

Achieve Training and Assessment Services makes a commitment to support students to ensure everyone has the opportunity to successfully complete their training and assessment program. Support is available to students who have language, literacy or numeracy support needs or any welfare needs. Students requiring counselling or welfare support services will be referred to an appropriate support service.

Language, literacy and numeracy

Courses require some reading, writing and calculation skills. Additional support is available for students who have needs in this area. All students will complete a language, literacy and numeracy activity when completing their enrolment form. This is to help staff work out the level of support each student needs. Support with the training and assessment material will be offered to students outside of training hours at no extra cost. If you feel you need additional help you can talk to a staff member at any time.

Students with disabilities

The Student Enrolment Form is used to collect information about students with disabilities or impairments. This information is used by Achieve Training and Assessment Services to meet each student's needs. Letting Achieve Training and Assessment Services know early of any disabilities will make it easier for us to be able to evaluate and provide the level of support required.

Student Code of Conduct

Achieve Training and Assessment Services is committed to providing a safe and stress free learning environment that is culturally accepting and provides for positive learning. Students are informed about the code of conduct as part of the student induction and enrolment process. Students are expected to demonstrate cultural integrity, treat all materials and property of Achieve Training and Assessment Services with proper care and show respect, cooperation and consideration towards staff, other students and visitors. Breaches of the policy will be taken seriously and the RTO manager will determine the appropriate action.

Student Induction

Achieve Training and Assessment Services is committed to providing all potential students with clear and relevant information relating to the training and assessment program of interest. This information is provided throughout the induction process and during initial contact with RTO staff. The induction includes welcoming students to Achieve Training and Assessment Services, informing them of their rights and responsibilities and providing information about Achieve Training and Assessment Services programs, services and facilities.

Withdrawing or deferring a course

Achieve Training and Assessment Services recognises that there are times when a student may need to defer, withdraw or seek leave from a training and assessment program.

Any requests to defer a program must be made in writing, either before the commencement of the program with a completed Withdrawal or Deferral Form or once the course has commenced through a written request to the RTO Manager. Only students who defer prior to starting the course are eligible for a refund in accordance with the Fees, Payments and Refunds Policy. Students wishing to withdraw from a course may do so by completed a Course Withdrawal Form. These students may apply for a refund as written in the Fees Payments and Refunds Policy. Students who have enrolled in and begun a program may withdraw through a written request to the RTO Manager. These students are not eligible for a refund.

Privacy and confidentiality

In collecting, maintaining and providing access to student records, Achieve Training and Assessment Services will adhere to the relevant privacy principles dictated by the Privacy Act 1988. It is necessary for Achieve Training and Assessment Services to gather some personal information in the course of its dealings with students seeking/receiving a service and who are enrolled in Achieve Training and Assessment Services programs. Information about students may be sought by government agencies, tertiary institutions or other organisations and individuals for research, statistical and other purposes. Students have the right to expect that their personal information will be maintained in a confidential manner.

Student safety and security

Achieve Training and Assessment Services is committed to providing a safe and secure environment for students and visitors. This means making sure people feel free from risk to their health and safety by creating an environment that is culturally accepting and provides for positive learning. This includes the risk of threat, harassment, intimidation, robbery, bullying and violence. Students will be informed about safety and security as part of the student induction and enrolment process.

Compliments and complaints

We welcome your feedback.

Achieve Training and Assessment Services recognises that students must be confident that any concern or complaint they have about the training and assessment programs and services will be taken seriously. Informal complaints relating to minor concerns, feedback or grievances can be handled by the informal complaint procedure. Complaints can be made in person, by phone, fax, e-mail or in writing. Any formal complaints must be completed in writing by filling out a Complaint Form. Formal complaints can include unresolved complaints, harassment, misconduct or breaches of privacy. All concerns and complaints will be dealt with in accordance with privacy and confidentiality rights and responsibilities as per our Complaints and Grievances Policy.

Issuing of awards

Students who have achieved a satisfactory completion of one or more units of competency are issued with a Certificate of Attainment for the units completed, if a full qualification is completed the student is issued with a certificate of completion and testamur for the qualification.

Equal Opportunity Policy

Achieve Training and Assessment Services recognises that Equal Opportunity is a matter of obligation, social justice and legal responsibility. It also recognises that prohibiting discriminatory policies and procedures is sound management practice. Every person will be given a fair and equitable chance to pursue their study as effectively as others. In all cases performance and competence are to be used as the basis for performance assessment, training and development opportunities and promotions. It is the responsibility of all students to ensure that they treat all other students and staff of Achieve Training and Assessment Services with respect without discrimination of any type.

Occupational Health and Safety

The Work Health & Safety Act 2011 provides a framework for the prevention of occupational injury and illness. Achieve Training and Assessment Services does not expect students to work in any environment which is unsafe or detrimental to their health but sees safety as a partnership between the students, staff and the employer. Students have a responsibility for their own health and welfare and should comply with Achieve Training and Assessment Services safety procedures and directions as outlined in the induction process.

Full copies of all our policies or procedures manual are available on request