



STUDENT HANDBOOK

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Introduction

Welcome to Achieve Training and Assessment Services Pty Ltd Registered Training Organisation, (ATAS). Our staff and trainers have a long history in industry and are committed to providing quality training and assessment services.

ATAS provides training in the following Qualifications:

- RII30820 Certificate III in Civil Construction Plant Operations
- TLI30321 Certificate III in Supply Chain Operations

Please contact our office if you would like to complete a full Qualification or any of the units out of the above qualifications, to view the individual units in the qualification go to training.gov.au and enter the code for the required qualification.

ATAS provides the following training in Units of competency:

- CPCWHS1001 Prepare to work safely in the construction industry
- RIIMP0318F Conduct civil construction skid steer loader operations
- RIIMP0319E Conduct backhoe/loader operations
- RIIMP0320F Conduct civil construction excavator operations
- RIIMP0321F Conduct civil construction wheeled front end loader operations
- RIIWHS204E Work Safely at Heights
- RIIWHS202E Enter and work in confined spaces
- RIIWHS201E Work Safely and Follow WHS Policies and Procedures
- RIICOM201E Communicate in the workplace
- RIIWHS205E Control Traffic with a stop / slow baton
- RIIWHS206 Control traffic with portable traffic control devices and temporary traffic signs
- RIIWHS302E Implement traffic management plan
- RIIWHS303 Position, set up and program portable traffic control devices
- CPCCLDG3001 Licence to perform dogging
- 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
- TLILIC0019 Licence to operate a portal boom crane
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID012 Provide an emergency response in an education and care setting

(For our full scope of registration, please go to training.gov.au and search for RTO # 90659)

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

The VET (Vocational Education Training) Quality Framework

You are about to become a participant in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the VET Quality Framework which includes the Standards for Registered Training Organisations and the Australian Qualifications Framework. These standards are registered, monitored and enforced by the Australian Skills Quality Authority (ASQA).

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system whereby a non-compliant RTO can face penalties and lose of registration for failing to comply with the Standards for Registered Training Organisations.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by ATAS. These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the Office Administration team or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Recognition of Prior Learning Policy (RPL)

All students, potential or actual, of ATAS programs are provided with full recognition of their current skills and knowledge. ATAS promotes the acknowledgment of all 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted is a process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

The RPL process examines the evidence within the following key principles:

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

The RPL process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Students.

All students are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the enrolment form.

The special needs of RPL applicants are also recognised and all necessary and reasonable adjustments will be made (considering such areas as LLN) 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 national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition.
- allow the completion of studies in the shortest possible time.
- provide clear RPL outcomes and access to further learning/training and career development.
- provide quality advice and support to potential and current applicants.
- conduct the RPL process only in respect to courses that we are registered to assess.
- ensure that only fully qualified consultants are involved in the RPL process.
- document the RPL process
- recognises competencies and unit of competencies gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition.
- ensures that the RPL processes are monitored, evaluated and updated where appropriate.
- advises all RPL applicants of their right of appeal through the formal process; and
- ensure fees and charges are fair and competitive with the industry standard

An RPL application pack is available from the Admin Office Staff.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants based on outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the Manager is responsible for ensuring that all staff are made aware of any changes.

- Current legislation is available from the office administration or available online at
 - <http://www.comlaw.gov.au>
 - <http://www.austlii.edu.au>
 - <http://www.legislation.nsw.gov.au>

The legislation that particularly effects your participation in Vocational Education and Training includes but may not be limited and includes successive documents:

- VET Quality Framework – which includes:
 - Standards for Registered Training Organisations 2015
 - Fit and Proper Person Requirements 2011
 - Financial Viability Risk Assessment Requirements 2021
 - Data Provision Requirements 2020
 - Australian Qualifications Framework (AQF)
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Commissions Act 1986
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Human Rights Legislation Amendment Act 2017
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Privacy Act 1988
- Privacy Regulations 2013
- Privacy Amendment (External Dispute Resolution Scheme) Regulations 2019
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Advocate for Children and Young People Act 2014
- Commission for Children and Young People Regulation 2009
- Workers Compensation Regulation 2016
- Copyright Act 1968

Working with Children

We do accept people under the age of 18 in some of our training programs.

We will comply with all Federal and State working with Children legislation such as Advocate for Children and Young People Act 2014. Information can be found at

<https://www.acyp.nsw.gov.au/about>.

Further information on the Working with Children's Check is available from our office.

