

Participant Handbook

Welcome to ATS

Thank you for choosing ATS as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Ian Blevin
DIRECTOR
ATS – All-Ways Training Services

Table of Contents

WELCOME TO ATS.....	1
SECTION 1 INTRODUCTION.....	3
<i>ATS</i>	<i>Error! Bookmark not defined.</i>
<i>Service Commitment</i>	3
<i>Training Programs</i>	4
SECTION 2 PARTICIPANT RIGHTS AND RESPONSIBILITIES	5
PARTICIPANT ENROLMENT	5
PARTICIPANT SELECTION	5
PARTICIPANT RECORDS.....	6
COMPLAINTS	6
COURSE FEES	7
CANCELLATION & TRANSFERS	7
REFUND POLICY	7
ASSESSMENT	9
ATTENDANCE.....	9
BEHAVIOUR.....	10
DISCIPLINARY PROCESSES	10
HOUSE KEEPING.....	10
MAKING THE MOST OF YOUR TRAINING	10
MOBILE PHONES	11
SECURITY	11
CHANGE OF PERSONAL DETAILS	11
ACCESS AND EQUITY	11
EQUAL OPPORTUNITY	11
PERSONAL PROTECTIVE CLOTHING	11
DUTY OF CARE	12
EVALUATION AND FEEDBACK.....	12
LEARNER SUPPORT SERVICES	12
LEARNING MATERIALS.....	13
SECTION 3 COURSE INFORMATION	13
ACCREDITED TRAINING PROGRAMS	13
ASSESSMENT	14
<i>Assessment results</i>	15
CERTIFICATES.....	15
FLEXIBLE DELIVERY	16
LANGUAGE, LITERACY AND NUMERACY	16
RECOGNITION	16
<i>Recognition Process</i>	16
<i>Mutual Recognition</i>	17
SPECIAL NEEDS	17
TRAINER AND ASSESSORS	17
SECTION 4 POLICIES.....	17
APPEALS	17
PRIVACY	19
SECTION 5 WORKPLACE HEALTH AND SAFETY	19
WORKPLACE HEALTH AND SAFETY (WHS).....	19

SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with ATS.

ATS

Thank you for considering training with ATS.

ATS is registered training organization (RTO) registered with the Vet Regulator. We are dedicated to assisting our customers in carrying and supporting industry-based training that complements high-pressure water jetting operations in the offshore processing and subsea, underground and above ground mining, refining process, food industry, vacuum loading, robotic machinery, and accessories, etc.

ATS aims to deliver high quality, innovative and engaging training that is relevant to Participants, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards and would see your input and view as valuable input.

Service Commitment

ATS is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centered approach;
- Foster relationships with our Participants, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for Participants;
- Produce competent and confident workers who benefit the community and industry.

ATS has training locations in:

Western Australian

Head Office

16 Redemptora Road,
Henderson,
Western Australia. 6166
Phone: 08 9434 6622
Fax: 08 9434 6633
Web: www.ATS.net.au

New South Wales

Unit 1, 2 Samantha Place,
Smeaton Grange,
New South Wales. 2567
Phone: 02 4648 2311
Fax: 02 4648 2235
Web: www.ATS.net.au

Training Programs

ATS delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for Participants and industry. Our holistic approach ensures Participants' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

Accredited Courses:

- MSMS00003 Use high-pressure water jetting equipment
- MSMS00004 Operate a high-pressure water jetting system
- MSMS00005 Operate a drain cleaning system
- MSMS00006 Operate a vacuum loading system

Non-Accredited course:

- Class A High-Pressure Water Jetting Training

As an RTO, ATS is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to Participants follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

SECTION 2 PARTICIPANT RIGHTS AND RESPONSIBILITIES

ATS conducts training courses at various venues to suit Participant needs, course type, and learning styles. The following Participant etiquette guidelines will help foster a healthy learning environment for all Participants.

Participant Enrolment

To enroll in a training program simply contact ATS via our website or contact the Administration Office on 08 9434 6622 and we will email you out a course information flyer about the course and a tax invoice.

Enrolments will be considered tentative until payment has been received.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enroll on a course where there is a tentative enrolment, ATS will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All Participants receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Participant Selection

ATS conducts recruitment of Participants at all times in an ethical, fair and responsible manner using various methods.

ATS is committed to ensuring that all Participant selection processes are fair, equitable and consistent with workplace performance, competency level, and the Training Package requirements. Therefore selection into a training program is based on the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Participant enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, Participant needs etc.

If a training program is fully booked at the time the Participant enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Participants on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Participants must have the appropriate level of language, numeracy, and literacy.

ATS shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Participant Records

ATS maintains an individual Participant file for every Participant who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, including any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those ATS personnel who need to have access to your file for training and assessment purposes can access it.

No other person/Participant can and will have access to your personal Participant file without your prior written permission.

If you would like access to your personal records simply contact DIRECTOR.

Complaints

ATS has a fair and equitable process for dealing with Participant complaints.

