

# Australian Training Institute



# STUDENT HANDBOOK

# CONTENTS

<b>INTRODUCTION</b> .....	<b>3</b>
About the Australian Training Institute .....	3
Contact Details .....	3
Our Services .....	3
Registration .....	3
Client Service .....	3
Quality Management Focus .....	4
Organisational Flow Chart .....	4
<b>LEGISLATION</b> .....	<b>5</b>
Legislative Requirements .....	5
Work Health and Safety .....	5
Harassment, Discrimination and Bullying .....	5
Consumer Rights .....	5
Privacy .....	6
<b>STUDENT INFORMATION</b> .....	<b>7</b>
International Students .....	7
Unique Student Identifier (USI) .....	7
Enrolment Terms and Conditions .....	7
Attendance .....	7
Course Fees .....	7
Payment Plans .....	8
Additional Fees .....	8
Refunds/Cancellations .....	8
Student Portal .....	9
AVETMISS Reporting .....	10
Access and Equity .....	10
Complaints/Appeals .....	10
<b>STUDENT SERVICES AND SUPPORT</b> .....	<b>11</b>
Student Support, Welfare and Guidance .....	11
Special Needs .....	11
English Language, Literacy and Numeracy (LLN) .....	11
<b>TRAINING AND ASSESSMENT INFORMATION</b> .....	<b>12</b>
Training and Assessment .....	12
Competency-Based Training .....	12
Flexible Learning Strategies & Assessment Procedures .....	12
Assessment .....	12
Re-assessment .....	12
Underlying Principles of Assessment .....	12
Assessor .....	13
Recognition Options .....	13
Credit Transfer .....	13
Recognition of Prior Learning (RPL) .....	13
RPL Limitations .....	13
Issuing of Qualifications/Statement of Attainments .....	14
Re-issuing of Qualifications/Statement of Attainments .....	14
Plagiarism .....	14
Academic Dishonesty .....	14
<b>STUDENT RIGHTS AND RESPONSIBILITIES</b> .....	<b>15</b>
Smoking .....	15
Students Rights and Responsibilities .....	15

# Introduction

## **ABOUT THE AUSTRALIAN TRAINING INSTITUTE**

The Australian Training Institute (ATI) provides Nationally Recognised Training courses from National Training Packages and are an accredited Registered Training Organisation (RTO #30200). We provide training solutions for a wide range of industries including security, mining, construction, first aid, safety, hospitality, business and training.

When you study with Australian Training Institute Pty Ltd you can be confident that what and how you learn measures up to rigorous national standards and meet all legislative requirements.

This booklet sets out information about the courses we offer, and the mutual responsibilities of Australian Training Institute Pty Ltd and you, the student. Please take time to read the information contained in this booklet.

We are committed to a policy of continuous improvement and we welcome your feedback on the services we provide.

The Australian Training Institute Pty Ltd staff look forward to seeing you on a future course with us.

## **CONTACT DETAILS**

Shop 7 / 51 Brighton Road, Sandgate QLD 4017

Ph: 07 3269 5005

Email: [admin@atiaustralia.edu.au](mailto:admin@atiaustralia.edu.au)

Internet: [www.atiaustralia.edu.au](http://www.atiaustralia.edu.au)

RTO Provider Number: 30200

ABN: 22149390616

## **OUR SERVICES**

ATI delivers courses in the following industries:

- Mining
- First Aid
- Construction
- Workplace Health & Safety
- Hospitality
- Fire Safety
- Childcare
- Business
- Security
- Justice of the Peace/Commissioner for Declarations
- Firearm Safety

For a full list of our training scope visit <https://training.gov.au/Organisation/Details/30200>.

Or visit our website at <https://atiaustralia.edu.au/courses/>

## **REGISTRATION**

ATI agrees to operate under the Standards for RTOs 2015 which is governed by ASQA. ATI participates in all external audits, which are required by any governing body e.g. ASQA or Department of Education & Training. Our results from any external audit are available on our website for the public.

