



Australian Training Solutions Student Handbook

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GENERAL MANAGER'S MESSAGE

Welcome!

Thank you for choosing *Wildstar Management Pty Limited* (RTO no. 90737) trading as *Australian Training Solutions* to assist you to achieve your learning goals.

Your decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or you are seeking a new career direction, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this **STUDENT HANDBOOK**. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations. We also aim to provide you with value for money.

To help us maintain our high standards, please take time to read this information and complete the "*Declaration of Understanding*" included at the back of the handbook. You may wish to refer to the details in this document during your study, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with ATS.

Sincerely

Wayne Tracy
General Manager

Australian Training Solutions adheres to all legislative requirements of the various statutory bodies.

ABSENTEEISM

Students who are unable to attend a scheduled lesson or assessment activity should contact the receptionist or nominated trainer before the scheduled time to advise of absenteeism.

ADVERTISING

From time to time, ATS will advertise courses and training programs. Advertisements will detail the name of the program, qualification outcome and details of accreditation. All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity.

Students responding to advertisements should note the **course code** included in the advertisement.

ASSESSMENT POLICY & APPEALS

Assessments are conducted for all courses at ATS. Your instructor should outline the assessment method and requirements for your course as part of your course induction. If your instructor fails to provide this information, please request details.

If you are assessed as not competent, a re-assessment will be offered to you. This must be undertaken within a 2 month period. If you are again assessed as not competent or if you do not undertake the re-assessment in the 2 month time period you will be required to pay for and attend the course again before any further attempt at assessment.

If you are not satisfied with the outcome of an assessment you may appeal the decision. The focus of the appeals process is to listen to the student's reasons for appeal and provide explanations for how the outcomes were determined.

A process exists to manage appeals. *Each stage of the appeal and its outcome is recorded in writing. A summary is as follows:*

- ❑ Student completes an **application for appeal on assessment available from the Receptionist/Student services coordinator**
- ❑ Interview with Assessor, Student, and General Manager
- ❑ Review assessment results/projects/assignments/
- ❑ New result/end appeal OR
- ❑ Set new assessment as required
- ❑ Complete re-assessment
- ❑ New result/end appeal/General Manager moderates outcome

Students presenting with appeals are welcome to bring a third party to any interviews or discussions relating to the appeal.

Where an appeal is granted, a new assessment outcome is issued and validated by the General Manager. Where agreement cannot be reached, the General Manager shall be appointed as moderator. Where external assessors are required, the student may be required to contribute towards the costs of the assessment.

ASSIGNMENTS & PROJECTS

Because of the flexible delivery options available, some subjects involve projects, assignments and a range of other learning activities. Instructors will provide **written project and assignment outlines** for these activities. Instructors will also indicate the due date for project/activity completion when distributing outlines. Please talk to your instructor about the requirements for your course.

Students are encouraged to plan their study activities to ensure that projects are completed on time. Due dates are negotiable by discussion with instructors.

ATTENDANCE

Students are required to attend programs as advised during course induction.

Frequent absences or lateness may result in non-achievement of some assessments and/or qualification.

COURSE INSTRUCTORS & ASSESSORS

Course instructors and assessors are selected against strict criteria, which ensures that they possess both academic and industry qualifications in the subject areas they are involved with. Students can have full confidence in the skills, knowledge and professional standing of our team.

Instructors and assessors are required to participate in an ongoing skills development program to maintain and update their technical knowledge. This ensures that students receive the best possible instruction and assessment.

ATS only employs staff with appropriate formal specialist qualifications, recent industry experience and trainer and assessor qualifications to the level of Certificate IV in Training and Assessment or equivalent to deliver nationally accredited courses and training.

COMPETENCY BASED TRAINING

Accredited courses delivered by ATS are competency based. This means that training is delivered based on units of competency developed by industry.

Student's abilities are assessed against these units of competency on a 'can do' basis. When a student can demonstrate competency or show that they can demonstrate their understanding or ability, they can be assessed as competent. If a student is not successful on the first attempt, they are provided with feedback and given further opportunities to demonstrate competency.

CODE OF PRACTICE

A Code of Practice has been developed and endorsed by the staff and management of ATS. It provides a framework for training delivery and assessment by the company. The Code of Practice is distributed to all students enrolled in nationally recognised training as well as all staff.

Please take the time to read the Code of Practice.

COMPLAINTS

If at any time during your study with ATS you are not satisfied with any feature of your course or ATS, please speak to your trainer, Training Administrator or Course Coordinator. If your complaint cannot be addressed at this level, please ask to see the Human Resources Manager or General Manager.

