge an appeal by following ATTC's Complaints and Appeals process.



## Attendance

### Fee for Service

Training arrangements must be adhered to according to the individual training arrangements. Where formal training sessions have been arranged, both the trainer, learner and employer (where applicable), attendance by the learner is mandatory. Cancellation of pre-arranged training sessions is required ten (10) working days prior to the scheduled training, or an additional fee may be charged.

Flexible training delivery means that formal training sessions may not be required. Self-paced training will still be monitored by the trainer to ensure progression occurs consistently throughout the qualification or training program.

Attendance at off-the-job training will be negotiated during the training plan/training program development. It is the learner's responsibility to comply with this agreement.

The learner will complete a 'Contract Record' document to confirm their attendance at all training sessions.

### Apprentices/Trainees

The Apprentice/Trainee is to ensure that attendance at off-the-job training is maintained throughout their apprenticeship/ traineeship. The employer is to contact the Trainer if there are any issues relating to you not being released from work so that alternative training arrangements can be made. The Trainer must be notified if you are sick on a training day. It is also important for the Trainer to be notified if there is an unavoidable delay in your attendance. You should refer to the Queensland Government Fact Sheet ATIS-003 Apprentice or Trainee responsibilities to ensure that you are meeting all your responsibilities under your training contract.

Apprentices/Trainees are to be aware that it is the employer's responsibility to ensure that you are released from work to attend training and this requirement forms part of the training contract and is outlined in the Queensland Government Fact Sheet ATIS-013 Employer Responsibilities.

### Dress Code

Learners attending training sessions are expected to wear neat, clean casual clothing, or relevant trade uniform and enclosed footwear at all times whilst on campus. In addition, learners may be required to wear specific items to ensure compliance with workplace health and safety legislation.

Learners who are not prepared for training – wearing the appropriate clothing, uniform, footwear, PPE - will be excluded from the training area until they comply with the dress code.

### Mobile Phones

Students are required to switch off mobile phones whilst in the training room and only use the phone during allocated breaks. If employers need to contact their employee a message can be left on the Trainers phone or at reception.

### Workplace Health and Safety

Workplace health and safety legislation applies to everyone at ATTC. All staff, learners and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit: <http://www.comlaw.gov.au/Details/C2011A00137>

Learners are to report any incident or hazard immediately to their Trainer/Assessor, the Training Support Officer, Training Services Manager or Heads of Department.

Every effort is made to ensure safety and security of all students, staff and visitors whilst on ATTC's premises and premises hired by ATTC. Students are required to carry out directions given by ATTC staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding Emergency Procedures will be provided through orientation process.

ATTC does not accept responsibility for the loss of personal possessions. You are therefore urged to take suitable precautions to protect your personal belongings.

### First Aid

If you require First Aid whilst on the ATTC Campus, please ask any ATTC staff member for assistance.

### Smoking, Drugs and Alcohol

ATTC is a smoke free workplace. From 1 January 2015, smoking is banned at all Queensland educational institutions and for 5 metres beyond their boundaries.

The law applies at all times—during and after hours, on weekends and during term break. It includes the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes.

ATTC has a 'zero tolerance' to alcohol and drugs for all staff, learners and visitors on all premises including car park areas and within the ATTC grounds. Any person under the influence of drugs and/or alcohol is not permitted on ATTC premises, to use the facilities or equipment or participate in any activities. Where any person is found to be under the influence of drugs or/and alcohol will be subject to disciplinary action and may be referred to the police.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected. If you are taking any medication that may affect your ability to actively participate in training or assessment you must advise your trainer/assessor so that alternative arrangements may be made.

### Food and Drink

ATTC provides access to a canteen during normal school terms at their Scarborough campus. The canteen has a range of hot and cold food available for visiting learners.

Learners are also welcome to bring their own food and drink for consumption whilst on campus.

Learners are not permitted to eat and drink during training or assessment.