Workplace Health and Safety Policy

The Work Health and Safety Act 2011 describes ATAS's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Always ensure Participant safety,
- Ensure procedures for operator safety are always followed,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

Procedures during Covid 19 pandemic

All procedures implemented during pandemic are as follows:

The necessary precautions will include: (As per health advice current at the time)

FACILITY

- Face Masks are optional upon entry into our facility
- All our staff are fully vaccinated as per health advice
- Classes limited to satisfy Covid-19 distancing requirements
- Complying with 2 square metre regulations or 1.5m distancing
- Displaying correct hand washing signage.
- Promoting cough and sneeze etiquette including minimising face touching.
- Enforced sanitisation of hands at reception when first entering premises.
- No hand shaking.
- Training staff will distribute a short questionnaire about their recent travel and current health status e.g. if they have any flu-like symptoms or sore throat (if any are detected, they will be excluded from attending classes).
- We reserve the right to perform temperature checks.
- Ill staff to be advised to stay at home.
- Meetings by video conference only.
- No large meetings to take place.

- Lunch at desk for staff rather than in the lunchroom.
- Staff with ill household contacts should stay at home.
- Disinfect high touch surfaces regularly. E.g. Front office desk and student's desks.
- Open windows where possible.
- Assess staff travel risks.
- Hand sanitiser supplied in every classroom.
- All machine controls are disinfected after every use.
- In First Aid/CPR courses all manikins are sanitized before and after use.

STUDENTS (As per health advice current at the time)

- Face Masks are optional upon entry into our facility
- Students must sanitise their hands when entering premises.
- Ill students to be advised to stay at home.
- Wash hands after going to the bathroom and before lunch.
- Do not cough or sneeze unless mouth is covered.
- No hand shaking.
- Students with symptoms of the flu, must not attend class.
- After operating machines, student must wash or sanitise hands.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to your private information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of Achieve Training and Assessment Services Pty Ltd.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material

prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Specific principles

All staff and participants have a right to work in an environment free of any form of harassment and discrimination. All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,

When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it. In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.

Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation.

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

ATAS takes the privacy of our participants very seriously and we will comply with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases, we will be required by law or required by the VET Quality Framework standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Student Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, ATAS will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Fees and Refund Policy

All our training courses attract fees, as detailed in the course information brochures or on our website. These prices are subject to change at any time.

All course fees are invoiced at the completion of the course booking for a company or Job Network provider (if purchase order is supplied) or for an individual at the commencement of course:

The following refund policy will apply:

- Paid students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid. Invoiced clients will have their invoice cancelled.
- Paid students who give notice to cancel their enrolment less than 10 days but no later than 1 full business day prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount 25% retained by Achieve Training and Assessment Services is required to cover the costs of administration and resources which will have already been committed based on the student's initial intention to undertake the training. Invoiced clients will have their invoice amended to reflect the 25% of the full amount.
- Paid students who cancel their enrolment within 1 full business day prior to program commencement OR after a training program has commenced will not be entitled to a refund of fees. Invoice clients, invoices will stay at the full amount to be paid.

E.g. If a program commences at 9:00am Monday, we must be notified no later than 9:00am the previous Friday.

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the course fee in another scheduled program in place of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

For High-Risk Work classes where an application is required to be submitted to Service NSW, there is an additional fee to be paid to Service NSW (this is for processing the application) this fee is outlined in our course costs on our web site and in our course fee handbook.

If you fail to submit your application to Service NSW within 60 days, you will be required to sit another assessment at an additional cost to you. (see our admin staff for further information).

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Any issues or questions regarding access and equity can be directed to ATAS's Manager.

Client Selection

There are pre-requisites to enrolling in some of our training programs. Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions, please do not hesitate to discuss the course with your trainer or the office staff.

Enrolment

To enrol in one of ATAS's courses you will need to obtain an enrolment form from our web site or our Warrawong Administration office to allow ATAS to enrol you in the training program.

Enrolment will consist of you contacting ATAS. We will make available to you by suitable means a Participant Manual, an Enrolment form, literature on the courses being considered and any other relevant documentation.

Unique Student Identifiers (USI)

To enrol in one of ATAS's courses you will need to obtain a Unique Student Identifier (USI). This allows ATAS to identify you, as well as add your certificates to your transcript. A student will not receive their Certificate or Statement of Attainment until a USI number is obtained and verified by Achieve Training and Assessment Services. You can find/create your USI from the USI.gov.au website or by completing the ATAS Unique Student Identifier Form that allows us to find/create your USI on your behalf.

