



2022 STUDENT INFORMATION HANDBOOK

Australian Trade Training College – RTO Code: 31399

User Choice

Certificate 3 Guarantee

Higher Level Skills

Fee For Service

Abstract

This handbook has been prepared as a resource to assist students in understanding their obligations and also, those of Australian Trade Training College.

Australian Trade Training College Ltd
training@attc.org.au

Handbook disclaimer

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

Australian Trade Training College reserves the right to vary and update information without notice. Students are advised to seek any changed information and updates from their trainer or by contacting Australian Trade Training College.

This handbook has been prepared as a resource to assist students to understand their obligations and also those of Australian Trade Training College.

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with and follow the Australian Trade Training College policies and procedures outlined in this handbook.

Any queries may be directed to:

Australian Trade Training College Ltd
 294 Scarborough Road
 Scarborough Qld 4020
 RTO Number: 31399
 Phone: 07 3414 5999
 Email: training@attc.org.au
 Website: attc.org.au

Training Services Office Hours: Monday to Friday 8:00am – 4:00 pm

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Welcome to the Australian Trade Training College

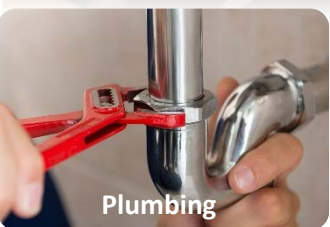
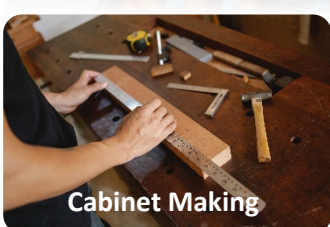
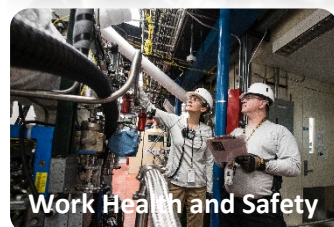
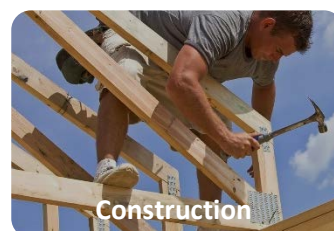
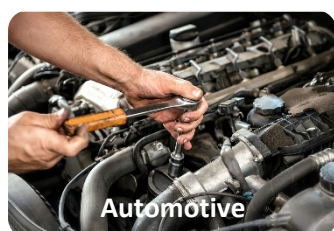
Australian Trade Training College Ltd is a subsidiary business of the MRAEL Group.

Throughout this Student Information Handbook, specifically tailored for students of the Australian Trade Training College and third party's working in partnership with Australian Trade Training College, 'Australian Trade Training College', 'the Registered Training Organisation', 'our organisation' and 'the college' shall denote Australian Trade Training College Ltd.

In Australia, only Registered Training Organisations (RTO) can issue nationally recognised qualifications.

Our registered training organisation 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, Australian Trade Training College delivers and assesses nationally recognised Vocational Education and Training in Schools qualifications in the following subject areas:



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The Australian Trade Training College offers accredited training in an extensive range of nationally recognised qualifications from Certificate II and III levels to Diplomas, aiding personal and career growth towards future promotions or career moves.

Australian Trade Training College is recognised for the diversity of courses on offer and commitment to providing high quality learning experience.

User Choice

The User Choice 2021-2022 program provides a funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees. Once completed, Australian qualifications can be used to work anywhere in Australia and around the world.

Apprenticeships and Traineeships:

- offer the opportunity to study and earn an income while undertaking a qualification;
- can be done by anyone of working age;
- give you the chance to learn new skills while getting paid in more than 500 careers and jobs;
- can be studied full-time, part-time or while still at school.

The User Choice 2020-2021 program provides flexibility for apprentices / trainees and their employers to select their own preferred registered training organisation from a list of pre-qualified suppliers for the delivery of accredited training to meet specific needs.

Apprentices and trainees can only receive one government contribution for a user choice funded qualification at any single point in time. In addition, apprentices and trainees, including school based apprentices and trainees, can only receive a maximum of two government funded contributions under the current user choice program.

To be eligible for a government contribution towards the cost of training, a student must have entered into a training contract with their employer for a qualification that is funded and registered by the Department of Education and Training. An apprenticeship or traineeship can be arranged and formalised by contacting an Australian Apprenticeship Support Network (AASN). More information about Australian Apprenticeship Support Network's may be located here:

<https://www.australianapprenticeships.gov.au/>

Certificate 3 Guarantee

The Queensland Government is focusing on providing skills for jobs and recognising industry's role in supporting government to establish Vocational Education and Training opportunities. The Certificate 3 Guarantee Program provides a Queensland Government subsidy for selected qualifications, allowing eligible Queenslanders to obtain their first post-school certificate III level qualification under the Vocational Education and Training Investment Plan.

Higher Level Skills

To help individuals gain the higher level skills and qualifications required to secure employment or career advancement in a priority industry, the Queensland Government offers subsidised training and assessment under the Vocational Education and Training Investment Plan in selected qualifications towards the Higher Level Skills Program.

Fee for Service

The Australian Trade Training College offers flexible delivery for Fee for Service qualifications allowing the student to choose a delivery model that best suits their individual circumstances. By offering a variety of study options including in person classroom based learning, workshops and / or

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online learning, Australian Trade Training College are able to provide the best training solution for the student and their organisation.

Fee for Service qualifications are delivered in a way as to allow students to self-pace their own learning progress, permitting the choice of timeframe and structure that best suits the constraints of personal and working life.

Legislation

As a registered training organisation, Australian Trade Training College 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 (VET) Regulator Act 2011

Additionally, Australian Trade Training College 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.

Australian Trade Training College is dedicated in applying the provisions of the Vocational Education and Training 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.legislation.gov.au which is the Australian Government website for Commonwealth Law.
- www.legislation.qld.gov.au which is the website for Queensland Government Law.
- www.asqa.gov.au which is the website for Australian Vocational Education and Training regulator.

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Code of Conduct

Australian Trade Training College, as a responsible member of the Vocational Education and Training industry, follows a Code of Conduct which outlines how students can expect the organisation, and our staff, to behave. Australian Trade Training College also has expectations for student behaviour as outlined in the section ‘Student Conduct’.

Training and Assessment services	Australian Trade Training College’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.
Issuance of Qualifications	Australian Trade Training College 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.
Financial Management	Australian Trade Training College applies sound and accountable financial practices within its day-to-day operations and maintains its compliance to financial requirements under the Standards for Registered Training Organisations.
Records and Information Management	Australian Trade Training College 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 Registered Training Organisations and requirements of the Queensland Government for Funded programs and students.
Access and Equity	Australian Trade Training College Management and Staff are committed to helping all students identify and achieve their desired learning outcomes. Australian Trade Training College 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 Registered Training Organisations.
RPL (Recognition of Prior Learning)	Australian Trade Training College Management and Staff are committed to supporting the recognition of prior learning enquiries and requests from potential and enrolled students. Recognition of prior learning 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 recognition of prior learning and provide the relevant recognition of prior learning kit.
Stakeholder feedback	Australian Trade Training College 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.
Provision of information	Clear and accurate advice and information is provided to all enrolling students at Australian Trade Training College. 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, recognition of prior learning, credit transfer, access to online learning and training, and assessment procedures.

