

# STUDENT HANDBOOK

## VETiS



## **Handbook disclaimer**

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Australian Trade Training College 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.

## **Contact us**

Phone: 07 3414 5999

Email: [training@attc.org.au](mailto:training@attc.org.au)

Website: [attc.org.au](http://attc.org.au)

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

Head Office Brendale: 36 Kremzow Road, Brendale QLD 4500

Banyo: 17 Armada Place, Banyo QLD 4014

Scarborough: 294 Scarborough Road, Scarborough QLD 4020

Sunshine Coast Technical Trade Training Centre: 40 Bower St, CALOUNDRA QLD 4551

Meadowbrook: 1-3 Nestor Dr, MEADOWBROOK QLD 4131

Toowoomba: 56 Duhig St, HARRISTOWN QLD 4350

**RTO Number: 31399**

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## Welcome to the Australian Trade Training College

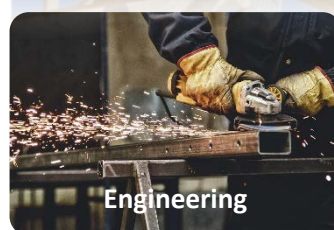
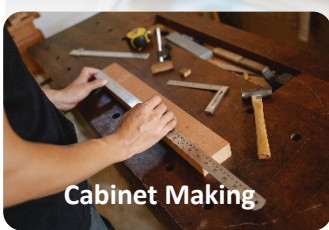
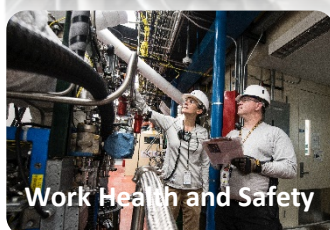
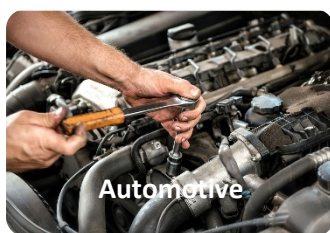
Australian Trade Training College (ATTC) is a subsidiary business of the MRAEL Group.

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

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

This student handbook provides you with the information on what you will need to know about your enrolment and training journey with us. The Student Handbook also sets out our obligations to you, your rights and responsibilities; what support is available to you as a student, policies and procedures referred in this Student Handbook including Complaints and Appeals policy; and what we expect from you as a student of the Australian Trade Training College.

As a Registered Training Organisation (RTO), 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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Issue Date	05/2020	Next review Date	01/2025
Reviewed and updated	04/2024	Version	6.2
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## VET Quality Framework

Australian Trade Training College is a Registered Training Organisation (RTO) – Provider number 31399. As an RTO, Australian Trade Training College is part of Australia’s VET Quality Framework. The VET Quality Framework is a set of regulations that impose minimum education related standards, and ensures the qualification you receive is recognised across Australia. For more information about the VET Quality Framework, visit <https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

## Pre Enrolment and Entry Requirements Information

Before you enrol with Australian Trade Training College, we invite you to read through the Student Handbook to ensure you have all the information and advice you need so that you can make a clear and fully informed decision for your training.

## Entry Requirements and Eligibility

For Vocational Education and Training in School (VETiS) Enrolments, an Enrolment Form and VETiS Eligibility Form must be completed alongside required evidence of school enrolment, proof of age, any previously completed or enrolled study, appropriate levels of language, literacy and numeracy skills, Australian Citizenship and Australian Residency.

Training is provided fee-free to VETiS school students in accordance with Skills Assure Supplier (SAS) VETiS Requirements.

By completing and signing the VETiS Eligibility 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 be provided computer privileges whilst at the college including internet access. The trainer will provide students with any necessary usernames and passwords related to training for access to the online learning management system.

