



EVERYTHING YOU
NEED TO KNOW

Student Handbook

*Find all the essential information,
resources, and support to help
you succeed throughout your
learning journey with us*



www.atcworksmart.com.au



1300 177 337

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Introduction

Thank you for considering training with ATC Work Smart.

ATC Work Smart is a Registered Training Organisation (RTO) registered with the Training accreditation Council WA.

ATC Work Smart aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, ATC Work Smart is bound to comply with the Standards for Registered Training Organisations (SRTOs). Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs.

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience.

Service Commitment

ATC WORK SMART is committed to providing quality training and assessment services to its learners.

We aim to:

- ❖ Provide training and assessment services that meet industry needs and trends
- ❖ Deliver high quality, innovative and engaging training
- ❖ Maintain a person-centred approach
- ❖ Foster relationships with our students, supporting them through their career;
- ❖ Provide flexible learning opportunities
- ❖ Provide a supportive, facilitative and open learning environment;
- ❖ Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience
- ❖ Ensure all training is continually monitored and improved
- ❖ Maintain a healthy and effective learning environment for students
- ❖ Produce competent and confident workers that benefit the community and industry

Student rights and responsibilities

ATC Work Smart conducts training courses at various venues to:

- suit student needs
- course type
- learning styles

The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. This two-way communication is essential for the successful completion of your studies.

ATC Work Smart regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. ATC Work Smart has policies and procedures in place for dealing with assessment malpractice, including:

- Cheating
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own will not be tolerated.
- Collusion
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- Plagiarism
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

Attendance and punctuality

Student attendance is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor. Should it be necessary for you to leave a session early, you must advise the trainer/assessor before the session commences.

Attendance in training is recorded each session. These records are required for both learning and health and safety reasons.

All sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent from class, it is your responsibility to inform ATC Work Smart and catch up on any work missed.

If you are going to be absent from a scheduled session, please advise your trainer/assessor or ATC Work Smart administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- 10 minutes duration for - Morning and afternoon tea breaks
- 30 minutes' duration for - Lunch breaks

Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. Students are expected to take responsibility for their own learning and behaviour during training and assessment. Capturing of images by still photography or videoing is prohibited during training unless prior permission is granted. Misconduct will not be tolerated.

Misconduct includes

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating ATC Work Smart property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

ATC Work Smart retains the right at all times to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor
- Inappropriate language and actions will not be tolerated
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory

Disciplinary Processes

ATC Work Smart may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a verbal warning. Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group
- Suspension from the training room
- Expulsion from the training room
- Expulsion from the Training course

Change of personal details

Students are required to ensure personal details recorded with ATC Work Smart are up to date at all times. Should your circumstances/details change please advise our Administration Officer. In particular, a phone contact is essential for health and safety reasons if you are not present when expected.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training sessions.

Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times suited to the training environment;
- Since you will be working in close proximity with others, care with your personal hygiene is requested.

Evaluation and Feedback

ATC Work Smart values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Student Support and Wellbeing Services

At some point during your training, you might feel uncertain about continuing your course. This is a common experience, and it's important to know that support is available to help you overcome any challenges you may face.

- You might feel this way for various reasons, such as:
 - The course doesn't feel like the right fit for you.
 - The level of difficulty feels overwhelming.
 - The workload seems unmanageable.
 - Financial difficulties are causing stress.
 - Personal challenges are affecting your ability to focus on your studies

We encourage you to talk to your Trainer or our Training Manager if you're feeling this way. We're here to help you explore options and find solutions. Some of the ways we can support you include:

- Providing additional learning support.
- Adjusting your workload to make it more manageable.
- Exploring a transfer to a course that better suits your needs.
- Helping you develop time management strategies.
- Connecting you with expert counselling and support services.
- Discussing financial assistance options, such as fee waivers for hardship

Read Write Now

Do you need help with your studies?

Do you want to improve your reading, writing, maths or basic computer skills?

The Read Write Now program offers free one-on-one help from trained volunteer tutors who teach according to individual circumstances and needs. Read Write Now operates in the Perth metropolitan area and regional centres Albany, Geraldton, Bunbury, Collie, Esperance and Katanning. Tutoring sessions are either face-to-face or online using services such as Zoom, WhatsApp, GoogleMeet, etc. Each session lasts approximately 1.5 hours.

