



Student Information Guide

Australian Testing Services

Registered Training Organisation 21642

1. Welcome

Welcome and thank you for choosing Australian Testing Services (ATS) to deliver your training requirements.

ATS has been providing high quality training and assessment across Victoria since 1995.

We offer a wide-ranging of services from nationally recognised competencies, high risk work licences, refresher and awareness training, Plant Risk Assessments and operator Verification of Competency.

Our courses are aimed at personnel working in the rail, construction, transport & logistics, manufacturing and mining sectors.

Our team of highly qualified and experienced trainers are committed to providing our students with the skills and knowledge required to enable them to carry out their work safely and competently.

ATS is WorkSafe approved to deliver High Risk Work Licences, approved by Metro Trains Melbourne (MTM) to deliver in-house competencies and contracted by the Victorian Department of Education and Training to provide funded training to eligible individuals for rail and constructions qualifications under the Skills First programme.

The aim of this Student Information Guide is to provide you with all the information that you need to know about studying with ATS. It aims to be open and honest about our commitments to you, what is expected of you and your rights to fair treatment.

Please take the time to read this guide and if you have any questions or queries, please don't hesitate to contact us at courses@atsrto.com.au or by phoning 1300 772 728.

Studying with ATS

ATS's goals and values are:

- To deliver quality, effective and meaningful training
- To ensure all prospective Students are given an equal opportunity to attend one of our courses by recognising and offering any support they require
- To provide guidance, assistance and encouragement necessary to help students to achieve their potential
- To only employ high class Trainers and Assessors who possess a wealth of experience and knowledge in their specific fields but remain completely approachable
- To ensure any supporting documentation provided during training is relevant, informative and useful

Courses provided by ATS

ATS offers the following courses:

Unit No.	Name
TLI27121	Certificate II in Rail Infrastructure (Specialist Elective Group A - Track Work)
RII30820	Certificate III in Civil construction plant operations
TLILIC0003	Licence to operate a forklift truck
TLILIC0005	Licence to operate a boom type elevating work platform (boom length 11 metres or more)
TLILIC0016	Licence to operate a bridge and gantry crane
TLILIC0024	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)
CPCCLDG3001	Licence to perform dogging
CPCWHS1001	Prepare to work safely in the construction industry
RIIHAN301E	Operate elevating work platform
RIIHAN309F	Conduct telescopic material handler operations
RIIMPO315F	Conduct tractor operations
RIIMPO317F	Conduct roller operations
RIIMPO318F	Conduct civil construction skid steer loader operations
RIIMPO319E	Conduct backhoe/loader operations
RIIMPO320F	Conduct civil construction excavator operations
RIIMPO321F	Conduct civil construction wheeled front end loader operations
RIIWHS202E	Enter and work in confined spaces
RIIWHS204E	Work safely at heights
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS302E	Implement traffic management plan
AHCMOM213	Operate and maintain chainsaws
TLIF0020	Safely access the rail corridor

TLIB2085	Apply track fundamentals
TLIC2054	Access rail track to run track vehicle within defined worksite
TLIC3045	Operate road/rail vehicle
TTSA	Train Track Safety Awareness (Metro Trains Melbourne competency)
TVO1	Track Vehicle Operator 1 (Metro Trains Melbourne competency)
TLIB3102	Adjust rail
TLIW0004	Grind rails
TLIW0006	Heat and cut materials using oxy-LPG equipment for the rail industry
TLIW3015	Weld rail using aluminothermic welding process
TLIB2091	Measure and record track geometry

Course durations may vary and will depend on the level of experience of the applicant.

To enable you to make an informed decision as to whether the course is right for you, our Course Outlines provide details of who the course is aimed at, the relevant industry sectors which may require the qualification and whether the qualification is recognised nationally. It explains the method of delivery of the training and the split between classroom based and practical training. It details any student pre-requisites such as minimum age or health requirements, previous experience, knowledge & qualifications or any equipment or materials that you need to provide.

Course details are available on our website and a Course Outline can be provided on request.

2. Enrolment

Course Enquiry

Enquire about a course via phone, email or through the website. To enrol in a course, you must complete an Enrolment Form which can be completed online and is available for download on our website or by calling 1300 772 728.

For a course which has entry requirements, you will need to provide the necessary documentary evidence (as stipulated on the Enrolment Form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the sections in this Guide on Recognition of Prior Learning and Credit Transfers.

Return the completed Enrolment Form along with any necessary documentary evidence to the Administration Department at the Laverton address.