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

## Enrolment Terms and Conditions

By signing the Australian Trade Training College enrolment form, students (including parent/guardian of underage participant) agree that on acceptance of the Application by Australian Trade Training College the Application 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

Under the Queensland Vocational Education and Training in Schools (VETiS) Program guidelines, there are specific eligibility requirements that apply to enrolment. Entry into VETiS qualifications require confirmation that these eligibility requirements have been met, including copies provided of any applicable evidence, as per the Australian Trade Training College VETiS Eligibility Form.

Confirmation of these eligibility requirements will be obtained by completing the checklist and providing the evidence noted on the Australian Trade Training College VETiS Eligibility Form. Further information on the VETiS program can be found throughout this Student Information Handbook as

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well as on the Queensland Department of Employment, Small Business and Training (DESBT) VETiS Fact Sheet; <https://training.qld.gov.au/providers/funded/vetis>

Under the Queensland VETiS Program guidelines, there are specific eligibility requirements that apply to enrolment as listed below. The student must:

- be enrolled in year 10, 11 or 12 at a Queensland Government School;
- be a Queensland Resident;
- hold Australian or New Zealand citizenship, or be an Australian permanent resident;
- not be currently enrolled in any other VETiS qualifications;
- not hold or currently be enrolled in a Certificate III or higher-level qualification relevant to the specific program under which training is being funded;
- 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;
- 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 (PPE), tools of trade and textbooks relevant to the training program.

## Unique Student Identifier (USI)

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

The USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each student, is nationally recognised and is mandatory for all students to supply upon enrolment. Your USI creates a secure online record of all your recognised training and qualifications gained in Australia and all transcripts from 2015. This number can be accessed online at any time and is free to create.

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

If you do not have a USI, please visit: <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.

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## 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 during the enrolment process. 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.

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.

## 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](http://www.attc.org.au)) or contact us via [training@attc.org.au](mailto:training@attc.org.au).

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## The Training Journey

Orientation sessions will be conducted on the first day of attendance and/or prior to commencement. It is compulsory that students attend these sessions, 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.

## Individual Support Plans

As part of the overall enrolment process, Australian Trade Training College will work with students to develop a personalised individual support plan to address the course requirements and any personal circumstances.

## 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).

If the student is to be absent from training, the Student needs to advise the VETiS Head of Department and their relevant School Administrator if they cannot attend. Attendance is of the utmost importance in order to meet the hours of Training required and complete practical observations.

Cancellation of pre-arranged training sessions is required ten (10) working days prior to the scheduled training, or an additional fee may be charged.

Students are required to sign the Student Attendance Record each day of attendance, confirming the record of participation.

## Student Conduct and Behaviour

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 <https://attc.org.au/about-us/policies-and-procedures/>;
- maintain high standards and a professional approach to their training program;
- comply with Work Health and Safety Legislation.
- Comply with the *Student Code of Conduct*

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- Be respectful to public and public property whilst in transport to the Australian Trade Training College Campus.

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;
- 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;
- Place all mobile and electronic devices in a designated locked box (within classroom) during training and assessments allocated 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.
- Student behaviour expectation also extends to any external excursions and bus services provided

### Dress Code

Students attending training sessions are expected to wear neat, clean trade specific clothing/ relevant trade uniform and enclosed safety footwear at all times whilst on campus. An example of the correct trade clothing would be a high visibility shirt, cotton drill pants and steel cap safety

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boots. In addition, students may be required to wear specific items to ensure compliance with workplace health and safety legislation.

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

### **Personal Protective Equipment (PPE)**

All students will receive one pair of safety glasses at the commencement of their course. All students are to be wearing safety at all times when in the practical areas. Some safety glasses will be loaned to students if they are to accidentally forget their original pair or if they accidentally break their original pair.

If they are to continuously forget or break safety glasses, the student will not be given a loan pair of safety glasses and will not be able to participate in practical activities including the practical assessments.

All students will require to buy their own pair of safety glasses if they have broken or lost their original safety glasses.

### **Mobile Phones**

Students are required to switch off mobile phones and electronic devices, and place them in the phone box, 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.