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Legislative compliance	Australian Trade Training College 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 registered training organisation is compliant with all state and commonwealth legislative requirements.
Consumer Law	Australian Trade Training College complies with relevant consumer protection legislation, including Australian Consumer Law and the Queensland Competition and Consumer Act 2010. This means that students are provided with the required 'cooling off period' and are entitled to refunds where Australian Trade Training College is unable to deliver the training and assessment services to the student as agreed.
Tuition Assurance	Apprentices and Trainees are protected by Australian Trade Training College's Skilled Assure Supplier contract with the Queensland Department of Education and Training. This means that, in the unlikely event that Australian Trade Training College closes, students will be transitioned to another suitable registered training organisation at no cost to the student other than the requirement to pay any outstanding tuition fees.
Marketing Accuracy	Australian Trade Training College is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for registered training organisations.
Complaints and Appeals	The Australian Trade Training College Complaints and Appeals policy ensures that all complaints are dealt with in a constructive and timely manner.
Other Policies and Procedures	<p>The following Policies and Procedures support the operations of Australian Trade Training College and protect its students. Please contact one of our Training Support Officers for more information about:</p> <ul style="list-style-type: none"> • Access and Equity Policy • Appeals Policy • Assessments Policy and Procedure • Marketing Policy • Policy for Student Conduct • Workplace Health and Safety Policy

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Enrolment

An enrolment form must be completed for all new Australian Trade Training College enrolments, irrespective of the type of enrolment or qualification the student wishes to enrol in, alongside various other forms of evidence as stated throughout this student information handbook.

By completing and signing the enrolment form, students confirm that they have received, completed and discussed all relevant information, forms and fact sheets at the time of enrolment.

Once all enrolment forms have been completed, students will be enrolled into their qualification with all relevant information provided to their trainer. Students will receive a welcome email providing usernames and passwords to access any relevant online learning management systems relating to their enrolled trade area.

Students will be provided computer privileges while on site at the Australian Trade Training College Scarborough campus including internet access, where necessary. If studying online, students are responsible for sourcing personal computer access and internet connection to allow for remote study.

Students will need to have access to their own stationery and notebook supplies. Textbooks are not included in enrolments. Students are responsible for ordering and purchasing any recommended textbooks for their training program.

Enrolment Terms and Conditions

By signing the Australian Trade Training College enrolment form, students (including parent/guardian of underage participants) agree that on acceptance of the Enrolment Form by Australian Trade Training College the Enrolment Form will become the Contract of Enrolment (“the Contract”) and further, students agree to abide by the policies and expectations set out in this handbook.

Entry Requirements

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

Some entry requirements may relate to:

- the minimum age for apprentices and trainees is 13 years of age under the Child Employment Act, unless otherwise stated;
- previous workplace experience or completion of another qualification that is specified as a prerequisite for the training program;
- access to a relevant workplace and job-role where required competencies may be learned and practiced;
- the completion and signing of a relevant workplace apprenticeship/traineeship training contract, with an Employer and Australian Apprentice Support Network (AASN);
- show an appropriate levels of language, literacy and numeracy skills appropriate for successful completion of the training program and assessment requirements, as determined by the Australian Trade Training College Language, Literacy and Numeracy (LLN) indicator Assessment;
- if enrolling into online learning, have access to a computer that has appropriate software and capacity to access and download learning and assessment materials;
- have access to course specific materials such as personal protective equipment, tools of trade and textbooks relevant to the training program.

User Choice Apprentices/Trainees

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a legally binding training contract for a qualification that is funded by the department and be registered in the department's registration system.

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Under User Choice 2021-2022 program guidelines, there are specific eligibility requirements that apply to enrolment with some qualifications requiring additional prerequisites be met. Copies of any applicable evidence is to be provided to Australian Trade Training College before eligibility is confirmed. Confirmation of these requirements will be obtained by completing in full and signing the Australian Trade Training College Enrolment Checklist and Enrolment Form.

To be eligible to enrol in an Apprenticeship or Traineeship under the User Choice 2021-2022 Program, prospective students must:

- be aged 13 years or older;
- permanently reside in Queensland or to be registered as a Queensland apprentice or trainee, the workplace address must be in Queensland;
- be an Australian citizen or a New Zealand citizen who have entered Australia on a valid passport, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency;
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
- be employed by a willing employer that meets specific eligibility requirements;

Specific and strict supervision requirements apply to Electrical Apprentices. Please contact Australian Trade Training College (07 3414 5999) or the Electrical Safety Office (1300 362 128) for further clarification prior to enrolment.

Further information on the User Choice program can be located here:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

as well as here:

<https://desbt.qld.gov.au/training/apprentices/getting-started/eligibility-requirements>

Certificate 3 Guarantee

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older;
- be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program);
- permanently reside in Queensland;
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List.

Further information on the Certificate 3 Guarantee program can be located here:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

Higher Level Skills

To be eligible for the Higher Level Skills program, individuals must:

- be aged 15 years or over;
- be no longer at school;
- permanently reside in Queensland;

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- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements, specific restrictions and / or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List.

Further information on the Higher Level Skills program can be located here:

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

Fee For Service

Upon enrolment, students may be appraised of their ability to meet any entry requirements outlined in their chosen training program. Where students are unable to meet entry requirements, Australian Trade Training College will discuss other options with the student and employer including the recommendation of a different qualification within the industry area or area of study under a fee for service arrangement if necessary.

VISA Information and Requirements

The following information is to assist you in determining your VISA class eligibility to study with us.

Australian permanent residents, which includes humanitarian entrants, and temporary residents of Australia with visa and work permits on the pathway to permanent residency, may be entitled to subsidised training through funded programs under the Queensland VET Investment Program.

To ensure your eligibility for training (including subsidised training) and make sure you understand and comply with your visa conditions, please visit the following websites for further information;

Department of Home Affairs Website:

<https://immi.homeaffairs.gov.au/>

QLD's Department of Employment, Small Business and Training:

<https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>

To ensure study eligibility with us, we will require evidence of your VISA status upon your enrolment. These can be any of the following:

- Your permanent visa label on your passport and/or documents from the *Department of Home Affairs* showing approval of a permanent visa subclass
- Copies of your temporary residency visa and work permits along with copies of correspondence to and from the Department of Home Affairs indicating progress toward permanent residency
- Copy of your current Medicare card in colour (green Medicare card)

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Attendance

Students must agree to attend scheduled classes except where there is a legitimate reason for non-attendance which is acceptable to Australian Trade Training College (for example, illness supported by a Doctor's Certificate).

Online study must be adhered to as per training plan timeframes.

Behaviour

Students must agree to follow the rules and regulations of Australian Trade Training College. If students breach any of Australian Trade Training College's rules or their behaviour is deemed unacceptable by the registered training organisation, the enrolment may be cancelled.

Student Contribution Fee / Tuition Fee Payments

Fees and other charges applicable for a student's qualifications must be paid on the due date. User Choice students acknowledge and agree that student contribution fees may alter from time to time in line with the Pre Qualified Supplier User Choice Policy.

Additional Payments

Students must pay fees and other charges applicable for their qualification on the due dates. For example, students must purchase any required trade specific uniforms, textbooks, stationary, replacement ID cards, replacement certificates, replacement statements of attainment, etc.