Language Literacy and Numeracy Assessment

The Enrolment Form will help us to identify any support you may need. If this is your first course with ATS you will be required to complete a test that assesses your language, literacy and numeracy skills against

the requirements of the course. Based on the information you provide in your Enrolment Form and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Support services that we can offer to you include:

- Oral questioning
- Pre-course study material
- Flexible delivery and assessment approaches
- Providing one to one coaching outside of normal course hours
- Discuss and agree individual support plans
- Study groups where you can work with your fellow students
- Referral to relevant external services
- Specialist support services for students with a disability
- Personal counselling

If you have any queries or would like to discuss any support needs you have please contact us.

Enrolling in a qualification

Prior to enrolling in a qualification, a Pre-Training Eligibility Review is carried out. The purpose of the Pre-review is to assist you to determine if the course and training provider are right for you and for ATS to determine if your course is the best choice and that you have the necessary skills to complete the course. As part of this pre- training review process, you are required to complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability to undertake your chosen course.

The Pre-Training Review will:

- Identify any competencies previously acquired - Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer (CT)
- Ascertain the most appropriate qualification for the student to enrol in, including consideration of the likely job outcomes from the development of new competencies and skills
- Ascertain that the proposed learning strategies and materials are appropriate for that individual

3. Skills First Program

The Skills First Program is a Victorian State Government scheme that provides access to government subsidies training to eligible individuals for specific courses. If an individual is eligible, the government will contribute to the cost of the training.

Am I Eligible?

Generally you are eligible for a Skills First Program Funding training place from the RTO's funded qualifications if you are:

- An Australian Citizen
- An Australian Permanent Resident (holder of a permanent visa); or
- A New Zealand Citizen AND are any of the following:

Under 20 years of age

- Seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- Seeking to enrol in VCE or VCAL
- Seeking to enrol in an Apprenticeship
- Seeking to enrol in a School Based Traineeship

20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

ATS have limited places for JobTrainer funding, this is for Australian citizens, permanent resident, New Zealand citizen or asylum seeker, and 17 to 24 years old when the course starts or a Job seeker of any age, where a job seeker is defined as a person who holds a valid and current Health Care Card, Pensioner Concession Card or Veteran's Gold Card or is unemployed. JobTrainer funding is available until December 2022 and removes the requirement to "Upskill" and allows the individual to choose one qualification at any level.

You can also check what you may be eligible for using the interactive Victorian Skills Gateway Eligibility Indicator through: <https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

Evidence of Eligibility for the Skills First Program

Evidence of an individual's eligibility for the Skills First Program is to be sighted and copies retained by the RTO for each Eligible Individual, prior to commencement in training, in accordance with these guidelines.

Evidence of Identification

- Australian Birth Certificate (not Birth Extract) or
- Current New Zealand Passport or
- Current GREEN Medicare Card or
- Current Australian Passport or Naturalisation Certification
- Formal Documentation issued by the Australian
- Department of Immigration and Citizenship confirming permanent residence.

If a birth date is not presented on identification above, the following identification must be presented:

- Current Drivers Licence or
- Current Learns Permit or
- Proof of age card or
- Keypass card

Eligibility Criteria for Individuals referred under particular initiatives

- Asylum Seekers
- Workers in Transition Program
- Retrenched Workers
- Automotive Supply Chain Training Initiative

Please speak to one of our representatives.

Determining the number of courses in which an individual is eligible to enrol in

- An individual is eligible to enrol in and commence a maximum of two government subsidised courses per calendar year.
- An individual is eligible to undertake a maximum of two government subsidised courses at one time.

4. Fees and Charges

Course fees include all administration, learner resources and tuition fees. Any optional textbooks or learner resources that may be recommended but are not required for completion of the course are not included in the course fees. If after three attempts you have not passed, you will be issued with a Statement of Attainment only for the parts of the course that you have passed. To gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-assessment fee (see Fees & Charges table).

The remainder of any course fees will be required to be paid in advance of the course unless a specific arrangement has been made with ATS. An invoice will be raised, and payment must be made within 14 days (or less if the course date (s) falls within the 14 days) of receiving your invoice.

For courses in excess of \$1500 in value, ATS will only require a payment of \$1500 to be made prior to the course and the outstanding balance payable on completion of the course or as agreed between ATS and the student on enrolment.

It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us by emailing admin@atsrto.edu.au or phoning ATS on 1300 772 728.

Fees can be paid by cheque, money order, credit card, direct debit and direct bank transfer.