At ATTC, we are proud of our campus and provide rubbish bins for the disposal of all rubbish. We request that you dispose of any rubbish using the bins provided to keep our campus clean for all users.

### Learner feedback

ATTC is dedicated to ensuring its practices are constantly reviewed to ensure best practice and the highest quality of training and assessment services are delivered to all students.

This approach to continuous improvement requires feedback from learners regarding their experiences whilst enrolled in their training program.

ATTC welcomes and appreciates all feedback from learners, employers and staff and uses the feedback to further improve our training program delivery.

An electronic feedback form is available in all online courses that allows the learner to provide feedback at any time.

All learners are requested to complete feedback forms periodically throughout their training program and again at completion of their training program.

### Access to your Records – Privacy Policy

ATTC only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed.

Students may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. We may release your information to relevant Government Departments to accurately record your training outcomes as required under the Standards for RTOs.

### Training Record Books for Apprentices/Trainees

As part of your training contract, ATTC will provide you with access to a training record book. The training record book is a document that allows Apprentices/Trainees to record training done in the workplace and it is signed by the workplace supervisor and the trainer. It does not form part of formal assessment for any unit of competency.

The training record book will assist you to compile a comprehensive training record of your achievements in the workplace as your training program progresses.

This is provided in our learning management system and you are to download and complete the training record for each unit of competency.

It is your responsibility to complete and maintain your training record book. A representative from the Queensland Department of Education and Training may visit your workplace and request to view your training record book at any time. Be aware that financial penalties may apply to students who are unable to show the representative their training record book.

### Discrimination and Harassment

At ATTC, we are committed to providing access to learning aids and an equitable approach in dealing with all learners. We recognise the right of all learners and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Discrimination or harassment of staff or learners, by any member of the training and learning environment, is unacceptable and contrary to the core educational and employment values that we uphold. All members of the RTO are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in academic life, free from all discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment.

We will treat claims of discrimination and/or harassment seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

For further information, refer to ATTC's **Bullying, Harassment and Discrimination Policy** at [www.ATTC.org.au](http://www.ATTC.org.au)

## Appendix A – Information from the Standards for RTOs 2015

The following information has been taken from <https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-five>

Standard 5 requires the RTO to “ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”.

This Learner Information Handbook is provided to ensure that ATTC meet our obligations under the standard. Further information is provided on the website [www.attc.org.au](http://www.attc.org.au)

### Inform and protect learners

#### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

#### Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - estimated duration
  - expected locations at which it will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
- any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
  - details of the RTO’s complaints and appeals process required by Standard 6, and
  - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
  - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
  - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
  - any materials and equipment that the learner must provide, and

- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

### **Clause 5.3**

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
  - fees that must be paid to the RTO, and
  - payment terms and conditions including deposits and refunds
  - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early, or
  - the RTO fails to provide the agreed services.

### **Clause 5.4**

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

### **Funding entitlements**

- If learners may be accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), provide this information prior to enrolment.

### **Consumer rights**

- Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.
- If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

## Appendix B – Complaints and Appeals Procedures

### PRO004 - COMPLAINTS PROCEDURE

#### 1. PURPOSE

The purpose of this procedure is to outline the steps for handling complaints received from clients, staff and stakeholders.

#### 2. SCOPE

This procedure applies to all complaints that impact on the organisation's management systems, quality of training and assessment, quality of client service and compliance with the VET Quality Framework. The complaints procedure relates to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on behalf of the RTO and/or a learner of the RTO.

#### 3. DEFINITIONS

**VET Quality Framework (VQF)** means the following:

- the Standards for Registered Training Organisations;
- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements.