All Participants have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All Participants have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director ATS or an independent party to the complaint.
- The complaint resolution procedure emphasizes mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise ATS will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the Participant in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the Participant to the trainer /assessor/DIRECTOR.

The Participant completes a Complaints Form to commence the process.

For further information, see ATS Complaints Policy.

Course Fees

ATS has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

ATS accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for qualification program shall be paid via a payment arrangement in advance.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Participants who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal / Amend form.

Participant Transfers

- a) **Transfer to another "Course date"** – Participants are able to transfer to another course date, providing they make a request in writing a minimum of 3 days in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a Participant wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another "Participant"** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another Participant.

RTO Cancellation of courses

ATS reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Participants already booked in these courses will be notified. If a course is canceled, a full refund of all monies paid by a Participant for the course will be made within seven (7) days. ATS has financial safeguards in place to ensure that all pre-paid fees are available for a refund in the case of cancellation by ATS.

Refund Policy

Payment of all refunds, to Participants who are entitled to a refund, are in accordance with the following refund policy.

ATS will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, ATS will firstly encourage a Participant to enroll on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a Participant to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a Participant has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.

- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the Participant.
- g) ATS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a Participant.
- h) ATS provides a full refund to all Participants, should there be a need for ATS to cancel a course. In the first instance, ATS will (where possible) provide an opportunity for the Participant to attend another scheduled course.
- i) If ATS cancels a course, Participants do not have to apply for a refund, ATS will process the refunds automatically.
- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:

Reason for Refund	Notification requirements	Refund
Participant withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the Participant)
Participant withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Participant has already paid)
Participant withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Participant has withdrawn from the course by ATS	After course commencement, due to inappropriate behaviour	Nil Refund
Course canceled by ATS		100% of the course fee (paid by the Participant)
A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment		
Fees are refunded in full where the Participant submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment		

- k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the Participant Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the Participant is Refunded

Commencement dates

- ** Please note commencement for correspondence courses is the date that the training materials were posted to the Participant.
- Commencement for online Participants is the date that online access is provided to an individual Participant for a particular course.
- Commencement date for a classroom-based learning mode is the first day of the course.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension. Each participant will have two (2) opportunity's for each assessment, a finding of not yet competent (NYC) after the second attempt will require a re-enrollment.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

ATS regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. ATS has policies and procedures in place for dealing with assessment malpractice.

- **Cheating** - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** - Collusion is the presentation of work, which is the result in whole or in part of an unauthorised collaboration with another person or persons. It is your responsibility to ensure that other Participants do not have the opportunity to copy your work.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons and are required, when reporting to the employer.

It is expected that Participants arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences. If you are absent from class, it is your responsibility to catch up on any work missed.

All classroom sessions are designed to provide Participants the essential knowledge and skills required for relevant units of competency. It is expected however that Participants will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or ATS administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learners and the trainer/assessor, all Participants must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other Participants and the trainer/assessor.

Behaviour

Participants are expected to behave appropriately in a mature and professional manner at all times. All Participants are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating ATS property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.
- Bullying; Disrespectful; Discourteous.

Disciplinary Processes

ATS may implement Participant discipline processes should a Participant be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The Participant being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

House Keeping

Timings

Your trainer will advise of timing for all breaks. Typically though the following break times have been allocated, however, they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;

- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other Participants. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. ATS accepts no responsibility for any belongings which may be stolen or go missing.

Change of personal details

Participants are required to ensure their personal details recorded with ATS are up-to-date at all times. Should your circumstances or details change, please update your record through your Participant login account.

Access and Equity

ATS is committed to promoting, encouraging and valuing equity and diversity with respect to its Participants and to providing them with a positive learning environment to achieve success. ATS will ensure services offered are provided in a fair and equitable manner to all Participants, free from bias.

ATS abides by equal opportunity principles, providing access to the benefits of training and assessment to all Participants regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All Participants have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see ATS Access & Equity Policy.

Equal Opportunity

ATS is committed to equal opportunity policies and principles, as they affect Participants and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

ATS has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors, and Participants.

ATS is committed to providing an environment which recognises and respects the diversity of employees, contractors, and Participants. ATS is committed to providing a work and study environment free from harassment, vilification, and bullying and supports the rights of all employees, contractors and Participants to work and study in a safe and healthy environment free from such behaviour.

Personal Protective Clothing

Participants are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- During the practical part of the course you will be required to bring and wear the following; -
 1. Long sleeve high vis shirt

2. Long trousers or overalls
 3. Steel toe cap boots
 4. Leather gloves
 5. Sun hat (if required)
 6. Wet weather clothing (if required)
 7. Safety glasses (Clear or tinted)
 8. Hearing protection (Provided by ATS)
- Since you will be working in close proximity with others, care about your personal hygiene (clothing, hair, deodorant etc) is requested.

Duty of Care

Under Workplace Health and Safety legislation, Participants have a duty of care to maintain a safe environment for both themselves and their fellow Participants.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so ATS can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by ATS in the interests of health, safety, and welfare;
- Cooperate with health and safety directives given by staff of ATS;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

ATS values all feedback from Participants as it assists us to continuously improve the products and services we offer. Participants are encouraged to provide us with feedback, both positive and constructive.