Materials/WHS Requirements

Textbooks are not included in enrolments. It is the responsibility of the student to purchase any recommended materials for study including but not limited to stationery, notebooks, textbooks and personal protective equipment. For safety reasons whilst in the workshop, all students must wear steel toe capped boots or shoes, and trade appropriate clothing.

Change of Address

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

Indemnity

Australian Trade Training College and its staff shall not be held responsible for any personal items that are lost or damaged at the college. Australian Trade Training College may need to obtain medical treatment for students if it is deemed necessary by an Australian Trade Training College staff member or a representative acting on behalf of Australian Trade Training College. Neither Australian Trade Training College 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 student to take a copy of all assessment submitted as no assessment will be returned. Should assessment fail to be received by Australian Trade Training College, students will be asked to re-submit. Australian Trade Training College takes no responsibility for loss of assessment in transit including electronic transmission.

Unique Student Identifier (USI)

All persons undertaking nationally recognised training in Australia require a Unique Student Identifier (USI). USI's allow students 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.

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As a registered training organisation training and assessing Nationally Recognised Training, Australian Trade Training College cannot issue Certificates of Qualification or Statements of Attainment where there is no USI registered for the student.

As part of our enrolment process, students are required to provide their USI number. If students do not have a USI, they are to visit the website: <https://www.usi.gov.au/your-usi/create-usi> for more information and to create a USI account.

Language Literacy and Numeracy (LLN)

As part of the enrolment process, students must undertake a Language, Literacy and Numeracy (LLN) indicator Assessment. This process is used to identify the student’s current LLN skills and any areas of concern comparing it to the Australian Qualifications Framework level requirements of the qualification in which the student is enrolling. It is possible in some instances that students may not meet the Australian Qualifications Framework level requirements of the qualification therefore preventing successful enrolment. Australian Trade Training College trainers will provide LLN support where required, or refer students to an LLN specialist to assist with development of LLN skills to the requirements of the qualification and the industry they are/or wish to work in.

Orientation/Induction

Apprentices/Trainees

Once the Apprentice/Trainee has completed the Training Contract with their nominated Australian Apprentice Support Network (AASN), Australian Trade Training College will receive notification the student wishes to commence training.

An Australian Trade Training College Trainer will then make contact to arrange an enrolment appointment in the workplace between the student, employer or workplace supervisor, and any other relevant parties (eg. parent/guardian if under the age of 18). Before this appointment, the student will be asked to complete a Language, Literacy and Numeracy (LLN) indicator Assessment which will identify any areas in which they may require additional support.

During this appointment, information will be provided in regards to the chosen qualification, paperwork will need to be completed such as an enrolment form and enrolment checklist, the training plan will be discussed and signed, an employer resource assessment will be completed and signed to ensure workplace suitability; all assisting to ensure the student achieves successful outcomes from their training. This process must be completed within the probation period.

An orientation session will be conducted upon the first day of attendance and/or prior to commencement whether this be online or face to face training. It is compulsory that students attend this session as they will provide an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available during their time with Australian Trade Training College.

[It is compulsory for apprentices and trainees to attend both the signup interview and on site orientation](#)

Certificate 3 Guarantee, Higher level Skills and Fee For Service Students

Student will be asked to complete a Language, Literacy and Numeracy (LLN) assessment alongside all other required enrolment paperwork, which will identify any areas they may require additional support.

Once enrolment is finalised, including any enrolment fee paid where applicable, an orientation session will be conducted to introduce the student to their trainer, their area of study, learning

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materials and assessment. This orientation may be conducted over the phone or face to face dependent on the students individual choice of delivery and / or location. It is compulsory that students attend this session as they will be provided an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available during their time with Australian Trade Training College.

Training Plans / Individual Support Plans

As part of the overall enrolment process, Australian Trade Training College will work with students to develop a personalised Training Plan (User Choice Apprentices and Trainees) or Individual Support Plan (non-User Choice Apprentices and Trainees) respectively, to address course requirements and any personal circumstances.

If not already completed, this may include an opportunity for students to complete a Language, Literacy and Numeracy (LLN) indicator Assessment, which will identify any areas in which they may require additional support. Australian Trade Training College trainers will provide LLN support where required, or refer students to an LLN specialist to assist with development of LLN skills to the requirements of the qualification and the industry they are/or wish to work in.

Apprentice / Trainee Training Plan

The apprentice / trainee training plan is developed in consultation between the student, employer and trainer, outlining the training to be provided by Australian Trade Training College and the employer; and the qualification that will be issued upon completion. It confirms that the selection of units of competency align with packaging rules for that qualification taking into consideration any requirements for pre- and / or co-requisite units of competency as well as any entry requirements.

When all parties (apprentice / trainee, employer and Australian Trade Training College) have agreed to the terms and conditions of the training plan, all must sign to validate the document. Each party will receive a signed copy of the training plan once agreed to.

The training plan forms part of the requirements for the apprenticeship/traineeship under the training contract. For more information about training plans, please visit the Queensland Department of Employment, Small Business and Training website:

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

Certificate 3 Guarantee, Higher level Skills and Fee For Service Individual Support Plan

An Individual Support Plan addresses course requirements and any personal circumstances of the Certificate 3 Guarantee, Higher level Skills and Fee For Service student, confirming that the selection of units of competency align with packaging rules for that qualification taking into consideration any requirements for pre- and / or co-requisite units of competency as well as any entry requirements.

The Individual Support Plan is developed and provided to students as a guide of predicted study progress to assist with keeping the student on track to completion within a reasonable timeframe.

Individual Support Plans are not required to be signed by student or registered training organisation.

Employer Resource Assessments (ERA)

The Employer Resource Assessment (ERA) addresses employment and training arrangements required under the Further Education and Training Act for each apprenticeship / traineeship qualification within the workplace.

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Australian Trade Training College must capture and retain evidence that the employer has the ability to provide adequate range of work, workplace facilities and equipment, and supervisory arrangements for apprentices / trainees to successfully complete their training.

Workplace supervisors who will be signing off on assessments will be asked to provide copies of their industry qualifications / licences to confirm that they have the knowledge and skills to support the students learning. Where the employer is unable to provide suitable work arrangements, other options may be arranged such as workplace simulation at the college.

Once Australian Trade Training College is confident that the employer is able to provide acceptable supervision within the workplace, all parties (student, employer and trainer) must sign the Employer Resource Assessment to confirm information contained within the ERA is a true and accurate reflection of current workplace arrangements.

The ERA is to be updated whenever there are changes within the workplace, such as the commencement of a new apprentice / trainee or a change in supervisor. Consequently, Australian Trade Training College must review each ERA at intervals of no greater than three (3) months which aligns with the legislative requirement to review a training record.

Access and Equity

Australian Trade Training College 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.

Australian Trade Training College prohibits discrimination based on factors including:

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

Australian Trade Training College ensures that all students have the right resources available to allow successful completion of training program requirements. This includes flexible delivery, assessment arrangements and language, literacy and numeracy support where necessary.

It is the responsibility of all staff at Australian Trade Training College to uphold our commitment to Access and Equity Principles.

Inclusive Practice

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

Australian Trade Training College is aware that students will learn differently and have different levels of core skills, and will require a different level of learning support from their trainer and the employer where applicable.