Induction

Once all participants have completed the enrolment form and a Safe Work NSW (or State Regulatory body) application form (for Safe Work NSW component of course) they will complete an induction program which will cover:

- Site safety induction
- Introduction to the ATAS staff,
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided, and handouts were distributed is required to be acknowledged by the participant.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can accommodate anyone with difficulties with Language, Literacy or numeracy.

If a participant's needs exceed our skill, we will refer the participant to an external support provider such as their local TAFE campus and **WEA Illawarra**.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer, or another member of ATAS's staff.

Note: All Achieve Training staff have the ability and authority to support and provide guidance to students upon request.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with the ATAS's Manager who will assist you to the full extent of our capacity.

If your needs exceed ATAS's support capacity, we will refer you onto an appropriate external agency. You can seek support immediate by contacting:

Support Service	Website	Phone Number
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence	https://dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html	1800 656 463
Drugs and mental health	www.thewaysidechapel.com/ https://www.islhd.health.nsw.gov.au/service-s-clinics/drug-alcohol-service https://www.gph.org.au/services/mental-health/mhd/	(02) 9581 9100 1300 652 226 1800 228 987
Families & friends with mental illness	https://www.mentalhealthcarersnsw.org/	(02) 9332 0777
Emergency services (police, fire, ambulance)		000
Grief support	https://solacegriefsupport.org.au/	(02) 9519 2820
Telephone Interpreter Service	https://www.tisnational.gov.au/	131 450
Lifeline	https://www.lifeline.org.au/	131 114
Literacy & Numeracy Support National	https://acal.edu.au/	03 9469 2950
Literacy & Numeracy Support NSW	https://readingwritinghotline.edu.au/	1300 655 506
Legal information and advice	https://www.legalaid.nsw.gov.au/	1300 888 529
Mental health advice	https://wayahead.org.au/contact-us/	(02) 9339 6000
Police Assistance Line (non-emergency)	https://www.police.nsw.gov.au/contact_us	131 444
Relationship counselling	www.interrelate.org.au/	1300 473 528
Safe Work NSW	www.safework.nsw.gov.au	13 10 50
Smoking - Quitline	https://www.icanquit.com.au/	13 78 48
Suicide Prevention	http://www.beyondblue.org.au/	1300 224 636
Training Services NSW	www.training.nsw.gov.au/	13 28 11
Victims of crime support	https://victimsservices.justice.nsw.gov.au/	1800 633 063 1800 000 055
Women's refuge referral service	https://www.vinnies.org.au	(02) 9568 0262

Client Complaints and Appeals

ATAS treats complaints and appeals very importantly, and we will deal with these in an effective and timely manner, typically resolving all complaints within three weeks. ATAS will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions. In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the Manager or CEO will be available to discuss the issue.

In each training room, a notice with the CEO's contact number is available if a person wants to put in a complaint directly to the CEO.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the Manager or Administration staff. This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes.

Should the nature of the complaint refer to criminal matters or where the welfare of students is in danger, ATAS will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be always maintained as is consistent with NSW Law. Engagement of the external assistance will be the responsibility of the Manager or CEO.

Upon ATAS's receipt of the formal complaint or appeal, the Manager or CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the Manager or CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and Achieve Training; this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr.