Booking and Administration Fees

Deposits	Fees
A deposit applies to all and must be paid at the time of submitting your Enrolment Form. The deposit is refundable in the unlikely situation where ATS is required to cancel a course due to insufficient numbers, for other unforeseen circumstances or where a student withdraws an application within the 7 day cooling off period.	20% of the course cost
Student cancellation	
7 days or more before the course start date.	Full refund of payment
Less than 7 working days of the course start date.	20% of the course cost
Less than 2 working days of the start date.	100% of the course cost
Student withdraws during the course.	100% of the course cost
Note: <ul style="list-style-type: none"> • Extenuating circumstance may be considered at the discretion of ATS management. • Alternative course dates may be offered at the discretion of ATS management. 	
Additional Fees	
Re-assessment Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per additional assessment.	\$200
Re-issuing of Certificates and Statements of Attainments All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$50 + GST
Cost of replacing course handbooks/learning materials Course fees include one copy of the required text books and learning materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials	\$50 + GST
Access to personal information Reasonable access to personal information will not incur a charge.	

Overdue balances will incur interest charges at a rate set by the Penalties Interest Rates Act (Victoria) from the due date for payment plus two%.

Refunds

In unforeseen circumstances where ATS is unable to provide the course or where there is a change to agreed services, ATS will advise the student as soon as possible and they will either be offered a place on an alternative course (to be held within the next 12 months) or refunded in full. In this instance, where the student elects to receive a refund, a formal request in writing will not be required. Students will receive the full refund within 5 days of acceptance. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

Where there are extenuating circumstances such as long term illness or disability, the death of a close family member or a personal matter that prevents a student from attending or withdrawing part way through a course, a partial or full refund or the offer of a place on an alternative course will be given provided supporting evidence can be supplied. Requests will be assessed by the Office Manager who will make a decision on a case-by-case basis.

Requests for a refund must be made in writing by letter or using the Refund Application Form (available on request) to the Office Manager, at the Laverton address or by emailing: accounts@atsrto.edu.au. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 7 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

The Terms & Conditions set out in the Fees & Charges section do not take away your rights as a consumer. Under the Australian Consumer Act 2011, consumers who buy goods or services are provided with consumer guarantees which offer the same rights and protection throughout Australia. Refer to ATS's Fees & Refunds Policy.

5. Unique Student Identification Number (USI)

If you're studying a nationally recognised training course, you will be required to have a Unique Student Identifier (USI). ATS cannot issue certification documentation without first verifying an individual's USI.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different Registered Training Organisations.
- Will give you access to your training records and transcripts.
- Can be accessed online.

Individuals can create their USI for free by themselves. It is a quick and easy process and will only take a few minutes of your time. Go to: <http://usi.gov.au> to create your USI. Alternatively ATS can apply on your behalf with your permission.

Certifying Documents

To have a document certified, an individual must take the original and a photocopy to an authorised person.

The authorised person must write on every page of the copy document "I certify that this is a true copy of the document produced to me on (date)", sign each statement and provide their name and designation, for example "Pharmacist".

Credit Transfer

Recognition of qualifications and Statements of Attainment issued by another RTO

Under recognition arrangements, any existing qualifications or Statements of Attainment that you have from another RTO that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your Enrolment Form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your Statement of Attainment.

There is no charge for this service.

You can also receive a Credit Transfer which will be awarded for qualifications or Statements of Attainment that include units of competency that are not a direct match but align with the content from the units of competency within the course that you are applying for.

For example, some qualifications or Statements of Attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the Enrolment Form that they are seeking course credit and provide certified copies of qualifications, including a Record of Results or a Statement of Attainment.

There is no charge for issuing Credit Transfer.

5. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means that you can be awarded course credit for the skills and knowledge that you have gained through your work and life experience, this may include any training that you have completed outside of formal training arrangements.

ATS has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL, ATS will provide a kit that will assist you to collect the evidence required to enable us to assess your application. Examples of evidence that may be required include:

- Certified copies of qualifications
- Details of your employment history e.g. Resume
- Evidence of recent work undertaken
- A statement from your current employer confirming your duties and responsibilities

Fees are applicable and you will be advised when you enquire about an application for RPL. However, for units of competency that lead to the issue of a High-Risk Work Licence, RPL can be given for training only. The mandatory assessment unit must be completed to gain the unit of competency as it is linked to the relevant High Risk Work Licence class.

If you are unsure whether you are eligible for Credit Transfer or RPL or would like further information, please contact one of our offices.

6. Pre-Study Material

Depending on the type of course, you may be required to carry out Pre-study, this could include reading material which you should allow plenty of time to read prior to the course. This will help you to prepare for the course, it will provide an insight on the topics which will be covered and give you an idea of what to expect during the training and provide you with the best opportunity of a successful outcome.