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

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Other Support Services and Facilities

Australian Trade Training College is at all times concerned for the welfare of its students. If students are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations equipped to offer services to help such as:

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

Furthermore, Australian Trade Training College is committed in supporting student progress throughout their training program by providing and/or referring a range of support services and facilities inclusive of:

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Learning support • Disability services • Career and program counselling • Computer access • On-site parking | <ul style="list-style-type: none"> • Internet access • Canteen • Indigenous participant support • Photocopy and print facilities • Welfare issues and referrals |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Australian Trade Training College trainers are able to provide further information on these support services and facilities. All requests for support are treated confidentially.

Student ID Card

Where a student is undertaking training on the Australian Trade Training College campus they will be issued with a Student ID Card. It is the student's responsibility to check that personal details are correct prior to the card being issued. A fee is applicable to replace lost or damaged ID Cards.

Course Fees

Students undertaking training, including apprentices and trainees who are not completely funded through the User Choice program, may be required to pay course fees.

A number of factors will determine how much a course will cost such as:

- which training program the student wishes 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;
- eligibility for subsidies or concessions.

Information regarding fees and charges is clearly documented on the Australian Trade Training College website (www.attc.org.au) and is subject to change. Please contact the Australian Trade Training College with any questions relating to course fees.

Fee payment (excluding the initial enrolment application fee for select courses) will commence once a unit of competency has been started, acknowledging the student 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.

User Choice

Training is provided to Apprentices / Trainees in accordance with Skills Assure Supplier (SAS) User Choice requirements. Student Contribution Fees under the User Choice program funded by the Queensland government are set at \$1.60 per nominal hour for each unit of competency. These are

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calculated, invoiced and are to be paid upon commencement of each unit. An estimate of any non-government subsidised fees can be located within the Australian Trade Training College Schedule of Fees.

Student contribution fees will be discussed prior to enrolment with the student and / or the third party who has nominated to pay invoices (employer, parent / guardian, etc.) as agreed to by signing the Tuition Fee Agreement during enrolment.

Partial exemption from Student Contribution Fees may apply as per Skills Assure Supplier (SAS) User Choice eligibility.

Certificate 3 Guarantee / Higher Level Skills

Certificate 3 Guarantee and Higher Level Skills Training is charged to the enrolled student as per terms set out within the Australian Trade Training College Schedule of Fees.

The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. Students will be sent an invoice once eligibility and qualification commencement has been confirmed.

Participants who commence training into a high priority qualification within twelve months of completing Year 12 will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through www.training.qld.gov.au.

Fee For Service

Fee For Service Training is charged to the enrolled student as per terms set out within the Australian Trade Training College Schedule of Fees.

A \$250.00 non-refundable enrolment application fee is required at the time of enrolment which will be deducted from the total costs should the participant decide to progress. This fee is an upfront one-off payment that cannot be paid off through a payment plan. The participant will be liable for all fees due should enrolment progress past the initial enrolment assessment.

Additional course fees may apply for students wishing to undertake recognition of prior learning.

When a company is enrolling students, the full course fee is payable in advance, prior to the course commencing.

For accredited training and / or assessment, no more than \$1,500.00 will be payable by the student prior to the commencement of the course.

Course Extension Fee

Australian Trade Training College understands that students may be impacted by circumstances that may prevent them from completing all course requirements in accordance with their Training Plan time frames.

If you are a student enrolled into a course, and find yourself unable to complete within your timeframe, Australian Trade Training College offers opportunities to extend your course.

Students are eligible for a maximum 3 months course extension. Following this a full new course enrolment is required with applicable course enrolment fees.

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Applications for a course extension must be made in writing no less than 14 days prior to your course expiry date.

Applications for course extension are subject to approval by your Head of Department, upon individual application, and are only granted once full extension fees are paid.

If you need to extend your course please call or email your Trainer, or email training@attc.org.au and our team can help guide you through the process.

Course Extension Terms & Conditions:

- Course Extension Form to be completed and submitted to your trainer no more than 14 days prior to your course expiry date
- Course extension fees are \$75 per month
- \$220 for 3 months (Maximum)
- If you have not completed within the maximum extension timeframe, a full new course enrolment is required with applicable course enrolment fees
- Course Extension Fees are required to be paid in full prior to the extension been granted
- Course extensions will NOT be granted if your course is in a Transition/Teach-Out period. A full new course enrolment is required with applicable course enrolment fees.

Additional Fees

Should the original full Qualification and unit listing or Statement of Attainment require replacement due to being lost or damaged, a fee is applicable alongside a completed Statutory Declaration before reissuance can be provided.

The table below outlines various the relevant fees that are applicable as at the time of publishing this Student Information Handbook, however are subject to change.

Description	Amount \$ (AUD)
Full Qualification and unit listing	Original free, \$50.00 per copy thereafter
Statement of Attainment	Original free, \$50.00 per copy thereafter
Replacement Card	Original free, \$50.00 per copy thereafter
Application Fee (Non-Refundable) <i>(NB: subject to enrolment of select courses)</i>	\$250.00
Student Contribution Fees Apprentices/Trainees <i>(NB: students may be eligible for full or partial exemptions)</i>	\$1.60 per nominal hour for each Unit of Competency - calculated, invoiced and to be paid upon commencement of each unit.
Student Contribution fees for other funded programs	As per current Student Contribution Fees
Non-funded qualifications – for Fee For Service programs	As per current Student Contribution Fees
Professional development units	\$250.00 per unit
Cancellation of training – where training has been arranged in excess of 400km travel from Australian Trade Training College Scarborough campus and cancelled within 10 working days of commencement of training	Circumstantial
Direct Credit Transfer Fee	No fee per unit where applied at enrolment

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RPL fee	As per current Student Contribution Fees
Gap Training following RPL	\$250.00 per unit of competency in addition to the price quoted for the full qualification through RPL
Re-enrolment to units following 'Not Yet Competent'	Original unit fee or student contribution fee
Postage	Fees may be charged
Course Extension Fee	\$75 per month / Maximum 3 Months

Fee Exemptions for Funded Programs

Apprentices/Trainees funded under Queensland Government User Choice, Certificate 3 Guarantee and Higher Level Skills funded programs are exempt from the Australian Trade Training College Enrolment fee.

In some cases, funded programs may attract partial or full co-contribution fee exemptions. Please discuss eligibility for fee exemption at the time of enrolment. Details of fee exemptions for funded programs may be located on the Australian Trade Training College Schedule of Fees or program specific Tuition Fee Agreement.

Failure to make payment

If payment of fees are not made according to the agreed terms of the training contract, Australian Trade Training College 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 Australian Trade Training College as early as possible to discuss options.

Refund Policy

Australian Trade Training College has published the refund policy on its website, available for download (www.attc.org.au).

Refunds are at the discretion of the RTO Manager, Australian Trade Training College Ltd., and may be negotiated on an individual case-by-case basis where the request for refund meets the refund policy requirements.

User Choice

Once the course has commenced and the apprentice/trainee has commenced undertaking training in unit/s of competency and their apprenticeship/traineeship is cancelled mid-way through a unit of competency, an adjusted amount will be refunded based on nominal hours expired at the time of cancellation. That is, the amount of the refund will be based on the total amount of nominal hours of training already undertaken to those hours remaining.

Certificate 3 Guarantee / Higher Level Skills

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.