## **CLIENT SERVICE**

We have effective management practices, to ensure effective client service. In particular, ATI has client service standards in accordance with AQTF guidelines, to ensure:

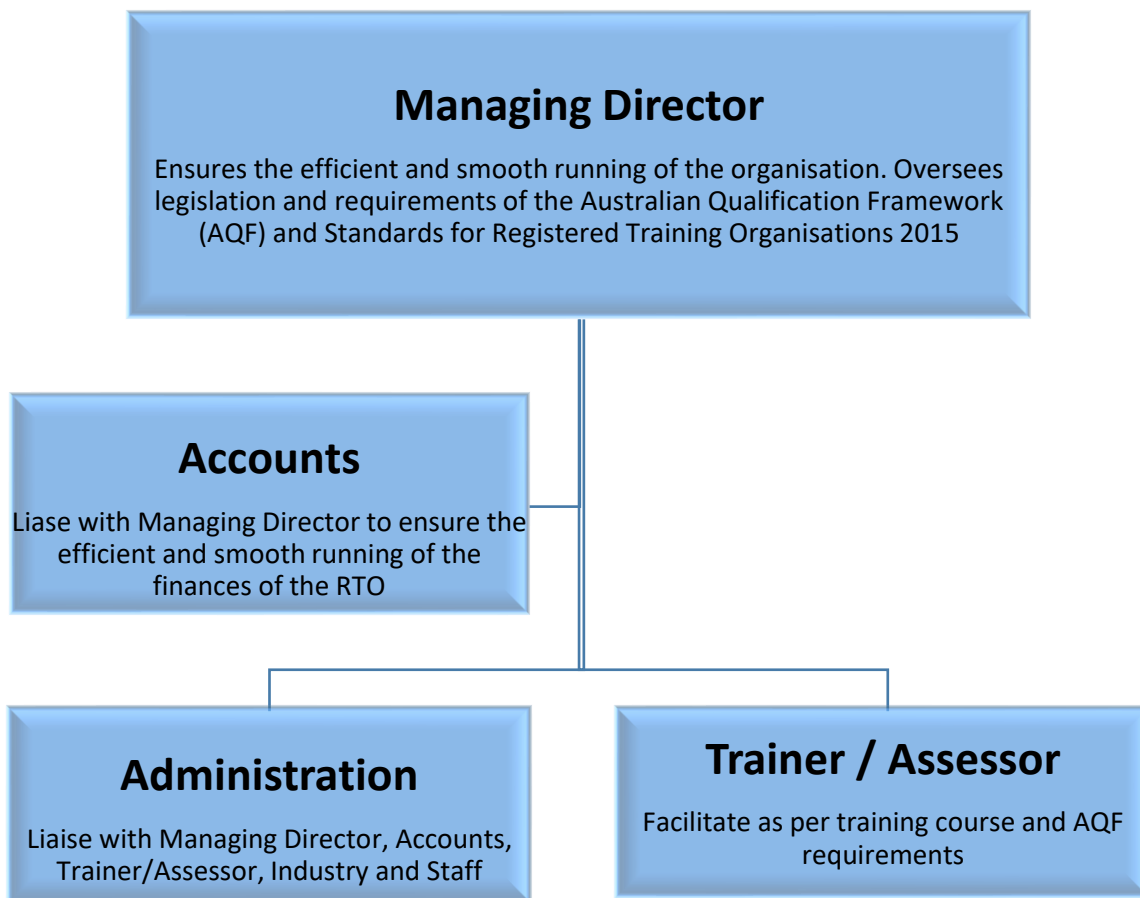
- The timely issue of student's assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy
- A fair and equitable Refund / Cancellation Policy
- A Complaint/Appeal Policy
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

**QUALITY MANAGEMENT FOCUS**

ATI has a commitment to providing a quality service and a focus on continuous improvement using the AQTF Standards. We value feedback from trainees/students, staff, employers, and all other relevant stakeholders for incorporation into future programs.

**ORGANISATIONAL FLOW CHART**

This organisation chart below shows the relationships of the various functions within the business.



# Legislation

## LEGISLATIVE REQUIREMENTS

ATI will comply with all legislative requirements of State and Federal Government. Legislation which specifically impacts on the role of our students is addressed during training. The relevant Acts include, but are not limited to:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health and Safety Act 2011
- Work Health and Safety (First Aid in the Workplace) Code of Practice 2015
- Privacy Act 1988
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968
- Work Health and Safety Regulation 2011

## WORK HEALTH AND SAFETY

ATI is committed to ensuring the health and safety of its staff, students and members of the public at all times.