A complaint can also be submitted to the Australian Skills Quality Authority (ASQA) via the online complaint form, phone or e-mail. Details are:

- Online process: <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- E-mail: enquiries@asqa.gov.au
- Phone: ASQA info line 1300 701 801

The process to be followed in addressing any complaint will follow the same basis as outlined in the Appeals process.

Each complaint and appeal and its outcome is recorded in writing

- Participant submits complaint in writing to the HR/Training Administrator
- Interview with Trainer/Assessor, participant & Training Administrator
- Review and steps for resolution agreed
- Successful end to complaint

OR

- Complaint unresolved- referred to General Manager for mediation
- Review and steps for resolution of complaint agreed
- Successful end of complaint

OR

- Complaint unresolved- referred to outside mediator agreed by both parties. The aggrieved party is advised they may be required to contribute toward the costs of additional assessment if required.
- Review and steps for resolution of complaint agreed.
- Successful end to complaint.

It should be noted that all participants presenting a complaint are welcome to bring a third party to any interviews or discussions relating to the complaint.

COURSE OUTLINES

A course outline has been developed for all ATS accredited courses. Please ensure that you have received a course outline for your course before commencing study. The course outline provides information on:

- Course name
- Qualification Name
- Course entry requirements
- Nominal length
- Delivery dates
- Cost
- Coordinator name
- Course content
- Requirements to receive the Qualification

DECLARATION OF UNDERSTANDING

All students are required to complete a declaration of understanding located at the back of this handbook. This declaration is a statement that:

- you meet the entry requirements specified in the course outline
- you understand the details provided in this handbook
- have been offered the opportunity to request language and literacy support

ENROLMENT

Students are required to complete an **enrolment form** before commencing study. This form is used to create a student history file. All personal information is strictly confidential.

EQUAL OPPORTUNITY (ACCESS & EQUITY)

ATS has policies in place for access and equity and anti-discrimination (Anti-Discrimination Act 1977 – NSW). Discrimination (of staff or students) on the basis of the following is prohibited:

- Racial (including ethno-religion)
- Colour
- Age (present or future)
- Sex (including gender, sexual harassment, breast feeding, pregnancy)
- Marital or domestic status
- Employment status (employed, unemployed or retired)
- Physical appearance
- Disability (including past, present or future disability and actual or perceived HIV status)
- Psychological situation
- Homosexuality (men or women, actual or presumed)
- Transgender (including trans-sexuality)
- Carer's responsibilities

EVACUATION PROCEDURES

There are many reasons for a full or partial evacuation of the building.

Examples may include:

- ◆ Fire
- ◆ Medical Emergency
- ◆ Bomb Threat
- ◆ Act of God (storm, earthquake etc)
- ◆ Civil Disorder
- ◆ External Emergency (explosion, gas leak, chemical spill from the roadway etc)

If an emergency occurs and the building needs to be evacuated you must make your way immediately and directly to the nearest exit. Once outside the building make your way to the rendezvous point (Reservoir Park). You are requested to not leave the rendezvous point until you are directed to do so by ATS's chief fire warden.

FEEDBACK

On completion of each course, students are asked to complete a Course Evaluation Sheet. This activity is optional however; student feedback is invaluable in maintaining course quality and relevance. This is reviewed by the **Human Resources Manager** and shared with ATS's Management team as part of a quality assurance system. Students may include their name or submit evaluations without.

ATS encourages course graduates to maintain contact with the instructors and other students through a range of industry competitions/initiatives.

INDUCTION

After enrolling and at the beginning of the first session students will complete an induction. The student induction will be arranged with an instructor or other member of ATS's team. Student induction will include:

- An overview of training facilities
- Discussion of student handbook content
- Introduction to relevant instructors
- Discussion of course outline including any uniform/special clothing requirements
- Outline of assessment requirements for the course/training program
- Explanation of Recognition of Prior Learning procedure
- Supply of reading lists/text book references if appropriate

Induction is an important part of commencing a program of study. Students should take this opportunity to satisfy any questions related to the program, student facilities access to support services or any other information required.

If you miss the induction for some reason, please speak with your instructor to arrange a time to discuss the issues covered.

ISSUE OF QUALIFICATIONS

Unique Student Identifier (USI)

From 1 January 2016, all students enrolled in nationally recognised training will be required to provide their registered training organisation (RTO) with their USI.

Transitional arrangements apply in 2015 for students attending one-day courses. We are required to ask you if you have a USI, verify it if you have & include it in your enrolment for the national files.

Registering for a USI is simple. The registration process is available online and at **NO COST** to the student. This USI will stay with the student for life and must be recorded with any nationally recognised VET course undertaken.