- In the case of online learning, training and assessment is deemed to have commenced once the student has been issued a username and login.
- In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either at the participants' workplace, the college premises

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or any other agreed upon location where face-to-face training and / or assessment is conducted.

- For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification.

Consideration will be given to any written request for refunds based on personal hardship outside of these boundaries via email to training@attc.org.au.

Fee For Service

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.

For training conducted in excess of 400km travel from the Australian Trade Training College office, cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred.

A full refund, minus the \$250 administration fee where applicable, will be made providing notice is received by Australian Trade Training College administration at least 5 working days prior to the scheduled commencement of the course. Cancellation of enrolment within 5 working days of the commencement date results in forfeiture of the enrolment fee (20% of course cost or \$1000 whichever is the lesser figure). Consideration will be given to any written request for refunds based on personal hardship outside of these boundaries via email to training@attc.org.au.

Credit Transfer

Any student who has been granted a Credit Transfer towards unit(s) of competency for prior learning will not be charged for the unit(s) in accordance with Skills Assure Supplier (SAS) requirements.

Course Information

After enrolment, students will receive a welcome email providing usernames and passwords to access any relevant online learning management systems relating to their enrolled trade area and / or given hard copy training materials where necessary. As course progress is competency based, students will have units released gradually throughout their enrolment.

Textbooks are not included in enrolments. Students are responsible for ordering and purchasing any recommended textbooks for their training program as well as acquiring any personal stationery materials required.

Apprentices / Trainees may receive a Training Notice depending on their enrolled qualification, outlining any scheduled workplace visits or on-campus training, any personal protective equipment, stationary or textbooks required, as well as miscellaneous information pertaining to the enrolled qualification.

Third Party Arrangements

Where Australian Trade Training College has a partnership arrangement with third parties to deliver and assess training programs on behalf of Australian Trade Training College, Australian Trade Training College is required to monitor how the training and assessment is carried out and how each student is supported and progresses through the training program.

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All students will be advised, before enrolment, if their training program is being delivered and assessed by a third party other than Australian Trade Training College as required under the Standards for Registered Training Organisations 2015.

Third Party Arrangements require the organisation delivering and assessing the training program to apply Australian Trade Training College’s policies, procedures and assessment tools, and abide by a comprehensive partnership contract monitored by Australian Trade Training College.

Should the Third Party fail to meet the requirements and standards applied in the partnership arrangement, all students will be transitioned to Australian Trade Training College who will provide training and assessment services directly to the student.

Programs funded by the Queensland Government

Australian Trade Training College is a Skills Assure Supplier (SAS) for a number of Queensland Government funded / non-funded programs that include:

- User Choice Program
- Certificate 3 Guarantee
- Higher Level Skills
- Vocational Education and Training in Schools (VETiS)
- Free Apprenticeships for Under 21s
- Fee for Service

Australian Trade Training College is pleased to be able to assist our students to access these programs where they are eligible.

Additional information about these programs are available on the Australian Trade Training College website (www.attc.org.au) or by contacting Australian Trade Training College. In all cases, Australian Trade Training College applies the contract requirements to the training and assessment of funded programs.

DESBT Fact Sheets (Department of Employment, Small Business and Training)

Further information and facts sheets can be found on the following links:

[ATIS-013: Employer responsibilities](#)

[ATIS-039: Adequate training arrangements in the workplace](#)

[ATIS-003: Apprentice and trainee rights and responsibilities](#)

[ATIS-043: Registered training organisations \(supervising\)](#)

[ATIS-040: Training plan and training record](#)

[ATIS-007: Changing the registered training contract](#)

[ATIS-046: Transfer of a registered training contract - perm/temp](#)

[ATIS-041: Cancellation of an apprenticeship or traineeship](#)

[ATIS-009: Completing the apprenticeship and traineeship](#)

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[Free apprenticeships for under 25s](#)

[ATIS-052: Apprenticeships in the electrical industry - employer information](#)

[ATIS-026: School-based apprenticeships and traineeships](#)

Course Duration

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

- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training);
- the number of units in the training program;
- the level of the qualification being undertaken;
- student’s ability to commit to the training program;
- student’s ability to successfully complete assessment and demonstrate competency to workplace standards.

If students are enrolled in an Apprenticeship/Traineeship program, their course duration is determined by the training contract with the Queensland Government Department of Education, Small Business and Training (DESBT).

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. Students 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 student, with no or limited prior knowledge, would need to achieve a qualification as a full-time student.

Volume of learning takes into account all the activities a student would undertake during training and assessment, including supervised training, training room sessions, workplace training, online training, self-directed study, practice and assessment. A Student Contact Record form is completed by both the student and trainer for all contacts, designed to track student attendance at all workplace or college training sessions, communication and overall volume of learning undertaken by each student.

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. <i>(Up to 4 years for some Apprenticeship/traineeship arrangements)</i>
Certificate IV	0.5 - 2 years.
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

Taken From: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>

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Competency Based Training

Vocational Education and Training in Australia is described as Competency Based Training.

Competency Based Training is an approach to training that focuses on allowing a student to demonstrate their ability to do something to an agreed level. In Vocational Education and Training, training and assessment, competency based training is used to develop a student’s skills and knowledge that are required to be successful in the workplace. Competency based training 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. Competency based training 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 student 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’.

How does assessment work in Competency Based Training?

Unlike traditional school systems of grading assessment on a scale from A to F, assessment of competency based training 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 Australian Trade Training College 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 student will be required to submit a portfolio of evidence for the scenarios.
Role Plays	A creative method to determine the level of knowledge, encouraging students 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.

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To be awarded a judgement of ‘Competent’ the student must successfully complete all assessment tasks set for the unit of competency. To be awarded a qualification, the student must demonstrate competency in all units of competency in the training program.

Training and Assessment Strategies (TAS)

Australian Trade Training College has a Training and Assessment Strategy for each training program that we train and assess, outlining our approach for conducting training and assessment.

Australian Trade Training College assessors are qualified and have extensive, relevant industry experience to train and assess training programs, and the Training and Assessment qualification required under the Standards for registered training organisations.

Australian Trade Training College’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. All training programs are assessed under the competency based training and assessment criteria established under the Australian Qualifications Framework.

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 students 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 Australian Trade Training College’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.

Credit Transfer

Australian Trade Training College recognises Australian Qualifications Framework Qualifications and Statements of Attainment that have been issued by other registered training organisations. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. Australian Trade Training College will only accept credit transfer for units of competency within the student’s individual support plan or training plan unit listing.

All students who hold a qualification or statement of attainment from another registered training organisation are to discuss the possibility of credit transfer at the enrolment interview. Application for credit transfer will affect the final training plan or individual support plan, so all credit transfer applications need to be applied for and processed as quickly as possible. Credit transfer applications, therefore, will only be accepted during the enrolment process to ensure the development of the training plan or individual support plan is completed in a timely manner, or as required under the SAS contract.

Students will be required to provide a copy of the full qualification and unit listing or Statement of Attainment, or a unique student identifier transcript. These will be verified and, where the units of competency already successfully completed are equivalent to units in the training program, a credit transfer will be applied, with no training fees 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

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(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 Australian Trade Training College contain foundation skills. Australian Trade Training College includes the assessment of foundation skills as part of the assessment process.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning 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 recognition of prior learning is to recognise existing competencies without having to undertake training and assessment.