Where a course requires Pre-study, relevant material will be sent to you 7 - 14 days prior to the course date. On receipt of this information if you have any questions or queries, please don't hesitate to contact our training support team on 1300 772 728 or email courses@atsrto.edu.au for assistance.

7. Course Induction

At the beginning of your course, the trainer will carry out an induction. The induction will provide you with information about health and safety requirements, emergency evacuation procedures, incident reporting and specific details about the course objectives and structure, the written and practical assessment methods and any course study requirements.

8. Our Commitments & Obligations to You

Workplace Health and Safety

Whether you are in the classroom or carrying out practical activities, ATS is committed to providing you with a safe environment which is free from risk and is conducive to training and assessment. By adhering to our policies and procedures, our staff will ensure that where practicably possible, your exposure to any hazards will be eliminated or minimized through the implementation of control measures.

ATS encourages active participation, cooperation and consultation with all students, staff and others in the promotion and development of measures to improve health and safety. If you see anything that you feel is unsafe during the course, please report it to your trainer or a member of staff. ATS will take immediate action to reduce or mitigate the risks of any hazards identified

At the beginning of your course you will be given an induction and provided with information about the health and safety arrangements for the venue. Trainers will conduct a hazard identification and risk analysis of the training location and where applicable, communicate and agree coordination measures with personnel equipment or others working in the surrounding area.

Training & Assessment

ATS's main goal is to provide high quality training and assessment in compliance with relevant Standards. We believe all prospective students should be given the equal opportunity to attend any one of our courses by recognising and offering any support they may require.

To achieve this aim means ATS will:

- Provide you with adequate information about a course to enable you to decide whether the course is right for you and your career development
- Ensure any supporting documentation provided during training is accurate, current, relevant and truthful
- Provide guidance, assistance and encouragement necessary to help students to achieve their potential
- Employ high class trainers and assessors who possess a wealth of experience and knowledge in their specific fields but who remain completely approachable
- Make you feel as comfortable as possible whilst you undertake your training
- Ensure you are given adequate opportunities to practise the skills required
- Conduct training and competency assessment activities professionally, fairly and without bias or collusion
- Ensure certification is issued within 30 days of the student being assessed as meeting the requirements of the course, providing that all fees the student owes have been paid
- Ensure student personal data is collected, stored, used and disclosed in accordance with State and Federal Privacy Acts

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Equal opportunity

ATS will abide by the principles and practices of equity, current and prospective students and members of staff will be treated fairly and without discrimination.

Everyone will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Training will be available to all participants regardless of ethnicity, gender, age, religion, sexual orientation, status, or physical or intellectual impairment.

Harassment, victimisation or bullying

ATS is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. ATS will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member, trainer or another student, you should bring the matter to the attention of the person(s) involved. If you are not comfortable doing this, you should lodge a complaint in accordance with the Complaints and Appeals section of this Guide.

Investigations of a complaint or appeal will be conducted in the strictest confidence and information will only be given to relevant parties on a 'need to know' basis.

Privacy Act

In collecting your personal information ATS will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected
- Only use the personal information that you provide to us in relation to your study with us
- Ensure your personal information is securely handled and stored
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.

- You have given written consent:
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ATS will not collect sensitive information without obtaining the students consent and provided the information required is reasonably necessary for one or more of the student's functions or activities.

ATS will not collect personnel information without the student's prior knowledge.

Completed assessments will be kept for a period of 12 months from the date of decision of competence and records of qualifications and Statements of Attainments issued will be kept electronically for thirty years. Files no longer required will be shredded and disposed of in an appropriate, secure manner.

ATS will not make use of any unsolicited information unless it determines that it is relevant and it could have been collected if it was reasonable to request it. Any other unsolicited information will be destroyed provided it is lawful and reasonable to do so. Instances where unsolicited information has been obtained will be noted in the management meeting.

ATS may use information provided to notify students or companies of future ATS training courses. If students do not wish to receive information the opportunity to opt out is provided on the Enrolment Form. Refer to ATS's Privacy Policy.

9. Students Responsibilities

WH&S / OH&S

As a student, you have both rights and responsibilities under applicable legislation.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor
- Seek assistance from a member of staff if you become ill or injured
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with ATS emergency evacuation procedures and in the case of an emergency, follow the instructions given to you
- If you are unable to attend, telephone us to let us know that you will be absent

Student Code of Conduct

As a student with ATS, we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality - arriving at training and returning from breaks on time
- Switching your mobile phone to silent during training time
- Ensure you are quiet in designated study areas
- Not being under the influence of alcohol or drugs

Our housekeeping rules include:

- Eating, drinking and smoking in designated areas
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place
- Observing basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Student Plagiarism, Cheating & Collusion

ATS has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

10. Assessment Process

The training and assessment offered by ATS focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a unit of competency. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the start of your course, your Trainer/Assessor will explain the assessments that you are required to pass, as well as the timing of the assessments throughout your course.