Students can now create a USI by following the process below:

1. Log on to <http://portal.usi.gov.au/student>
2. When applying for a USI, students will be required to supply one of the following valid Australian forms of ID:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport)
 - Birth Certificate (Australian)
 - Certificate Of Registration By Descent
 - Citizenship Certificate

Legislation will prohibit a RTO from issuing a Statement of Attainment to a student without a verified USI for a one-day course from 1 January 2016.

Why not apply for one now:

- 1. You will have a permanent record on the national register.**

2. You will have to have a USI from 2016. It takes minutes, so get in early. The number stays with you for life, just like your TFN.

All students undertaking training with Australian Training Solutions who have a USI are to bring their USI to the training course so this information can be entered into our Student Management System. ATS, as the RTO, is required to verify the USI & in 2016 this will be required prior to the issuance of any statement of attainment.

For further information please refer to the below link:

<http://www.usi.gov.au/Pages/default.aspx>

All qualifications issued by *Wildstar Management Pty Limited* (trading as ATS) must comply with the ASQA Standards for NVR Registered Training Organisations 2011, the National Vocational Education and Training Regulator Act 2011 and follow protocols required for the issuing of qualifications under the Australian Qualifications Framework and must contain the relevant codes for individual units of competence and qualifications from which those units may be drawn.

- ❑ Signature of the General Manager or delegate
- ❑ The full name of the recipient
- ❑ The full name and national code of the program or unit of competency completed
- ❑ The logo of the Australian Qualifications Framework (AQF)
- ❑ The logo of Nationally Recognised Training (NRT)
- ❑ The logo and number of the RTO
- ❑ A separate list of each unit of competency completed (transcript)

Certificates must be represented in terms as recognised by the Australian Qualifications Framework.

Full AQF qualifications are only issued where all components of a qualification have been achieved. Where all components have not been achieved, a statement of attainment for units completed will be issued detailing the AQF qualification from which the modules have been taken.

****For non-accredited courses, a certificate of completion will be issued. These are recognised by industry but do not provide automatic credit transfer to other Registered Training Organisations***

LEARNING MATERIALS

ATS undertakes to provide a wide range of current and relevant learning/teaching materials and resources that maintain industry standards and operations.

LITERACY AND NUMERACY SUPPORT

ATS provides access to specialist support for students who require additional support with literacy skills, numeracy skills and/or study skills. Students should initially discuss these requirements with their trainer. All discussions are held in **the strictest of confidence**. ATS aims to link students with the best possible support to help them complete their study whilst maintaining their personal dignity.

WORKPLACE HEALTH & SAFETY

ATS undertakes to provide facilities, which provide a safe learning environment in accordance with state and commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities at ATS. Students operating machinery or working with chemicals are advised to **familiarise themselves with information regarding hazard risks and emergency procedures**.

When moving or lifting any equipment students should observe standard workplace principles for safety. If in doubt, students should seek advice from instructors or other staff.

Students are required to report any damage to equipment or personal injury immediately to an instructor.

PAYMENT OF FEES

A fee is negotiated based on the programme of study. Students are advised of all costs before payment is negotiated. Students paying fees will be issued with an official receipt. Students should keep this receipt.

Rescheduling and Cancellation policy

- bring photo ID. If you forget your ID you will not be accepted into the course.
- be 15 minutes early or **30 minutes early if you have booked into a George Street Course**
- If you are more than 10 minutes late you will not be admitted and you will forfeit the course fee.
- 48 hours notice is required to cancel a course. A \$20 cancellation fee applies
- Less than 48 hours notice No Refund
- If the participant fails to attend without prior notice, the course fee will be withheld in total as a cancellation fee unless a doctor's medical certificate is supplied. If a medical certificate is provided you are entitled to a transfer not a refund
- 48 hours notice is required to reschedule a course. A \$10 rescheduling fee applies per course
- Less than 48 hours before the class start time, a 50% course fee is applicable.

SELF PACED LEARNING

Where self paced learning is a requirement of a program, students will have access to trainers so as to provide information and/or assistance in their research/study requirements.

SEXUAL HARRASSMENT

At ATS we try to foster a safe working environment for all. Sexual Harassment of any description will not be tolerated. Sexual Harassment may consist of some or all of the following.

- Unwelcome comments or questions about a person's sex life

- Suggestive behaviour
- Staring and leering
- Unnecessary familiarity such as deliberately brushing against a person
- Sexual jokes, offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continual requests for dates
- Physical contact such as touching or fondling or unwanted sexual advances

What to do if you feel threatened

Contact our Sexual Harassment Officers:

- ◆ Susan Veness

They will be available to speak to you in strict confidentiality.

SKILLS RECOGNITION

National Recognition

ATS practices national recognition, which means recognising qualifications and statements of attainment issued by any other Registered Training Organisations in Australia within the Australian Qualifications Framework.