Competency may be recognised through:

- Formal or informal training and education the student has undertaken in the past;
- Work experience;
- General life experience;
- Any combination of these.

When applying for recognition of prior learning, Australian Trade Training College will provide a recognition of prior learning Candidate Kit that consists of a self-assessment questionnaire as well as comprehensive guidance for the collection of evidence that will demonstrate proficiency against each of the units of competency for which recognition of prior learning is being applied.

Students may be eligible to apply for recognition of prior learning 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, recognition of prior learning 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 recognition of prior learning as a valid assessment pathway to the licence.

Where a recognition of prior learning application has been granted, students will have a maximum of six (6) weeks to gather and submit evidence for assessment. The recognition of prior learning process will take a maximum of 12 weeks from enrolment to completion. This is made up of six (6) weeks for the recognition of prior learning Candidate to gather and provide evidence and six (6) weeks for the assessor to complete the assessment process.

For further information regarding recognition of prior learning, please visit our college website (www.attc.org.au) or contact Australian Trade Training college via training@attc.org.au.

Assessment Information

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

Australian Trade Training College ensures that all assessments students complete meet the principles of assessment and is conducted professionally to ensure its 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 the student by their trainer / assessor prior to the commencement of training.

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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 support plan or training plan is provided to all students 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, Australian Trade Training College is responsible for ensuring that students continue to follow time lines established in their Training Plan. If the student fails to make reasonable progress relating to training components delivered, Australian Trade Training College will advise Department of Employment, Small Business and Training (DESBT) and the employer.

Australian Trade Training College understands that there may be instances where a student 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 a student feels they are unable to progress, they are encouraged to discuss this with their trainer / assessor so that the individual support plan or training plan may be adjusted and assistance provided where required.

Submitting Assessment

Students are expected to apply time management skills to the completion of assessment tasks within the timeframes provided by their assessor. Students will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose; students 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 legible font. Written assessments are to be submitted single sided; do not use both sides of the paper;
- have a margin down the left-hand side of each page;
- have each page numbered, name clearly stated, unit code and name listed and dated;
- be securely submitted with all attachments;
- be saved as “student name unit code assessment task” to allow the assessor the ability to identify individual student files (eg. *Joe Bloggs BSBDIV301 Task 1a*).

Students must take a copy of all assessment submitted for their own records as no assessment will be returned. Should assessment fail to be received by Australian Trade Training College, the student will be asked to re-submit.

Cases of plagiarism will be returned and marked ‘Not Satisfactory’.

Where students 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 their Australian Trade Training College learning management system where applicable.

Assessment Feedback

The assessor will provide students with relevant feedback regarding the outcome of their assessment submission. To gain a result of satisfactory, students must complete all requirements of the assessment task to the standard expected. For knowledge-based assessment, this means that all questions are to be answered correctly. For practical assessments, students may be observed by

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their assessor or be required to submit a project or assignment that they have been provided with. In all cases, the assessor will provide feedback about student performance.

Resubmissions

If students 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.

Australian Trade Training College 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’ students will be required to re-enrol in the unit and re-do the required work in order to achieve the full competency. Students may be charged a fee for any unit that they are required to re-enrol.

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

Plagiarism

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 Australian Trade Training College. Plagiarism may lead to the student being withdrawn from their training program.

All work that students submit must be their own. Students will sign a declaration, or complete this online, at the start of each assessment stating this to be the case.

To assist students 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 and paste’ sections without proper referencing or acknowledging where they have come from.
- Presenting work that was done as part of a group as theirs alone.
- Using information (for example, pictures, text, designs, plans, diagrams etc.) and not citing the original artist(s)/author(s).

Complaints and Appeals

Students are able to lodge an appeal if they 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 Australian Trade Training College Complaints and Appeals Procedures can be found in Appendix A of this document. Students are encouraged to refer to these procedures should they wish to lodge an appeal or complaint.

Issue of Qualification/Statement of Attainment

Under the Standards for Registered Training Organisations, Australian Trade Training College has an obligation to the student who has successfully completed a nationally recognised training program, to issue them with the appropriate Australian Qualifications Framework certification and a transcript of units successfully completed.

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When a student has successfully gained a ‘Competent’ decision for each unit of competency in their training program, they will be issued with a Certificate of Full Qualification and unit listing within 30 days of completion, listing each unit of competency that has been completed.

Where a student 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’ decision.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification, but are still recognised as completed nationally recognised units of competency (eg: Provide responsible service of alcohol (RSA)).

All certificates issued by Australian Trade Training College meet the requirements of the Australian Qualifications Framework and National Vocational Education and the Australian Skills Quality Authority (ASQA).

Students who undertaken studies outside of an Apprenticeship/Traineeship, the Certificate or Statement of Attainment will be issued electronically. For hard copy of the Certificate or Statement of Attainment, students can contact training services via email training@attc.org.au or phone 0734145999 to request. Your copy will be posted within 5 business days of your received request.

All students will be requested to complete the ‘quality indicator survey’ at completion of their qualification as required by the Vocational Education and Training regulator.

Student Conduct

Just as Australian Trade Training College has a responsibility to meet the expectations of students, legislation and regulations, so too do students have obligations they are expected to meet.

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

As members of a training environment, it is expected that students:

- 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 bullying or otherwise intimidating;
- treat their personal property and the property of others with respect;
- do not steal physical or intellectual property that is not their own;
- attend classes, maintain consistent levels of study, and submit assessments on time;
- familiarise themselves with, and abide by, Australian Trade Training College’s policies and procedures found (www.attc.org.au);
- maintain high standards and a professional approach to their training program;
- comply with Work Health and Safety Legislation.

As individuals, students 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;

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- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment or bullying or otherwise intimidation;
- 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 students are expected to comply with the following rules of behaviour whilst enrolled and attending training on site at Australian Trade Training College:

- demonstrate mutual respect for staff, and fellow students;
- turn off all mobile and electronic devices during training and assessments times;
- do not eat or drink (excluding water) 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

Australian Trade Training College views student misconduct very seriously.

Australian Trade Training College expects that all students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of Australian Trade Training College.

Examples of student 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 Australian Trade Training College and / or other students or partner organisations such as a school or workplace.

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

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- formal reprimand (warning);
- removal from the training room;
- suspension from the training program;
- reimbursement by the student 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 Australian Trade Training College’s Complaints and Appeals Process found in Appendix A.

Attendance

Individual or Group Training

Training arrangements must be adhered to according to the individual training arrangements discussed and agreed to at the time of enrolment. Where formal training sessions have been arranged, attendance by the student 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 development of the individual learning plan or training plan. It is the student’s responsibility to comply with this agreement.

The student will complete a ‘Student Contact Record’ document to confirm their attendance at all workplace and campus training sessions. Trainers will also complete a Student Contact Record to indicate any communication between trainer and student throughout the enrolment.

Apprentices/Trainees

The Apprentice / Trainee is to ensure that attendance at off-the-job training is maintained throughout their enrolment. The employer is to contact the trainer if there are any issues relating to students not able to be released from work so that alternative training arrangements can be made.