ATI encourage safe work practices by all staff, students and members of the public, and we comply with relevant legislation. Everyone is encouraged to report any hazard or lack of safe practices that they identify needs to be reported to staff and should an incident happen within ATIs premises, an incident report form must be completed and submitted to ATI. A first aid kit is available on our premises, and first aid should be administered when necessary by the approved first aid officer.

All students will participate in an induction at the commencement of their course which will outline the specific work health and safety requirements for their course and the specific training facility where the training is taking place.

## DISCRIMINATION, HARASSMENT AND BULLYING

ATI has a zero-tolerance policy for harassment, discrimination and bullying. All staff and students are entitled to a workplace and training environment that is free from all forms of harassment, discrimination and bullying. All staff and students are to be treated fairly and have the opportunity to feel safe, valued and respected. In the event a student believes they are being discriminated against, harassed or bullied, they are encouraged to report this matter immediately to ATI staff/management.

**Discrimination** is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

**Harassment** is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

**Bullying** is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

## CONSUMER RIGHTS

ATI complies with the provisions of Australian Consumer Law including the Competition and Consumer Act 2010 (Cth) and Fair Trading Act 1989. Students enrolling into ATI's courses are entering into a contractual agreement. All students have access to and are provided with relevant information pertaining to their enrolment and contractual obligations before commencing the course. This information is publicly available online at <https://atiaustralia.edu.au/>

For more information on consumer rights, please refer to [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).

## **PRIVACY**

ATI collects personal information about students directly from the student, their authorised representative and third parties. Information may also be collected from public sources. We only collect personal information for purposes which are directly related to our provision of training and assessment in accordance with the VET Quality Framework, and only where it is necessary for such purposes.

We do not give personal information about an individual to Government agencies, private sector organisations or anyone else unless one of the following applies:

- The individual has consented
- The individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies
- It is otherwise required or authorised by law
- It will prevent or lessen a serious and imminent threat to somebody's life or health, or
- It is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

ATI markets its training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. All advertising will be conducted in accordance with the Standards for RTOs. Whilst undertaking study with ATI, we may take photographs. By signing our enrolment form you are authorising us to use these images. If you don't want to be photographed, please advise staff when photos are being taken. Photographs may be used on social media or promotional items.

ATI is bound by the Information Privacy Principles in the Privacy Act 1988 (Cth) concerning records containing personal information (subject to other statutory requirements and other agreed uses).

# Student Information

## **INTERNATIONAL STUDENTS**

Note for international students – we are not CRICOS registered, please check your visa for requirements for enrolment. We cannot accept international students who are on a student visa if your visa specifies you must study with a CRICOS provider.

## **UNIQUE STUDENT IDENTIFIER (USI)**

### **What is a USI?**

The Australian Government have made it compulsory that from 1st January 2015, each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their RTO, when studying nationally recognised training in Australia.

- Your USI will help keep your training records and results together in an online account controlled by you.
- Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.
- By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your training records are reported every 6 or 12 months by us (or per NCVER requirements), so your records will not be available immediately.
- Your USI can be accessed online from your computer, tablet or smartphone and gives you access to your training records and results at your fingertips.

It is important that you create your USI at home PRIOR to coming in for your training. To create your USI, visit [usi.gov.au](https://usi.gov.au) and follow the prompts. Make sure you write your USI down somewhere, so you can pass it on to the administration at ATI.

ATI can create the USI on your behalf, providing you fill out the appropriate form giving authorisation and supplying appropriate ID. If we encounter any issues verifying your USI, by signing our enrolment form or completing our online enrolment form, you give us permission to locate your USI details through the USI Organisational Portal.

## **ENROLMENT TERMS AND CONDITIONS**

Students have access to our website, and can access our course flyers which outline all information relating to the course they would like to enrol in. ATI has an online chat service available during office hours to those visiting our website, that students can use to ask any questions they may have.

If the student decides to proceed with enrolment, they are required to fill out an enrolment form which acknowledges that they are aware of all details relating to the course e.g. course code and title, duration, delivery method & locations, entry requirements, support services available, course fees, refunds, and cancellation policies.