Detailed instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Knowledge Assessment

This is a written assessment, usually completed in the classroom.

For written knowledge assessments, assessors may ask the candidate questions at the end of the assessment to clarify any responses that are not clearly articulated. The oral responses provided by the candidate must be documented on the assessment.

Performance Assessment

The performance assessment consists of a number of tasks, which may run in a single sequence from task to task under the guidance of the assessor. Some assessments may be carried out individually or as a group exercise.

- Your assessor will provide you with instructions of different practical tasks to be carried out
- If you are unclear about what you have to do, ask the assessor before you start
- Each person will be observed and be assessed as being competent in each task even in situations where the work is completed by a team. The assessor will record outcomes for each task on a separate sheet

- You may not use any references, books or course notes during the assessment, unless these resources are common to completing the task when performed in a real work environment
- All tasks must be satisfactorily demonstrated. If you do not satisfactorily complete a task a result of 'Not yet competent' will be recorded
- You should be able to complete all tasks within the designated timeframe for the relevant unit of competency. If you cannot complete the assessment in the stated time then this will be considered when assessing overall competency

Your assessor will brief you on the tasks to be carried out prior to each assessment.

The candidate must demonstrate their ability to undertake steps including but where applicable:

- Identify potential hazards and establish controls
- Using tools and equipment in a safe and competent manner throughout the assessment
- Responding appropriately to instructions
- Communicating effectively and working collaboratively with others
- Adjusting operating techniques to compensate for changes in working conditions
- Working in a safe manner using industry best practice demonstrating characteristics such as efficient working and good housekeeping
- Demonstrating of emergency procedures
- Clearing the worksite and making the site safe and secure on completion of work

Personal Protective Equipment (PPE) Requirements

You must wear safety clothing and equipment as required by the risk assessment of the workplace or assessment environment.

Students are required to wear / provide:

- Safety boots - Lace up steel cap footwear which provides ankle protection is required when working on all rail and most construction sites
- Appropriate long pants - cotton or flame retardant is recommended during training NO TRACK SUIT PANTS
- Long sleeve shirt and/or appropriate sun protection as required
- Safety helmet
- Safety glasses
- Gloves

All other PPE will be supplied by ATS for use during practical activities.

Students who are not dressed appropriately will be excluded from practical activities/assessments and/or sent home.

Reasonable adjustment in assessment

Some candidates may need modifications to assessments - this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops
- Making changes to the assessment arrangements e.g. more time allowed for assessments
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Assessment Outcomes

Each assessment task will be given an outcome of either 'Satisfactory' or 'Not Satisfactory'. You must complete all tasks satisfactorily to achieve an overall outcome of 'Competent'. If one or more of your tasks are assessed as 'Not Satisfactory', you will be given an overall outcome of 'Not Yet Competent'. You can have two further attempts to complete the task and achieve a 'Satisfactory' outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as 'Not Satisfactory' for a task, you will need to complete additional training and assessment to support you in achieving a 'Competent' outcome. This may incur an additional fee for students as identified in the fees and charges information.

Achieving a 'Satisfactory' outcome in Performance Assessment

In order to achieve a satisfactory outcome for the practical assessment you will need to:

- Complete all tasks satisfactorily in their entirety, in a timely manner, representative of real world conditions, expectations and outcomes
- Demonstration of using the correct techniques and methods and ensuring your own safety and the safety of others at all times
- Work with others, where necessary, to safely, effectively and efficiently achieve all outcomes of the tasks

If at any time during the practical assessment, you act in a way that puts yourself, other learners, equipment or property in any danger, the assessment will be stopped immediately. Your assessor will identify and record the dangerous act to you and re-schedule the assessment to be attempted again at a later time. You may be required to complete part or all of the practical assessment again at that time, at the discretion of your assessor.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this guide for information about how to lodge an appeal.

Reassessment

All candidates will be provided with an opportunity for reassessment when they have been assessed as "not yet competent" on all or part of the assessment.

Verbal confirmations undertaken during the initial assessment event do not constitute a "reassessment".