Apprentices / Trainees are to be aware that it is the employer’s responsibility to ensure that students are released from work to attend training. This requirement forms part of the training contract and is outlined in the Queensland Government Fact Sheet: [ATIS-013 - Employer responsibilities](#)

The trainer must be notified if students are sick on a training day. It is also important for the trainer to be notified if there is an unavoidable delay in student attendance. Students should refer to the Queensland Government Fact Sheet [ATIS-003 Apprentice and trainee rights and responsibilities](#) to ensure they are meeting all responsibilities under the training contract.

Dress Code

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

Students who are not prepared for training (eg. not wearing the appropriate clothing, uniform, footwear, personal protective equipment) will be excluded from the training area until they comply with the dress code.

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Mobile Phones

Students are required to switch off mobile phones and electronic devices whilst in the training room and only use their personal devices during allocated breaks. If employers or parents / guardians need to contact a student during scheduled class time, a message can be left directly with Administration officers or trainers to be passed onto the student.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Australian Trade Training College. All staff, students 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 with greater understanding of the Work Health and Safety Act and Regulations please visit: <https://www.worksafe.qld.gov.au/laws-and-compliance>

Students are to report any incident or hazard immediately to their Trainer & Assessor, RTO Manager or Head of Department.

Every effort is made to ensure safety and security of all students, staff and visitors whilst on Australian Trade Training College's premises and premises hired by Australian Trade Training College. Students are required to carry out directions given by Australian Trade Training College staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding emergency procedures will be provided throughout the orientation process.

Australian Trade Training College does not accept responsibility for the loss of personal possessions. Students are urged to take suitable precautions to protect personal belongings.

First Aid

If students require first aid whilst on the Australian Trade Training College Campus, please ask any Australian Trade Training College staff member for assistance.

Australian Trade Training College may need to obtain medical treatment for students if it is deemed necessary by an Australian Trade Training College staff member or a representative acting on behalf of Australian Trade Training College. Neither Australian Trade Training College nor its staff will be held responsible for any expense, loss, damage or liability of whatsoever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

Smoking, Drugs and Alcohol

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

The law applies at all times including during work hours, 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.

Australian Trade Training College has a 'zero tolerance' to alcohol and drugs for all staff, students and visitors on all premises including car park areas and within the Australian Trade Training College grounds. Any person under the influence of drugs and / or alcohol is not permitted on Australian Trade Training College premises, to use the facilities or equipment or participate in any activities. Any person found to be under the influence of drugs and / or 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 students are taking any medication that may affect their ability to actively participate in training or assessment, they must advise their trainer and assessor so that alternative arrangements may be made where necessary.

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Food and Drink

Australian Trade Training College 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 staff and students.

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

Students are not permitted to eat and drink, with the exception of water, during training or assessment.

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

Student Feedback

Australian Trade Training College 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 students regarding their experiences whilst enrolled in their training program.

Australian Trade Training College welcomes and appreciates all feedback from students, employers and staff and uses the feedback to further improve our training program delivery.

An electronic feedback form is available in all online courses, allowing students to provide feedback at any time.

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

Access to Student Records – Privacy Policy

Australian Trade Training College 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 accurately, 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 student information to relevant Government Departments to accurately record training outcomes as required under the Standards for Registered Training Organisations.

Discrimination and Harassment

At Australian Trade Training College, we are committed to providing access to learning aids and an equitable approach in dealing with all students. We recognise the rights of all students 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 students, 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.

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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.

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Appendix A – Complaints and Appeals Procedures

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Appeals Procedure - PRO001

Procedure

Steps	Who	Action
1.	Client	<ul style="list-style-type: none"> If a client is unhappy with an assessment decision they should first make an informal approach to a Trainer/Assessor to determine and fully understand their decision.
2.	Trainer/Assessor	<ul style="list-style-type: none"> With the goal of resolving the appeal, discuss with the client specific reasons for your decision. Give specific feedback on their performance, identify areas they can improve and provide options to the client regarding further training or assessment.
3.	Trainer/Assessor	<ul style="list-style-type: none"> If the matter is successfully resolved, complete the “Complaints and Appeals Form” ensuring actions taken are noted and submit to a Head of Department for Processing. If the matter is not resolved, advise the client of their right to appeal the decision referring them to the Appeals Policy and providing them with “Complaints and Appeals Form”
4.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> Enter appeal details into the clients file on the Student Management System Enter appeal details to the Complaints and Appeals register. File completed “Complaints and Appeals Form” (if resolved) into complaints and appeals file on (I) Drive and against the Clients File on the Student Management System.
5.	Client	<ul style="list-style-type: none"> An appeal must be lodged within twenty (20) working days of the client being notified of a decision made by Australian Trade Training College or in the case of academic appeals lodgement must be made within twenty (20) working days of the clients being notified of the assessment result using the “Complaints and Appeals Form”
6.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> Enter appeal details into the clients file on the Student Management System Enter appeal details to the Complaints and Appeals Register. Note any actions taken on “Complaints and Appeals Form” Provide all documents and information to the RTO Services Manager for action.

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7.	RTO Services Manager	<ul style="list-style-type: none"> • On receipt of the appeals application, acknowledge receipt of the claim, in writing, to the appellant within two (2) working days, this may be via email, letter or fax.
8.	RTO Services Manager	<ul style="list-style-type: none"> • Review the appeal within five (5) working days of receiving the appeal and nominate an independent panel to review the appeal. • In the case of an assessment appeal nominate an independent assessor with relevant vocational competencies to review the assessment. • Advise the appellant in writing of the name of the independent Panel or Assessor
9.1	Independent Assessor	<ul style="list-style-type: none"> • Assessment Appeals claim is reviewed and investigated which includes: <ul style="list-style-type: none"> ○ A review of the application form and supporting evidence ○ A review of all assessment documentation and process ○ An interview with an appellant to allow them the opportunity to formally state their claim. ○ An interview with the Assessor
9.1	Independent Panel	<ul style="list-style-type: none"> • Appeals claim is reviewed and investigated which includes: <ul style="list-style-type: none"> ○ A review of the application form ○ Review of all supporting evidence ○ An interview with the appellant to allow them the opportunity to formally state their claim
10.	RTO Services Manager/ Independent Assessor/Panel	<ul style="list-style-type: none"> • Determine the appeal outcome, and provide an explanation to justify the decision. • The independent assessor/panel will advise the RTO Services Manager of the appeals outcome, in writing within five (5) working days. • Note all actions on the “Complaints and Appeals Form” • If the outcome involves reassessment go to Step 11, if not go to Step 13.
11.	RTO Services Manager	<ul style="list-style-type: none"> • Arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re-assessment, in writing and in accordance with assessment processes. • Place a copy of correspondence in the Clients file. • If the appellant is dissatisfied with the result or the process of the appeal and refuses to be reassessed, advise the client of their right to further progress the appeal through an External Arbitrator and go to Step 18.