## **ATTENDANCE**

It is expected that you will attend and participate in all sessions related to your training course. An attendance record will be kept, and all students are required to sign in as they arrive and sign out as they leave training for the day. You are expected to arrive 5 minutes prior to the start of your course. In the event that you miss a day, you will be required to attend another course on the day the missed material is covered. If you have any problems preventing you from attending, please discuss this with your trainer or an ATI representative prior to the course or as soon as possible. If you are late (10 minutes or more after the course has commenced) you may be refused entry and will result in the loss of your course fees. You will not be marked as competent until the training and assessments are satisfactorily completed.

## **COURSE FEES**

Course fees include all course material and resources which may be required in class or during your online training (Please note additional resources may be required at student's expense for work experience/placement)

All course fees are payable to ATI by either:

- Credit Card (VISA / MasterCard) through our secured online payment system or via phone enrolment
- Direct Transfer (Bank: Commonwealth Bank BSB: 064124 Account Number: 10383244 Account Name: Australian Training Institute Pty Ltd)
- Cash payment- at office only and must be paid prior to the commencement of your course. For your own protection, please do not send cash in the mail.

To protect our student's money, ATI cannot accept payments of more than \$1500 by a student prior to commencement of a course. Where a student wishes to enrol into a course which has a total fee of more than \$1500, the student must enter into a payment plan.

## **PAYMENT PLANS**

Payment Plans are for online courses or RPLs only. Students who enter a payment plan will be required to sign a Payment Plan Agreement Contract, which outlines dates and amounts to be paid. ATI payment plans:

- Are no interest
- Flexible terms – Fortnightly or monthly payments

A deposit is required to be paid for any course undertaken with ATI

- Payment plans are **not** available for courses under \$500
- For courses \$500 - \$800 a deposit of \$200 with 2 months to pay off the remainder
- For courses over \$800 a deposit of \$300 with 4 months to pay off the remainder
- For RPLs over the cost of \$1500 students are to enter a payment plan with ATI, whereby students must pay an initial amount of \$1500, and make a second payment 30 days later to pay off the remaining amount.

We also charge a one-off, non-refundable set-up fee of \$50 which is payable at the same time as your deposit. If you wish to make amendments to your payment plan at any time, there is also another \$25 fee (not including if you need to change your card details or if you would like to make a one-off payment/final payment in full). Insufficient payments will incur a fee of \$25. If an insufficient payment amount occurs two times in a row, the student will be suspended from the course. Failure to make a payment 14 days after suspension from the course will result in the student being withdrawn from the course.

If the identification of the student and the cardholder are different, an additional signature from the cardholder will be required. **Your certificate will only be issued once the course fees have been paid in full, and you have successfully completed all assessments.** If failed payments reach 2, training will be suspended until payment is made. (Suspension will be deducted from course duration.)

### ***Additional Fees***

- Recognition of prior learning applications may incur additional fees and will be discussed and confirmed in writing with the student if this occurs.
- Extra printed manuals and extension fees may apply which will be discussed and confirmed in writing with the student if this occurs.
  - Short courses have a maximum of 2 extensions reaching a maximum of 12 months
  - Qualifications have a maximum of 2 extensions reaching a maximum of 12 months
  - Extensions may not be available if the course has been superseded due to training package changes and requirements
  - If an active student wishes to transition from a superseded course to the updated package, transition fees may apply, depending on training package changes and requirements.
  - For self-paced courses, extensions may only be available for students who have shown substantial progression and have submitted and passed at least 25% of the total units/assessments of the course.
- If a student wants to change elective units in a package, this must be done prior to enrolment, must meet packaging rules and must be available as a substitute unit through ATI. This will incur extra fees which will be confirmed with the student prior to enrolment.

## **REFUNDS/CANCELLATIONS**

ATI advises its students to give careful consideration when enrolling into their chosen course with us. Unfortunately, ATI cannot accept responsibility for changes in student's personal circumstances, work commitments and/or personal preference. All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to: [admin@atiaustralia.edu.au](mailto:admin@atiaustralia.edu.au).