Credit Transfer

Credit transfer involves ATS assessing a previously completed course that is outside of the Australian Qualifications Framework.

These qualifications can be used to obtain credit for units of competency or learning outcomes in the course that a student has enrolled in. Students who wish to apply for such credit transfer should present any relevant qualifications to their trainer for assessment before commencement of the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process where students gain formal recognition for the skills and knowledge, and work or life experience, acquired outside the formal education and training system.

Instructors will outline RPL options for your course during induction. **Formal RPL is available only for courses that lead to a nationally recognised qualification.**

Students applying for RPL must complete an application form/kit available from instructors or the Receptionist/Student Services Coordinator. No fee is payable for RPL for students enrolling in a program.

To follow is a summary of the process for RPL:

1. Self Assessment
2. Apply
3. Interview
4. Exemption granted, and or
5. Relevant assessment exercises set/completed
6. Outcome advised
7. Appeal if required

1. APPLICATION (SELF ASSESSMENT)

Applicants complete an application and submit as instructed during induction

To apply for recognition of prior learning, applicants will need to **gather information on relevant training modules or experience already completed.** Applicants should acquire a full list of program modules and learning outcomes for the program in which they are enrolling (see course outline).

2. APPLY

Evidence can be provided to support the application for RPL and those meeting the entry requirements are offered a position in the course.

Students requiring special learning support will be provided with information regarding the range of **student support services** available. ATS has in place an **access and equity policy** which ensures that all applications for enrollment are processed fairly.

SMOKING

Whilst attending a course participants must not smoke in the classroom/training area.

In particular, smoking is prohibited for any person while serving or handling food and/or liquor. ATS can be fined heavily for any breach of this regulation and so can you!

ATS has designated smoking and non-smoking areas. Students are advised of these areas at break times.

STUDENT SELECTION

Student selection into courses reflects legislative requirements and where applicable, the skills and knowledge that are in line with pre-requisite and/or co-requisite requirements.

Students are not accepted into programs until all required forms have been completed, signed and returned to the course administrator.

Acknowledgement of acceptance into a program, verifying course details will be sent to all successful applicants.

STUDENT LIBRARY & RESOURCES

ATS provides students with access to a comprehensive range of written, video, audio texts and resources. These materials may be borrowed for study use. **Instructors will arrange for loans on request.** Students are reminded to return borrowed materials by due dates and observe copyright laws when using resources. Students may be required to pay for loss or damage to resources.

STUDENT AMENITIES

Student amenities are provided for student comfort. These include:

Access to:

- ❑ kitchen area
- ❑ toilet facilities
- ❑ disabled access
- ❑ photocopying facilities

Students are required to maintain these facilities in good order. Damage to any facilities should be reported immediately to an instructor or the student services coordinator.

STUDENT RECORDS

Training participants are required to notify ATS immediately when their name, address or contact details change. Students may access their records on request.

STUDENT COUNSELLING

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counseling related to study or personal difficulties, they should speak initially with their trainer for referral to appropriate support. Where the need is beyond the expertise of ATS staff, we will refer you to specialist agencies.

TRAINING DELIVERY

Training delivered by *Wildstar Management Pty Limited* (trading as ATS) meets the national standards and requirements for registration as a training organisation and complies with the National Vocational Education and Training Regulator Act 2011. Each course or program delivered by ATS has specific resource requirements for delivery. These include physical resources and human resources. ATS has in place a system for ensuring that suitable resources are available before training commences.

Nationally recognised training is delivered against competency standards and course outlines set by industry. Students are advised of the units of

competence they will be achieving within each module. **Lesson notes** and references are available for all scheduled sessions.

Courses and programs delivered by ATS are continually updated through industry consultation. This ensures that graduates have access to the most current information and learning strategies.

Training is delivered in-group workshops, lectures, on a one to one basis and using self-paced materials and technology. This range of learning strategies provides students with opportunities to select learning methods, which best suit, their needs.

WORKING WITH CHILDREN UNDER THE AGE OF 18

A Working With Children Check is a prerequisite for anyone in child-related work. It involves a national criminal history check and review of findings of workplace misconduct.

The result of a Working With Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring, and relevant new records may lead to the clearance being revoked.

All ATS trainers required to deliver training in schools will have a “Working with Children” check & number. A copy of their current certificate will be supplied prior to the commencement of training.

DECLARATION OF UNDERSTANDING

I _____
INSERT NAME

Declare that:

- I have read and understood the ATS Student Handbook.
- I understand my obligation responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline for the course in which I have been accepted
- I understand the options for national recognition and recognition of prior learning
- I have been advised of the nationally recognised qualification to be issued on successful completion of the course

Signed _____ Date _____

Course name _____

Start date _____

Instructor _____

Please return this signed sheet to your instructor before commencing study.