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12.	Independent Assessor	<ul style="list-style-type: none"> • The appellant has the option to nominate an independent observer to be present during the re-assessment. • Conduct the re-assessment. • Determine the assessment outcome against the competencies. • Complete all relevant assessment documentation, (in accordance with the Assessment Policy) notifying the appellant and the RTO Services Manager of the outcome, in writing.
13.	RTO Services Manager	<ul style="list-style-type: none"> • Supply the appellant with the appeals outcome in writing within 2 working days
14.	RTO Services Manager	<ul style="list-style-type: none"> • If the appeal is upheld and Australian Trade Training College is satisfied with the outcome: <ul style="list-style-type: none"> ○ Finalise the appeals documentation and place all documentation in complaints and appeals file on (I) Drive and against the Clients file on the Student Management System. ○ Complete documentation for issuance of a qualification or statement of attainment (as appropriate). ○ Close off Appeal • If the appeal is upheld and Australian Trade Training College is NOT satisfied with the outcome, progress with Appeal with External Arbitrator. Go to Step 18. • Note all actions on “Complaints and Appeals Form”
15.	RTO Services Manager	<ul style="list-style-type: none"> • If the appellant is dissatisfied with the outcome, advise the client of their right to further progress the appeal through an External Arbitrator. Go to Step 18. • Note all actions on “Complaints and Appeals Form”
16.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> • Enter details of appeal outcome into the Student Management system. • Enter details of appeal outcome into the Complaints and Appeals Register • Note all actions on “Complaints and Appeals Form” • Place all documentation in complaints and appeals file on (I) Drive and against the Clients file on the Student Management System.
17.	RTO Services Manager	<ul style="list-style-type: none"> • Ensure that the assessment tools, policy and procedures relating to any substantiated appeal is reviewed and progressed through the continuous improvement processes, as appropriate

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18.	RTO Services Manager or Client	<ul style="list-style-type: none"> • Contact and engage the External Arbitrator for a review of the appeal, providing all relevant documentation. • Cooperate with External Arbitrator for the review of the appeal.
19.	External Arbitrator	<ul style="list-style-type: none"> • Review, investigate and mediate the appeal with all relevant parties and make a ruling. • Australian Trade Training College will abide by any resolutions as recommended by the External Arbitrator.
20.	RTO Services Manager	<ul style="list-style-type: none"> • If the appeal is upheld: <ul style="list-style-type: none"> ○ Finalise the appeals documentation and place all documentation in complaints and appeals file on (I) Drive and against the Clients file on the Student Management System. ○ Complete documentation for issuance of a qualification or statement of attainment (as appropriate). ○ Close off Appeal Follow Steps 16-17
21.	RTO Services Manager	<ul style="list-style-type: none"> • If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand. Follow Steps 16-17

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Complaints Procedure - PRO002

Procedure

Steps	Who	Action
9.	Client	<ul style="list-style-type: none"> Client raises their concerns or complaint informally with an Australian Trade Training College staff member.
10.	Staff	<ul style="list-style-type: none"> With the goal of resolving the concern or complaint, discuss the concern or complaint with the client to attempt to resolve the concern or complaint immediately without taking formal actions.
11.	Staff	<ul style="list-style-type: none"> If the matter is successfully resolved, complete the “Complaints and Appeals Form” ensuring actions taken are noted and submit to a Administration Officer or RTO Services Manager for Processing. If the matter is not resolved, advise the client of their right to make a complaint referring them to the Complaints Policy and providing them with “Complaints and Appeals Form”
12.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> Enter appeal details into the clients file on the Student Management System Enter complaint details to the Complaints and Appeals register and Continuous Improvement Register. Notify the RTO Services Manager of the resolved complaint. File completed “Complaints and Appeals Form” (if resolved) into complaints and appeals file on (I) Drive and against the Clients File on the Student Management System.
13.	Client	<ul style="list-style-type: none"> A Formal Complaint must be lodged in writing using the “Complaints and Appeals Form” and submitted within seven (7) days of receiving the Complaints and Appeals Form
14.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> Enter complaint details into the clients file on the Student Management System Enter complaint details to the Complaints and Appeals Register. Note any actions taken on “Complaints and Appeals Form” Provide all documents and information to the RTO Services Manager for action.

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15.	RTO Services Manager	<ul style="list-style-type: none"> • On receipt of the complaint application, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax. The RTO Services Manager may delegate for the resolution of the complaint to another Staff member.
16.	RTO Services Manager/ Nominated Staff Member	<ul style="list-style-type: none"> • Implement appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties. • Inform any respondent(s) (if applicable) by letter, that a complaint has been received within two (2) working days of receipt of the original formal complaint.
17.	RTO Services Manager/ Nominated Staff Member	<ul style="list-style-type: none"> • Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but not limited to: <ul style="list-style-type: none"> ○ Discussing the facts of the complaint with the complainant. ○ Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. ○ Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. ○ Interview all parties individually, including any witnesses ○ Conduct interviews privately and confidentially ○ Where applicable, report the outcome of the meeting with the respondent to the complainant. ○ Seek preferred outcome from each of the parties
18.	RTO Services Manager/ Nominated Staff Member	<ul style="list-style-type: none"> • Determine a resolution to resolve the complaint, within Australian Trade Training College’s policies. • Advise all parties of the outcome of the complaint in writing, within five (5) working days.
19.	RTO Services Manager/ Nominated Staff Member	<ul style="list-style-type: none"> • Confirm all parties are satisfied with the outcome of the complaint. • If the client is dissatisfied with the outcome, advise the client of their right to further progress the complaint through the External Arbitrator (Go to step 15) • Note all actions on the “Complaints and Appeals Form”
20.	RTO Services Manager/ Nominated Staff Member	<ul style="list-style-type: none"> • Complete all necessary documentation including the “Complaints and Appeals Form” noting all actions and outcomes of the complaints resolution process. • Implement agreed actions and or administrative agreements

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		<ul style="list-style-type: none"> • Forward all Completed documents to Head of Department or Administration Officer for filing. • Monitor the training environment to ensure the incident doesn't re-occur
21.	Head of Department/ Administration Officer	<ul style="list-style-type: none"> • Enter details of appeal outcome into the Student Management system. • Enter details of appeal outcome into the Complaints and Appeals Register • Note all actions on "Complaints and Appeals Form" • Place all documentation in complaints and appeals file on (I) Drive and against the Clients file on the Student Management System.
22.	RTO Services Manager	<ul style="list-style-type: none"> • Ensure that the issue, policy and procedures relating to any substantiated appeal is reviewed and progressed through the continuous improvement processes, as appropriate.
23.	RTO Services Manager or Client	<ul style="list-style-type: none"> • Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation. • Cooperate with External Arbitrator for the review of the complaint.
24.	External Arbitrator	<ul style="list-style-type: none"> • Review, investigate and mediate the complaint with all relevant parties and make a ruling. • Prepare a formal written report on the investigation, providing a copy to both the RTO Services Manager and the complainant • Australian Trade Training College will abide by any resolutions as recommended by the External Arbitrator.
25.	RTO Services Manager	<ul style="list-style-type: none"> • If the complaint is upheld: <ul style="list-style-type: none"> ○ Finalise the appeals documentation and place all documentation in complaints and appeals file on (I) Drive and against the Clients file on the Student Management System. ○ Complete documentation for issuance of a qualification or statement of attainment (as appropriate). ○ Close off complaint Follow Steps 13-14
26.	RTO Services Manager	<ul style="list-style-type: none"> • If the complaint is rejected notify the complainant in writing that the original decision/judgement is to stand. Follow Steps 13-14

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Acknowledgement

I acknowledge that I have received a complete copy of the Student Information Handbook and understand its contents and how it applies to my enrolment with Australian Trade Training College.

Should I be unsure of what is required of me within my enrolment and studies, I understand I can refer to this Handbook and clarify with my Trainer or Training Services for further guidance.

Name:

Signature:

Date:

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