## **FOR FACE-TO-FACE TRAINING (NO ONLINE TRAINING)**

### ***Cancellations***

- Cancellations received 7 days or more prior to course commencement attract a 15% cancellation fee of the full course cost
- Cancellations received between 2 and 7 days prior to course commencement attract a 25% cancellation fee of the full course cost.
- Cancellations received less than 2 days prior to course commencement of enrolled course are non-refundable.
- Where a corporate client cancels a course less than 24 hours prior to commencement of the course, a cancellation fee will be charged.
- Students will not be refunded if they fail to show up on the day of training or arrive late
- No refund will be issued for training that has commenced

### ***Transfers***

- Transfer received 7 days or more prior to course commencement attract a 10% transfer fee of the full course cost
- Transfers received between 1 and 7 days prior to course commencement attract a 20% transfer fee of the full course cost.
- Transfer and course fees are not refundable once the student has been transferred
- If students do not finish all assessments required to complete the course, they will have up to 3 months to transfer into a different course date to complete these.



Transfers are only valid for up to 2 months from that original course date. Where no transfer date is available within this time period, the transfer will be valid only for the next available course. Please note that some dates may be unavailable if that course is booked out.

### **FOR BLENDED DELIVERY COURSES (FACE-TO-FACE WITH PRIOR ONLINE TRAINING)**

#### ***Short course (unit)***

##### ***Cancellations***

- Cancellations received 7 days or more prior to course commencement attract a 15% cancellation fee of the full course cost
- Cancellations received between 2 and 7 days prior to course commencement attract a 25% cancellation fee of the full course cost.
- Cancellations received less than 2 days prior to course commencement of enrolled course are non-refundable.
- Where a corporate client cancels a course less than 24 hours prior to commencement of the course, a cancellation fee will be charged.
- Students will not be refunded if they fail to show up on the day of training

#### ***Qualification (Certificate 1 and above)***

##### ***Cancellations***

- No refund will be issued for training that has commenced (this includes once the student has been given access to the online student portal and resources i.e. student materials, assessments)

##### ***Transfers***

- Transfer received 7 days or more prior to course commencement attract a 10% transfer fee of the full course cost
- Transfers received between 1 and 7 days prior to course commencement attract a 20% transfer fee of the full course cost.
- Transfer and course fees are not refundable once the student has been transferred
- If students do not finish all assessments required to complete the course, they will have up to 3 months to transfer into a different course date to complete these.

### **FOR ONLINE/SELF-PACED STUDENTS (NO FACE-TO-FACE COMPONENT)**

#### ***For online/self-paced students (no face-to-face component)***

Note: For all online/self-paced student's, commencement is established once enrolled by ATI and enrolment confirmation has been sent.

- All online/self-paced training courses, once the student has been given access to the online student portal and resources (student materials, assessments), are non-refundable or transferable.

#### ***ATI Refunds/Cancellations***

ATI will notify students of any changes made to the course that may affect their training via email or phone call.

Where ATI has collected fees from a student and we are unable to deliver the agreed services or the arrangement is terminated early, ATI will give the student 2 options.

Option 1: ATI will offer the student to transfer to another date (if available)

Option 2: ATI will offer a full refund.

In all other cases, refunds are at the discretion of the Director of ATI and may be negotiated on an individual case-by-case basis.

Requests for a refund must be put in writing and emailed to [admin@atiaustralia.edu.au](mailto:admin@atiaustralia.edu.au).

### **STUDENT PORTAL**

For online and blended training, ATI has an online student portal where students can access resources, complete training and assessment and submit assessments.

The student portal can be accessed from <https://atiaustralia.train.gs/>

All students will receive access to the student portal upon enrolment. An automatically generated email will be sent to the student when they first enrol. If this email is not received (or if the student is a returning customer and has not previously had access to the Student Portal) students can contact ATI to register or reset their account.

## **AVETMISS REPORTING**

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard. ATI submits AVETMISS reports to NCVER quarterly. These reports include all student and training data including: age, sex and other demographic information. Indigenous and disability information, geographic location, type of provider (for example, government or private), location of training delivery, enrolments in units of competency- as part of a qualification, and modules as part of courses, how it was studied (for example, classroom, workplace or online), how it was funded, the results obtained for unit/module (outcome). This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

## **ACCESS AND EQUITY**

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that students selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

## **COMPLAINTS/APEALS**

A complaint is when a student is not satisfied with any aspect of service being offered/delivered to them.