ATS has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

ATS understands that there may be times when personal issues may affect your ability to undertake your training. ATS has identified a number of support services for Participants who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

ATS can provide Participants with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training.

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Participants that attend the above course will be required to a course level 3 (Year 10 completion)

Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

Public Libraries

Learning Materials

Participants receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

SECTION 3 COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency-based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all Participants regardless of where they are, or the mode of training delivery provided.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

The evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard

- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making a judgment on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to Participants who successfully complete all assessment requirements for a course.

ATS is required to meet stringent quality requirements in the conduct of all assessments.

The ATS has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user-friendly to Participants.

Rules of Evidence and Assessment

ATS is required to ensure that all evidence provided by Participants, as proof of their competency, meets the following "rules of evidence".

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to Participants, and are outlined within learner/assessment resources.

Many courses require an assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. ATS does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.

- We endeavour to assess all assessments within 10 working days of receipt.
- Participants are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, Participants may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Participants must re-enroll in the course again, paying the full course fee of the day.

Assessment results

Participants have access to their own learning account which will indicate all assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to Participants as soon as is practical. These results are available through your Participant login account. Assessment results are confidential at all times and will not be given to a 3rd party unless a written request signed by the Participant is received in advance.

Reasonable adjustments

Participants with disabilities are encouraged to discuss with ATS any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for ATS to accommodate or where another adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, two types of certificates are issued by ATS. Certificates can only be awarded by ATS in accordance with our approved qualification scope.

- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a Participant is deemed competent in a unit or a cluster of units of competency. Minimum achievement for an SOA is one unit of competency. You can request an SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a Participant attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the Participant must have a satisfactory attendance rate.

Certificates will only be posted to Participants at their nominated postal address as shown in their Participant login account. The onus is on the Participant to ensure their address details are correct.

Certificates will not be sent to 3rd parties, without the expressed prior written permission from the Participant. Duplicate or replacement copies of certificates incur a fee.

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the Participant. This means that the Participant has greater control over what, when and how they learn.

ATS offers various forms of delivery to accommodate the varying needs of Participants. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace-based, correspondence, online, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy, and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the ATS must abide. As a minimum participants must have achieved at least a Level 3 (Year 10 completion) to expect to be able to manage to complete the course successfully. If you believe you may not have this level of LLN knowledge and skills you may consider talking to your ATS assessor to negotiate another strategy for a successful outcome.

ATS makes appropriate concessions for language, literacy and numeracy issues of Participants where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of an assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all Participants on appropriate actions if there is a need to update literacy and numeracy skills. ATS can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition of prior learning (RPL); is offered to all ATS participants

All Participants have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our office who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a Participant through:

- previous formal training
- work experience, and/or
- life experience.

Recognition, therefore, determines the subsequently advanced standing to which the Participant is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the Participant to document and present quality evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Mutual Recognition

ATS recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a Participant has the same national competency codes as those that form part of the training and assessment program within which the Participant is enrolled or is intending to enroll. Participants are required to formally apply for Mutual Recognition. With Mutual Recognition Participants are not required to undertake learning in the unit/s again, the Participant is exempt.

Special Needs

Participants intending to enroll for training with the ATS are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Participants with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the Participant, will assess the potential for the Participant to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Participant's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 4 POLICIES

Appeals

ATS ensures that Participants have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via ATS website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the Participant.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- ATS may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise ATS will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- ATS strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Written evidence of how and why there is a perception of wrongful assessment will be required.

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

Appeal Outcomes

Appeal outcomes may include:

- a) The appeal is upheld; in this event, the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) The appeal is rejected/ not upheld; in accordance with ATS assessment policy the Participant will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see ATS Appeals Policy.

Privacy

ATS abides by the Privacy Act and respects Participants, staff and trainer/assessors' right to privacy.

As an RTO, ATS is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from Participants in secure Participant records. All staff must be scrupulous in using Participant information only for the purposes for which it was gathered. All Participants have access to their own records at all times.

ATS collects information from Participants upon initial inquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The ATS may use personal information to advise Participants of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us to improve the quality of the services and training and is treated confidentially.

ATS will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see ATS Privacy Policy.

SECTION 5 WORKPLACE HEALTH AND SAFETY

Workplace Health and Safety (WHS)

ATS is committed to providing a safe and healthy learning and work environment. The safety of our Participants and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

ATS encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

ATS recognises its responsibility under the Workplace Health and Safety and related regulations. The DIRECTOR has responsibility for ensuring the health and safety of staff, Participants, contractors, and visitors. This includes:

- Provide and maintain the safe plant, equipment, and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment, and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training, and supervision of all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to Participants, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

ATS is committed to taking practical steps to provide and maintain a safe and healthy work and learning environment for all staff, Participants, and contractors. Specific responsibilities are shown below.