### **Video Surveillance**

ATTC use video on our Campuses for the safety of staff and students in classrooms and for the security of training equipment in the practical training areas. Camera monitoring is accessed only by the RTO Management team who are approved as the Security Managers of the Campus.

### **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.
- Intentionally harassing/bullying or swearing at the general public or the intentional damage of public property whilst in transport to the Australian Trade Training College Campus.

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

- Formal reprimand (warning);

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- Suspension from the training program;
- Removal from the training room;
- 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 have a right to lodge an appeal by following Australian Trade Training College Complaints and Appeals Policy.

## 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.

## Workplace Health and Safety & First Aid

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 premises and premises hired by Australian Trade Training College. Students are required to carry out directions given by trainers & 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.

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

Australian Trade Training College may need to obtain medical treatment for students if it is deemed necessary by a trainer or 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

All Australian Trade Training College Campuses are a smoke free workplace and 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

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in training or assessment, they must advise their trainer and assessor so that alternative arrangements may be made where necessary.

## 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. At all other campuses have organised with a local food distributing company to have a food van attend the campuses during school terms. The Australian Trade Training College are not able to guarantee the arrival of the food van on the day. The food truck provides a selection of hot and cold food. Please note, this is a third-party run food truck and ATTC does not have menus available prior.

Students are also welcome to bring their own food and drink for consumption whilst on campus. We have a student kitchen facility which has a fridge, microwave and boiling water available for students to use.

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

The Banyo, Brendale, Meadowbrook and Toowoomba campuses have a vending machine for snacks and drinks.

## 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.

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

## Course Progression and Student Support

### Course Information

After enrolment, students will be given access to training materials either in hard copy and/or digital format. Textbooks are not generally provided. Students will need to supply their own textbooks and stationery materials. Trainers will provide access to Australian Trade Training College's online learning management system where applicable.

### 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;

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- student's ability to successfully complete assessment and demonstrate competency to workplace standards.

We understand 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.

Where a student has a disability or learning difficulty, assessors will apply Australian Trade Training College 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.

Australian Trade Training College will endeavour to provide support to each student's individual needs, providing where necessary additional educational and support services for the student which are required for the student to meet the requirements of their training course. Australian Trade Training College work with students to provide options that are responsive to their individual needs, and that maximise learning outcomes and access to learning activities

This includes, but may not be limited to:

- Developing strategies to make support available where gaps are identified
- Language, Literacy & Numeracy (LLN) support
- Flexible learning
- Reasonable adjustment
- Assistive technology
- Support of student with disabilities
- Participant Support, Welfare and Guidance
- Financial Assistance

## Materials/WHS Requirements

It is the responsibility of the student to purchase any required materials for study as instructed. For safety reasons whilst in the workshop, all students must wear steel toe capped boots or shoes, and trade appropriate clothing.

## 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.

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‘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’.

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. Our strategies outline 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.

## Foundation Skills

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

All nationally recognised training delivered and assessed by Australian Trade Training College contain foundation skills. Australian Trade Training College includes the assessment of foundation skills as part of the assessment process.

## 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.

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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.

Australian Trade Training College ensures that all assessments students complete are conducted professionally to ensure its validity, reliability, flexibility and fairness.

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:

<b>Questioning</b>	Written or oral questioning, conducting interviews and questionnaires.
<b>Practical/ Workplace Site Tasks</b>	A practical demonstration, with further supporting documentation, observed by the assessor in the workplace or a simulated work environment.
<b>Report Writing</b>	Formal business writing using supplied or workplace template, displays, presentations, samples of work.
<b>Portfolio</b>	A collection of work samples of annotated and validated pieces of evidence. Evidence could be written documents, photographs, videos or logbooks.
<b>Third Party / Supervisor Reports/On- The Job</b>	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.
<b>Scenarios</b>	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.
<b>Role Plays</b>	A creative method to determine the level of knowledge, encouraging students to explore solutions to situations or problems under discussion.
<b>Case Studies</b>	Analysis of responses to case studies reflecting evidence required to demonstrate competency in the unit of competency.