The Assessor and the candidate need to discuss the assessment outcome and decide on the appropriate course of action to be undertaken by the student prior to a reassessment. This may include:

- Further training and / or
- Further workplace experience

The guidelines for reassessment include:

- Candidates undertaking a reassessment within 60 days of the initial assessment will only be required to complete the section of the assessment in which they were assessed as not yet competent. In this instance, ATS will strive to ensure that the same assessor undertakes the assessment. In the event that the same assessor is unavailable, documentation from the first assessment attempt will be provided to the assessor conducting the reassessment.
- Candidates who undertake an assessment 60 days after the initial assessment are required to re-take the whole assessment.
- All reassessments must be undertaken within 12 calendar months, or the candidate will be required to undertake the training.

11. Complaints & Appeals

Despite all efforts of to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

All disputes or appeals will be handled in a professional and confidential manner. ATS is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.

ATS can assure you that all complaints and appeals will be conducted by an ATS employee who is completely independent of the matter being reviewed. All complaints will be addressed fairly and efficiently in the strictest confidence and information will only be given to relevant parties on a 'need to know' basis.

ATS will ensure all complaints and appeals are acknowledged in writing and finalised as soon as practicable.

Complaints and appeals may be made be in relation to any of ATS's services, activities and decisions such as:

- The application and enrolment process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes
- Access to records
- Decisions made by ATS
- The way someone has been treated by the trainer, another student or ATS employee

Resolving issues before they become a complaint

All persons are encouraged initially and wherever possible; to resolve concerns or issues in an informal manner directly with the person(s) concerned. trainers and assessors are available to assist students with resolving issues at this level if required.

If the issue relates to an ATS trainer or assessor, then you can take your complaint to another ATS member of staff.

In the event an individual is unable to resolve their complaint through the informal process then they have the option of lodging a formal complaint.

Lodging an appeal against an assessment decision

Where a candidate wishes to appeal the decision of an assessment, they are required to bring it to the attention of their assessor initially. The assessor may decide to re-assess the candidate after taking into consideration their reasons.

If a candidate is still dissatisfied with the assessor's decision not to grant a re-assessment or disagrees with the re-assessment decision, they can make a formal appeal in writing to the CEO providing reasons why the assessment appeal is being made. Assessment appeals must be made within 7 days of the original assessment decision being made.

Within 3 calendar days of receipt of an appeal, the Office Manager will write to the candidate acknowledging receipt.

Within 14 calendar days - In the case of appeals against academic assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.

Within 21 days the candidate will be advised of the outcome of the appeal in writing, over the phone, or by interview. The appeal will be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant the complainant will be notified in writing detailing the reasons for the extra time required. Further updates on progress will be provided by the Office Manager on a weekly basis thereafter until the matter is resolved should the process take longer than these timescales for whatever reason.

Lodging a formal complaint

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution as soon as practicable.

Where a student lodges a formal complaint, ATS will maintain their enrolment while the complaints / appeals process is ongoing.

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form (available on request) addressed to the Office Manager and must be made within 14 days of an incident.

When making a complaint, the complainant is asked to provide as much information as possible to enable ATS to conduct a thorough investigation and determine an appropriate resolution. Details to be provided include:

- The nature surrounding the complaint - what happened and how it affected them
- Any evidence to support the complaint
- Details about the steps that have been taken to resolve the issue
- Suggestions about how the matter might be resolved

Within 3 days of receipt of a complaint, the Office Manager will write to the student acknowledging receipt.

Within 10 days the Office Manager or person delegated the responsibility of investigating the complaint will gather evidence by interviewing or phoning the complainant, the respondent and any other involved parties.

ATS aQMS to resolve complaints within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant will be advised in writing along with reasons for the extra time. They will be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

Lodging an appeal against a non-academic decision

For any other type of appeal, a student must lodge an appeal within 30 days of the response to a complaint.

Within 3 calendar days of receipt of an appeal, the Office Manager will write to the student acknowledging receipt.

Within 14 calendar days, a review of the investigation into the initial complaint will be conducted by the CEO to identify the original decision made and the reasons for the decision. This may require obtaining further details or seeking clarification from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.

Within 21 days the investigation will be concluded and the student will be notified in writing by the CEO outlining the investigation outcome.

The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, ATS may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at ATS's cost.

The appeal will be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant the complainant will be notified in writing detailing the reasons for the extra time required. Further updates on progress will be provided by the Office Manager on a weekly basis thereafter until the matter is resolved.

External complaints and appeals

Where the complainant remains dissatisfied with the outcome of ATS's internal complaint and appeals process, the complainant can access an external complaints or appeals process at their own cost.