An appeal is when a student is not satisfied with the assessment result given by the trainer.

As an RTO it is ATI's responsibility to ensure that:

- complaints and appeals are managed fairly, efficiently, and effectively
- It creates an environment where clients' views are valued and appreciated

ATI encourages any person who has a complaint or would like to make an appeal to discuss this with their trainer or a representative at ATI, which is classed as an informal complaint. After discussing the complaint/appeal with the trainer or representative, if the person feels that the situation has not been resolved they will be directed to fill out a formal Complaint and Appeals form. An ATI representative will provide you with this form.

ATI will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable

### **Formal complaint or appeal**

- All students are encouraged to discuss any matters with their trainer, or ATI representative prior to making a formal complaint.
- All formal complaints or appeals must be submitted using the ATI Complaints and Appeals form.
- All formal complaints or appeals are to be directed to the Office Manager immediately, and acknowledged that it has been received and forwarded to the Office Manager.
- The complainant or appellant will be updated via email regularly on the progress of the matter.
- On receipt of a formal complaint or appeal, the Office Manager will discuss with both parties the complaint and appeal.
- If meetings are required, the student may be accompanied by one other person as support or as representation if wanted.
- If meetings are required, the relevant staff member that the complaint/appeal is based on may be accompanied by one other person as support or as representation.
- All formal complaints and appeals will be heard and decided on within 60 days of receiving the written complaint or appeal.

After the complaint/appeal has been dealt with and finalised, the Managing Director will review and identify any potential causes of the complaint/appeal and take appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. All formal complaints and appeals will be kept on ATI's secured student management system in the appropriate student's documents and on ATI's secured server. Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes.

# Student Services and Support

## **STUDENT SUPPORT, WELFARE AND GUIDANCE**

ATI will assist all students in their efforts to complete training programs by all methods available and reasonable. Trainers are responsible for ensuring that all students are aware they can contact the ATI support team via email ([support@atiaustralia.edu.au](mailto:support@atiaustralia.edu.au)) in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of ATI to assist them in achieving the required level of competency in all nationally recognised qualifications.

For online/self-paced courses, you are required to send through any questions or issues you are having with the online training through to [support@atiaustralia.edu.au](mailto:support@atiaustralia.edu.au). It is important for students to be clear and specific as to what they are having difficulty with so that the assessor can help as much as possible. Include the unit number, the specific questions you are having difficulty with and what aspect of the question you are having difficulty with. This will be passed on to your assessor who will generally reply via email within 24-48 hours.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact ATI management, who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services ATI can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. ATI staff members will assist students to source appropriate support.

## **SPECIAL NEEDS**

If you have any special needs, e.g. learning, cultural etc., please discuss these with us prior to enrolling. We will make every effort to help with your request, and assist you to source any extra support you may require. (please note extra training fees may apply). If you require further training outside of the classroom environment, extra fees will apply.

## **ENGLISH LANGUAGE, LITERACY AND NUMERACY (LLN)**

We provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy, and Numeracy (LLN) requirements or any other special learning needs. We encourage you to raise this with us during the enrolment process to help achieve a competent outcome. Where Language, Literacy and Numeracy competency is essential for the course, we require students to complete a literacy and numeracy assessment. Students unable to complete the assessment will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported to enable completion of your training (please note extra training fees may apply).

<b>SPELD (Supporting people experiencing learning differences)</b>	<b>07 3391 7900</b>
<b>Dyslexia Australia</b>	<b>07 3299 3994</b>
<b>Reading Writing Hotline</b>	<b>1300 655 506</b>
<b>Centrelink Literacy &amp; Numeracy Training</b>	<b>132 850</b>
<b>Anxiety Disorders Support &amp; Information</b>	<b>1300 794 992</b>

# Training and Assessment Information

## **TRAINING AND ASSESSMENT**

ATI has personnel with appropriate qualifications and experience to deliver the training, and facilitate the assessment relevant to the training products offered. Assessment will meet the AQTF (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of all students. No student is guaranteed successful completion; however, ATI will work with the individual to assist in the outcome of being competent.