#### 4. RESPONSIBILITIES

4.1. All staff are responsible for:

4.1.1. The documenting of complaints as per the scope of this procedure.

4.1.2. Sending the details of the complaint to the Training Services Manager (or delegated person)

4.2. The Training Services Manager (or delegated person) is responsible for:

4.2.1. Reviewing the complaints

4.2.2. Determining the root cause of the complaint

4.2.3. Determining the action, if any, to be taken and recording in the Continuous Improvement Register

4.2.4. Implementing the action

4.2.5. Following up of the complaint to ensure the complaint has been finalised and that corrective action has been implemented satisfactorily and the client is satisfied.

- 4.2.6. Ensuring that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

## 5. PROCEDURE

### 5.1. Complaints may be submitted by the following media:

- 5.1.1. Approach a staff member and make a verbal complaint
- 5.1.2. By phoning the Institute
- 5.1.3. By email to the Institute
- 5.1.4. Completing the Complaints and Appeals form and submitting to the administration office and/or mailing to the CEO.

### 5.2. Staff members receiving the complaint should discuss with the complainant the complaint details to determine if they can implement action that is agreeable to the complainant.

- 5.2.1. The staff member will record the complaint on the Complaint and Appeals form.
- 5.2.2. The complaint will be acknowledged to the complainant in writing
- 5.2.3. The staff member will resolve the complaint within 5 working days and provide a written response to the complainant.

### 5.3. If the staff member resolves the complaint and the nature of the complaint is in regards to the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework the staff member will forward the completed Complaint and Appeals to the Training Services Manager (or delegated person), to inform them of the details of the complaint and the action implemented and for recording in the Continuous Improvement Register.

### 5.4. If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member's area of responsibility then the staff member will refer the complaint to the CEO (or delegated person) using the Complaint and Appeals form . The complaint will be acknowledged in writing to the complainant and recorded in the Continuous Improvement Register.

### 5.5. On receipt of the complaint, from any source, the Training Services Manager (or delegated person) will review the complaint within five (5) working days and determine the root cause of the complaint, determine the appropriate action, if any, record the actions in the Continuous Improvement Register and implement the actions.

### 5.6. Where the complaint is in regards to another person or group of persons, these persons will be informed of the allegations and provided an opportunity to respond.

### 5.7. **No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, the CEO retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.**

### 5.8. During the investigation process, the complainant will be given the opportunity to present his/her case (with the provision of a support person and/or independent adviser in attendance, if required). This will be at no cost to the student.

### 5.9. The Training Services Manager (or delegated person) will provide a written response within fourteen (14) working days to the complainant of the action taken and the reasons for the decision.

- 5.10. All complaints will be finalised as soon as practicable. However, where the RTO considers more than 60 calendar days are required to process and finalise the complaint, the RTO will:
  - 5.10.1. inform the complainant in writing , including the reasons why more than 60 calendar days are required; and
  - 5.10.2. regularly update the complainant on the progress of the matter.
- 5.11. The Training Services Manager (or delegated person) will review the action to determine its effectiveness and client's satisfaction.
- 5.12. If the client is dissatisfied with the outcome of the complaint they can appeal the outcome in accordance with the RTO's procedure *PRO005 Appeals Procedure*.
- 5.13. Any complaint which appears to be related to any illegal activity such as theft, assault etc. will be referred to the appropriate authority after discussion with the person making the complaint.
- 5.14. All records of complaint will be maintained in accordance with the procedure *PRO006 Records Management*
- 5.15. The organisation seeks to prevent complaints by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

## 6. REFERENCES

Student Handbook  
PRO001 Continuous Improvement Procedure  
PRO005 Appeals Procedure  
PRO006 Records Management Procedure  
VET Quality Framework

## 7. RECORDS

Actions Register  
Complaint files



## PRO005 - APPEALS PROCEDURE

### 1. PURPOSE

The purpose of this procedure is to outline the steps for processing a client's appeal against any decision made by Australian Trade Training College (ATTC).

### 2. SCOPE

This procedure applies to any appeals regarding decisions made by ATTC. This includes appeals that relate to assessment decisions.