Complainants have a number of external complaint or appeal options including:

- Consumer Affairs within your state
- Administrative Appeals Tribunal (<http://www.aat.gov.au>)
- Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/making-a-complaint.html>). Note: ASQA can only deal with complaints about:
 - The information provided by an RTO about its course/s
 - The delivery and assessment of training received
 - The qualifications issued or to be issued
- Dispute Settlement Centre of Victoria (Victoria Students only)
Level 4, 456 Lonsdale Street,
Melbourne VIC3000
Tel: 1300 372 888

The Dispute Centre of Victoria is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve a dispute.

Where the complaint or appeal is in relation to a WorkSafe High Risk Work Licence, then a student may appeal to WorkSafe Advisory Service by calling 1800 136 089, or 9641 1444, or email: info@worksafe.vic.gov.au

ATS will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. ATS will comply with the findings of the external appeals process and the CEO will ensure that any recommendations made are implemented within 30 days of being notified of the recommendations.

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies. Refer to ATS's Complaints and Appeals Policy.

12. Access to your records

You may access or obtain a copy of the records that ATS holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Office Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Access to records will be granted in accordance with Australian Privacy Principles No 12.

Amendment to records

If a student considers the information that ATS holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

13. Issuing Qualifications and Statements of Attainment

On successful completion of your course and payment of final course fees, we will issue you with a qualification or Statement of Attainment within thirty (30) days of the final assessment. ATS reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where ATS is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and Unit of Competency achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the Fees and Charges section for the current fee.

Should ATS cease to operate or have its RTO registration expire or cancelled, ATS will forward to ASQA an electronic copy of the records for each student who was enrolled in a course during the period of registration. This information will be sent in the form required by ASQA within 30 days of expiry or cessation of operations.

In the event of a change of ownership, enrolled students will be notified and records will only be transferred to the new owner with the consent of the student.

14. Student Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from Students and employers to contribute to our continuous improvement processes so we are always striving to do better. All Students will be provided with a Student Feedback Form on completion of each course by your Trainer/Assessor. Please help us by taking a little time out to complete the survey.

Privacy Policy

1. Privacy Principles

Personal information is collected from individuals in order that ATS can carry out its business functions. ATS only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, ATS complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates.

This means ATS ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to
- Is able to access their personal information upon request
- Does not receive unwanted direct marketing
- Can ask for personal information that is incorrect to be corrected
- Can make a complaint about ATS if you consider that your personal information has been mishandled

Prior to enrolment or the commencement of training and assessment, ATS will provide students, either in print or through referral to an electronic copy, with the Student Information Guide. This document provides accurate information about the training product to be provided and its outcomes, a student's rights and obligations and details relating to fees and payment methods.

2. Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- Personal details
- Contact details
- Employment experience
- Academic history
- Qualifications
- Training, participation and assessment information
- Fee and payment information

Note: APP 2 Sub clause 2.2 applies for all ATS courses as qualifications and Statements of Attainment can only be issued to verified individuals, especially where competency leads to a national license.

3. Storage and use of information

ATS will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in locked filing cabinets situated in a secure location and electronically in a secure folder with restricted access. The CEO and RTOM are the only persons who are authorised to grant ATS employees' access to students' paper and electronic data.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

ATS may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

4. Disclosure of information

The personal information about students enrolled in a course with ATS may be shared with the Australian Government and designated authorities, such as ASQA, statutory agencies responsible for licensing (e.g. WorkSafe Victoria, SafeWork SA, etc.) and where required as part of ATSs obligations as an RTO which include the National Centre for Vocational Education Research (NCVER) and the Victoria Curriculum & Assessment Authority (VCAA). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

ATS will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation
- The individual has given written consent
- The disclosure is required or authorised by, or under, law
- The disclosure 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

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

ATS will not disclose personal information to overseas recipients unless it meets the criteria listed above.

5. Access to records

Individuals have the right to access or obtain a copy of the information that ATS holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that ATS holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

6. Correction to records

If an individual considers the records that ATS holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended using the Request to Amend Records Form.

7. Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within ATS can do so by following QMS-RTO-07 Complaints and Appeals procedure.

8. Archiving & Destroying Documents

Details of ATS's policy and procedure for the archiving and destroying of outdated documentation is covered in QMS-CP-02 Documented Information Control procedure which outlines the organisation's methods of document storage and the Student Administration P&P which outlines the process for archiving students' files.

Fees & Refunds Policy

1. Course Fees

Fees (either a booking fee or the full amount) must be paid in advanced of the course to confirm the student's place. A client making a booking may confirm payment by providing a purchase order for the full amount of the course.