## 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;

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- 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 LMS account where applicable.

## Assessment Feedback

The assessor will provide students with relevant feedback regarding the outcome of their assessment submission. 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. 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)

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## Complaints and Appeals

Students are entitled to have matters of concern to them resolved through an orderly and consultative process.

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 10 days of notification of the result. In the case of assessment appeals, appeal must be submitted ten (10) working days student being notified of the assessment result or decision by Australian Trade Training College, and submitted to the RTO Manager c/o compliance@attc.org.au.

The Australian Trade Training College Complaints and Appeals Policy (POL002) can be found our website. Students are encouraged to refer to these procedures should they wish to lodge an appeal or complaint.

## 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:

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

Administration Officers or Trainers are able to provide further information on these support services and facilities. All requests for support are treated confidentially.

## 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.

## 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.

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.

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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.

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](mailto: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.

### Certificate Re-Issue Fees

Training is provided fee-free to VETiS school students in accordance with Skills Assure Supplier (SAS) VETiS Requirements with any additional training costs met by the school.

However, 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 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

## 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.

## 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

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or liability of whatever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

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

## 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.

## 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;
- Age;
- Marital Status;
- Sexual orientation;
- Race;
- Ethnicity;
- Religious background;
- 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 LLN 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 practices strategies and is committed to ensuring that all students gain the most from their training program. Australian Trade Training College's inclusive practices 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, training support officer 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.

## 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'.

<b>Training and Assessment services</b>	Australian Trade Training College is 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.
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<b>Issuance of Qualifications</b>	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.
<b>Financial Management</b>	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.
<b>Records and Information Management</b>	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.
<b>Access and Equity</b>	Australian Trade Training College is 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.
<b>RPL (Recognition of Prior Learning)</b>	Australian Trade Training College is 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.
<b>Stakeholder feedback</b>	Australian Trade Training College regularly obtains feedback from all its stakeholders, including students, employers and staff. Students are requested to complete feedback forms throughout their training program including the Quality Indicator Survey on an annual basis. Employers are asked to complete Employer Survey throughout the course of the apprenticeship/traineeship.
<b>Provision of information</b>	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.
<b>Legislative compliance</b>	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.
<b>Consumer Law</b>	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.

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<b>Tuition Assurance</b>	<p>Apprentices and Trainees are protected by Australian Trade Training College's Skilled Assure Supplier contract with the Queensland Department of Employment, Small Business and Training (DESBT).</p> <p>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.</p>
<b>Marketing Accuracy</b>	Australian Trade Training College is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for registered training organisations.
<b>Complaints and Appeals</b>	Australian Trade Training College Complaints and Appeals Policy ensures that all complaints are dealt with in a constructive and timely manner.
<b>Other Policies and Procedures</b>	<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"> <li>• Access and Equity Policy</li> <li>• Complaints and Appeals Policy</li> <li>• Assessments Policy and Procedure</li> <li>• Marketing Policy</li> <li>• Policy for Student Conduct</li> <li>• Workplace Health and Safety Policy</li> </ul>

## Certificate II in Plumbing – Work Placement Notice

The Certificate II in Plumbing is a pre-entry course suitable for people seeking to gain an apprenticeship in the Plumbing sector.

The course will prepare and train students in entry-level skills of the Plumbing trade, in preparation for a full time apprenticeship.

The requirements for completion of this qualification includes;

- Complete all unit requirements
- Complete a minimum of 80 Hours of work placement within the plumbing sector

The vocational placement is where you will be able to apply your new learnt skills and knowledge in a real work setting.

You will be supervised by your trainers and an employer, while developing further skills for the industry standard.

Work placement training log book will be provided to you to assist you, your trainer and your employer to track your progress and your skills learnt and utilised.

The student is encouraged to seek their own work placement within local plumbing business. The trainer will assist student with work placement documentation and requirements.

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