- Leadr can be contacted via www.leadr.com.au

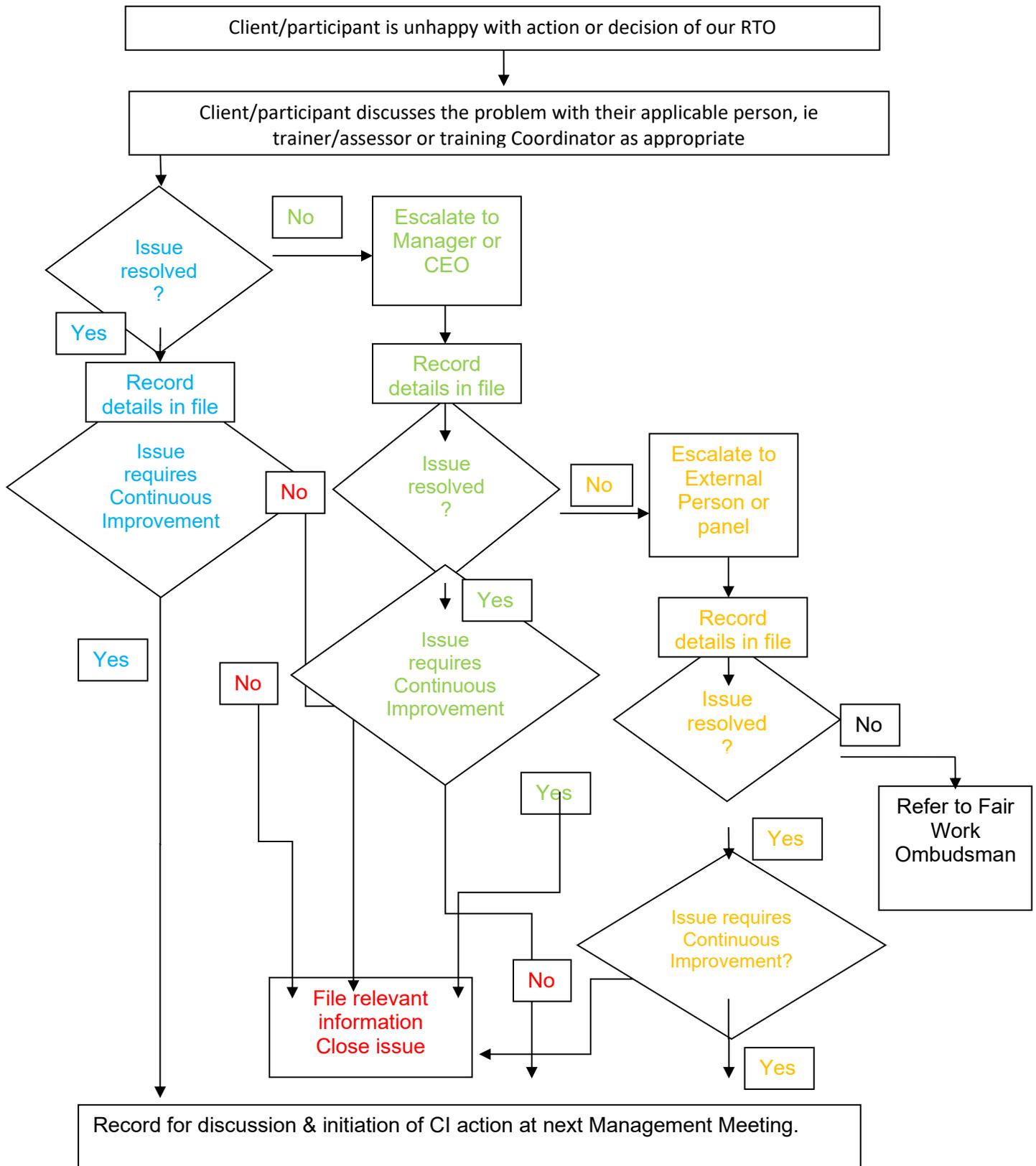
Costs for the independent person or panel, will be borne by Achieve Training.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the "National Complaints Code" directs them to seek further assistance from Fair Work Ombudsman.

Fair Work Ombudsman provides details on its support services and processes on Complaint management on its website at: <https://www.fairwork.gov.au/>

Flow Chart Representation:



Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are stored in student records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The Office administrator is responsible for conducting a weekly back up of our computer systems to a password protected external hard drive. This backup is then taken offsite. Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

If we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our student record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,
- Officers from SafeWork NSW for audit purposes,
- Third parties whom participants have authorised the release of specific information to,
- The participant's themselves, after making application in writing. For example, participants seeking a replacement Qualification or Statement of Attainment.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Should you require access to your records or to a replacement certificate please contact the training coordinator or manager. There is a \$30.00 fee for reproducing of a competency card.

Flexible Delivery and Assessment Procedures

ATAS recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

ATAS will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant’s spoken responses to assessment questions.

ATAS undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or ATAS’s staff.

Discipline

ATAS attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

ATAS has a zero-tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else’s work) will not be tolerated and will result in the participant’s assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and ATAS’s Manager and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they can follow our complaints procedure.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAESS00011 Assessor Skill Set or the TAE40116 qualification as a minimum.
- All our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the VET Quality Framework where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- For the High-Risk courses and courses that lead to a SafeWork NSW qualification being issued we will issue the relevant paperwork required to obtain the certificate/licence
- For the SafeWork NSW Traffic Control assessments there is a requirement that the final assessment be completed on a live work site
- All our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - Provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- An understanding of the definition and practical application of the above definitions.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency. Our staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.