2. Protection of fees paid in advance

ATS protects the fees that are paid in advance by students.

ATS does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. The balance of fees will be paid off on the completion of a course according to a set payment plan.

3. Fees and refund information

Prospective and current students are advised of the fees associated with a course via either the monthly distribution of scheduled upcoming courses or via request.

Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learners' rights as a consumer including any cooling off period

Students are allowed a 7-day cooling off period from the receipt date of the Enrolment Form to withdraw from a course before any penalties apply (unless the course start date is within the 7-day period).

Refund information is outlined in the Student Information Guide.

4. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

Course fees include one copy of the required textbooks and learning resources for each student. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials - the cost is outlined in the Student Information Guide.

Course fees include the issuance of a Competence Card and Statement of Attainment and/or Record of Results (where applicable). For additional copies or re-issuing of any of these documents an additional fee is applicable.

5. Late payments

Students will be expected to pay course fees in advance for short courses. Where courses are in excess of \$1500, students will be required to pay a maximum of \$1500 in advance. Payment methods for the remaining balance will be agreed between ATS and the student in advance of any training.

Debts will be referred to a debt collection agency where fees are more than 30 days past due. ATS reserves the right to suspend the provision of training and/or other services/ or the issue of certificates & qualifications until fees are brought up to date.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Overdue balances will incur interest charges at a rate set by the Penalties Interest Act (Victoria) from the due date.

6. Refunds

All course fees include a non-refundable deposit which is outlined in the Student Information Guide. The deposit is non-refundable except in the unlikely situation where ATS is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will automatically receive a full refund of their deposit or offered a place on an alternative course (to be taken within the next 12 months).

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ATS in writing, outlining the details and reason for their request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by ATS in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

Complaints & Appeals Policy

- 1. ATS responds to all allegations involving the conduct of:**
 - The RTO, its trainers and assessors and other staff
 - Any third-party providing Services on behalf of ATS
 - Any student or client of ATS
 - Any ATS employee
- 2. Complaints may be made in relation to any of ATS's services and activities such as:**
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment matters, including student progress, student support and assessment requirements
 - The way someone has been treated by a trainer, ATS employee or another student
 - The actions of another student
- 3. Appeals should be made to request that a decision made by ATS is reviewed. Decisions may have been about:**
 - Course admissions
 - Refund assessments
 - Response to a complaint
 - Assessment outcomes / results
 - Other general decisions made by ATS
- 4. ATS is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.**

Through this policy, ATS ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner
 - Are responded to promptly, objectively, with sensitivity and confidentiality
 - Are able to be made at no cost to the individual
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement
 - Are acknowledged in writing and finalized as soon as practicable
- 5. ATS acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by ATS.**
 - 6. An independent party will be recommended by ATS and a cost to deal with the matter will be discussed and offered, however complainants and appellants are able to use their own external party at their own cost.**
 - 7. Students are encouraged initially and wherever possible; to resolve concerns or issues in an informal manner directly with the person(s) concerned. Trainers and assessors are available to assist students with resolving issues at this level if required. Where an issue relates to a trainer or assessor then the complaint can be brought to the attention of an ATS member of staff.**
 - 8. Complaints and appeals should be made in writing using QMS-FOR-11 Complaints & Appeals Form, or other written format and sent to ATS's head office at 1 Westgate Drive, Laverton North, VIC3026 attention of the Office Manager. Complaints must be made within 14 days of the incident.**

9. Appeals must be made within 30 calendar days of the original decision being made. When making a complaint or appeal, provide as much information as possible to enable ATS to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing - describe what happened and how it affected you
 - Any evidence you have to support your complaint or appeal
 - Details about the steps you have already taken to resolve the issue
 - Suggestions about how the matter might be resolved
10. Some or all members of the management team of ATS will be involved in resolving complaints and appeals as outlined in the procedures.
11. Where a student chooses to adopt this policy and procedure, ATS will maintain the student's enrolment while the complaints/appeals handling process is ongoing.
12. All formal complaints and appeals will be investigated and responded to efficiently by the Office Manager or their delegate to ensure an effective resolution within 60 days, and a proposed resolution will be provided in writing. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
13. ATS will maintain a record of all complaints and appeals and their outcomes in QMS-REG-08 Complaints Register.
14. Any documentation relating to the investigation of a complaint or appeal will be retained in a secure cabinet in the Archive Store and access will be restricted to persons authorised by the CEO.
15. Nothing in this policy limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Copies of any forms, policies & procedures mentioned above are available on request to our Laverton North office.