## **COMPETENCY-BASED ASSESSMENT**

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form AQTF for specific industry areas.

The AQTF provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to achieve.

## **FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES**

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs. If you are having difficulty achieving competency in any module, please discuss the matter with your trainer/assessor and where possible alternative strategies will be provided to you (please note extra training fees may apply). Please note that you must notify ATI about any learning difficulties or other impairments you may have that may affect your training prior to enrolment.

## **ASSESSMENT**

Assessment is the means by which we determine whether competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills, as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.

## **LATE ASSESSMENTS**

Some face-to-face training has a pre-course online training component. This online training has a set date (prior to the course) by which it must be completed. This is to allow the assessor time to mark the online training and for any resubmissions to be made if required. Students are advised when their online training is due. Those who complete this online training after the due date will be required to pay a \$50 late fee.

## **RE-ASSESSMENT**

### ***Student deemed not yet competent in FIRST assessment***

In the event that students are deemed not yet competent on the first attempt of the assessment, students are provided with feedback regarding the areas they did not to achieve competency. Student's will have the opportunity to repeat the assessment task as soon as can be practically arranged with your trainer.

### ***Student deemed not yet competent in FIRST re-sit/re-submission***

If the student is again deemed not yet competent, they will be provided with feedback identifying the areas in which they did not achieve competency. The student must then participate in a new assessment task as soon as practically possible. An administration fee may be charged to cover the cost of supplying new resources.

### ***Student deemed not yet competent in SECOND re-sit/re-submission***

#### **Short course**

If the student is still unable to demonstrate competency, then the student will be required to re-enrol in the short course. Re-enrolment fees will be required to be paid prior to arranging the repeat of the course. This is to be arranged directly with the ATI administration team. The re-enrolment fee will be equal to the course enrolment fee.

#### **Commissioner for Declarations/Justice of the Peace Face-to-Face or Online Course**

If the student is still deemed not yet competent, then the student will be required to pay an assessment resubmission fee of \$25. This is to be arranged directly with the ATI administration team prior to resubmission of the assessment.

#### **Online Course/Qualification**

If the student is still deemed not yet competent, then the student will be required to pay an assessment resubmission fee of \$50. This is to be arranged directly with the ATI administration team prior to resubmission of the assessment.

## **PRINCIPLES OF ASSESSMENT:**

### **Fairness**

The individual student's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual students needs. The RTO informs the student about the assessment process, and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

### **Flexibility**

Assessment is flexible to the individual student by:

- Reflecting the student's needs;
- Assessing competencies held by the student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods, and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### **Validity**

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student.

Validity requires:

- Assessment against the unit(s) of competency, and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of student performance, that is aligned to the unit(s) of competency and associated assessment requirements.

### **Reliability**

Evidence presented for assessment is consistently interpreted, and assessment results are comparable irrespective of the assessor conducting the assessment.

## **ASSESSORS**

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in the assessment itself (or higher) and hold a Certificate IV in Training and Assessment (TAE40116).

### ***An assessor must follow the underlying rules of evidence:***

**Validity** - The assessor is assured that the student has the skills, knowledge, and attributes as described in the module or unit of competency, and associated assessment requirements.

**Sufficiency** - The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a student's competency.

**Authenticity** - The assessor is assured that the evidence presented for assessment is the students own work.

**Currency** - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## **RECOGNITION OPTIONS**

ATI commits to providing credit transfer to students by recognising the training qualifications issued to students by other RTOs and acknowledging when recognition of prior learning should be granted.

### ***Credit Transfer (CT)***

Unless licensing or regulatory requirements prevent credit transfers, ATI will accept Qualifications or Statements of Attainments issued by another RTO that list the exact unit of competency being providing in the training. ATI will verify with the issuing RTO that the document provided is valid.