### 3. DEFINITIONS

**VET Quality Framework (VQF)** means the following:

- the Standards for Registered Training Organisations;
- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements.

### 4. RESPONSIBILITIES

It is the responsibility of all staff, including trainers/assessors to assist clients with the appeal process.

It is the responsibility of the CEO (or delegated person) to ensure the appeal process is carried out in accordance with this procedure and to ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

### 5. PROCEDURE

5.1. Clients shall use this process for appeals.

5.1.1. An appeal must be lodged within twenty (20) working days of the client being notified of a decision made by ATTC or in the case of academic appeals, within twenty (20) working days of the student being notified of the assessment result.

5.1.2. Clients may make an informal approach to a Trainer/Assessor or an administration officer regarding an appeal.

5.1.3. If the matter is not resolved, the client's appeal may be forwarded to the CEO by the trainer/assessor or the administration officer. Alternatively the client may submit their appeal in writing to The CEO, ATTC, 294 Scarborough Rd, Scarborough Queensland 4020

- 5.1.4. The CEO will review the appeal within 5 working days of receiving the appeal, or in the case of an appeal against an assessment decision, refer the assessment to an independent assessor with the relevant vocational competence for review and feedback, and provide a written statement of the appeal outcome and the reasons for the decision to the client.
- 5.1.5. Where the RTO considers more than 60 calendar days are required to process and finalise the appeal, the RTO will:
  - a) inform the appellant in writing, including the reasons why more than 60 calendar days are required; and
  - b) regularly update the appellant on the progress of the matter.
- 5.1.6. If the CEO cannot resolve the situation, the client can request that an Independent Panel consider the appeal. The panel shall consider the appeal within 10 working days of notification of the application. The student may have an adviser in attendance during the proceedings of the Independent Panel.
- 5.2. Independent Panel procedure.
  - 5.2.1. Review the circumstances of the appeal and make a decision on the evidence submitted.
  - 5.2.2. Keep a record of the proceedings to ensure that the appeal procedure was conducted fairly.
  - 5.2.3. The decision of the Independent Panel shall be given in writing to the CEO and the client outlining the reasons for the decision.
  - 5.2.4. A copy of the proceedings conducted by the Independent Panel and the original application form will be given to the client.
  - 5.2.5. The decision of the Independent Panel shall be final.
- 5.3. If having exhausted all internal processes, the client is still not satisfied, they may take the matter externally to an appropriate third party.
  - 5.3.1. if the matter pertains to delivered, training, assessment, support and/or administrative services of the RTO or a potential breach of the NVR Act, the client should be referred to ASQA's complaints information page <http://www.asqa.gov.au/complaints/making-a-complaint.html>.
  - 5.3.2. dependent on the nature of other matters, the RTO should attempt to assist the client with possible referral points to independent advice: for example, the Ombudsman, Office of Fair Trading

### **Membership of Independent Panel**

The Panel shall consist of three persons. The background of the persons requested to sit on the panel will vary depending on the circumstances of the appeal. However it may consist of:

- CEO
  - Trainer/assessor not involved with the management of the client.
  - Industry Representative.
- 5.4. Review of the appeal:
    - 5.4.1. Each appeal will be reviewed by the CEO, within 5 working days of the finalisation of the appeal, to determine the root cause of the appeal and any further action that may be required to prevent a reoccurrence. The actions

required will be recorded in the Continuous Improvement Register and the actions implemented.

- 5.5. Where an appeal is against an assessment decision, and the appeal process finding is that the student is deemed competent the student's outcome of results will be amended to reflect the new outcome.
- 5.6. All records of appeal will be maintained in accordance with the procedure *PRO06 Records Management*.

## **6. REFERENCES**

PRO004 Complaints procedure

PRO005 Appeals procedure

VET Quality Framework

## **7. RECORDS**

CEO's report

Independent Panel report

Completed assessments

Continuous Improvement Register