### ***Recognition of Prior Learning (RPL)***

The purpose of this policy is to ensure that all students, potential or actual, of ATI courses are provided with full recognition of their current skills and knowledge. ATI promotes acknowledgement of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The RPL process conducted by ATI is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

As an RTO, ATI conducts the RPL process within the framework of the key principles of AQTF Standards which includes:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- A demonstrated commitment to recognising the prior learning of adults;
- Providing access to the RPL process for all potential applicants of courses;
- Undertaking RPL processes which are fair to all those involved; and
- Providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for applicants. Applicants who consider they have potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL applicants are recognised by ATI and we will make the necessary reasonable adjustments during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants, to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program. All assessment mechanisms used are valid, reliable, flexible, and fair and conducted in an ethical manner. All applications for RPL will be processed within 21 days of receipt of a completed application form, with sufficient supporting evidence attached to enable a decision to be made regarding the granting of RPL.

The rules of evidence (listed above) are used when making a decision on the RPL application. All RPL decisions will be supplied in writing to the applicant. ATI may contact any party in regard to any evidence the student has supplied to confirm it is accurate and factual.

#### ***RPL Limitations***

The RPL process does have some limitations that may prevent ATI from offering an RPL option for some students. These limitations may include:

- Training Programs with Industry Licensing outcomes generally specify that licence applicants receive their qualifications through a formal training and assessment process. Applicants may not be eligible for a licence if they follow an RPL or Credit Transfer pathway. An example includes Security Industry Licensing.
- High Risk Training Programs such as firearms training have been identified as too high-risk for an RPL or Credit Transfer process to be utilised. Due to the nature of high-risk training, an RPL or Credit Transfer process will not be able to sufficiently or reliably substantiate a student's current competency.

#### **ISSUING OF QUALIFICATIONS / STATEMENT OF ATTAINMENTS**

On successful completion of a course or nationally recognised training package, students will be issued a digital copy of their Qualification/Statement of Attainment within 30 days of being deemed competent, as required under the Standards for RTOs. This is providing all fees have been received and a USI has been verified. If a student would like a printed copy, a \$30 fee will apply.

A qualification is issued when a student has successfully completed all units of competency required under the training package in alignment with the AQTF.

A Statement of Attainment is issued when a student successfully completes a unit(s) of competency or accredited short course in alignment with the AQTF.

ATI will only issue a Statement of Attainment or Qualification for a course that it is registered to deliver.

#### **RE-ISSUING OF QUALIFICATIONS / STATEMENT OF ATTAINMENTS**

ATI keeps records of your course for 30 years. If in the future, you need another copy of your certificate then please contact us to request a copy of our Certificate Re-issue form. This form is required to be filled out by the student who is wishing to gain a copy of their Qualification/Statement of Attainment. The re-issuing fees are \$15 for a PDF copy sent via email, or a \$30 hard copy sent via mail. These fees are outlined on the form.

ATI is required to receive a copy of your government-issued photo ID when you submit your certificate re-issue form.

#### **PLAGIARISM**

All assessment materials submitted to a course are expected to be the student's own work. Plagiarism is using someone else's work and pretending it is your own work. Failure to properly acknowledge the origin, source or ownership of material is a form of academic dishonesty. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Plagiarism is considered academic dishonesty and a breach of journalistic ethics. Where plagiarism or other forms of academic dishonesty is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

#### **ACADEMIC DISHONESTY**

Students should follow the conditions of the assessment. This means that during a closed book assessment, students are not allowed to access notes, their phone or any other prohibited material that will allow them to gain an unfair advantage during the assessment. Closed-book assessments are a means of testing the students' knowledge and an accurate judgement on the students' competency cannot be made if there is academic dishonesty involved. If a student is caught with academic dishonesty, the assessor may suspend or remove them from the course without any refund.

# Student Rights and Responsibilities

## SMOKING

ATI does not allow anyone to smoke inside its premises, or within 5 metres of our entry.

## STUDENTS RIGHTS AND RESPONSIBILITIES

You have the right to:

- Be treated fairly and with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socioeconomic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

You have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
  - Following reasonable directions from a member of staff;
  - Not behaving in any way that may offend, embarrass or threaten others;
  - Not harass fellow students or staff;
  - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
  - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in or near the ATI premise
- Not be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

If you do not work within the above guidelines, then:

Step 1: The Trainer/Assessor will discuss the issue or behaviour and determine how things might be fixed.

Step 2: Should the issue or behaviour still continue; you will be asked to leave and be withdrawn from your training and notes be left on your file.