Confidential 1:1 Tutoring:

- Improve your literacy skills in a private, safe environment.
- Gain new confidence to participate more fully at work and in everyday life.
- Focus on your needs using real-world materials and topics relevant to you.
- Experience success quickly with personalised tutoring resources

Flexible Learning:

- Work on goals related to your job or studies.
- Bring job-related paperwork or course notes to sessions.
- Tutors plan lessons using your materials to build reading and writing skills.
- Receive practice work to complete during the week

Read Write Now is not a traditional course—there are no set textbooks or exams. You and your tutor decide what to work on in each session.

If you are keen to be matched with a tutor, call them today on 1800 018 802.

Financial Information Service

A free service from Services Australia that can inform and educate you about financial matters.

They can explain how:

- financial products work
- a change to your personal circumstances may affect your financial situation, in the short and long term
- to find resources to help you with your financial matters.

This information can help you take control of your finances and make informed financial decisions.

You can contact a Financial Information Services Officer on 132300 or access their website for more information. <https://www.servicesaustralia.gov.au/financial-information-service>

EAP Assist

EAP Assist supports wellbeing with confidential phone counselling throughout Australia & overseas. The aim of counselling is to help resolve both study-related & personal issues before they adversely impact a person's mental health and performance.

Early help with a minor issue may prevent its development into a major one. These issues may include:

- Conflict with others
- Coping with change
- Relationships
- Marital and family problems
- Children and adolescents' mental health
- Anxiety, stress and depression
- Alcohol and substance misuse
- Grief and loss
- Crisis or trauma response
- Financial and legal

To request up to 5 sessions (Total of three hours) of telephone counselling from 9am – 9pm Monday to Friday go to Booking Form at: eapassist.com.au/booking-form/ , you will require an access code which is available on request from the Training Manager.

Health and safety

ATC Work Smart strives to ensure students are emotionally supported and remain productive and engaged. ATC Work Smart take reasonably practicable steps to develop and implement a systematic and consistent approach to the identification of hazards and management of risks to ensure that students and other persons are not exposed to health and safety risks.

Students responsibilities:

- Students are required to take reasonable care of their health and safety and that of any other person who may be affected by their activities. They are also required to comply with instructions and directions established to provide a safe and healthy environment
- Do not attend an ATC Work Smart premises if they are impaired by alcohol or illicit drugs inclusive of prescribed medications
- Take responsibility for the management of their own stress levels, ensuring they turn up fit for work in a state that enables them to conduct their studies in a safe manner
- Notify their trainer/assessor if they believe their ability to safely undertake their studies is impaired due to psychosocial hazards, inclusive of:
 - exposure to traumatic events or material

- high study demands
- conflict or poor workplace relationships and interactions
- poor support
- Report any risks to health and safety to your trainer/assessor, inclusive of:
 - violence and aggression
 - bullying
 - harassment, including sexual and gender-based harassment
 - hazardous physical environment

Tips to Help Take Charge of Your Wellbeing

Balancing your study commitments with the demands of everyday life can be challenging.

Your mental wellbeing is linked to academic success, so it's important to prioritise your health as well as your studies.

Here are some practical tips to help you manage your wellbeing, succeed in your studies and enjoy your time at the ATC Work Smart.

Stick to a routine

A well-structured routine will help you stay motivated while maintaining balance. A balanced lifestyle can significantly reduce stress and improve productivity.

A routine doesn't mean every minute of your life is scheduled. Instead, sticking to a routine means you're making conscious choices about how you spend your time, ensuring all aspects of your life receive attention.

Start by setting up a daily schedule, dedicating time to studying, socialising, relaxing, eating and sleeping. Consistency is important when it comes to staying on track and reducing stress, and balance is key to avoiding burnout.

Eat well, sleep well

Sleep plays a vital role in our daily functioning as well as our physical and mental health. A good night's sleep can improve your mental performance, mood, and energy levels, and decrease feelings of anxiety.

Adequate nutrition and hydration are also important for maintaining your energy and cognitive function throughout the day, so make sure you factor in time for lunch and for snacking between classes or study sessions.

Find what relaxes you

Studying can sometimes feel challenging, especially as assessment deadlines are approaching. Integrating mindfulness and stress-relief practices into your routine can help you manage stress effectively.

Explore different relaxation techniques to help you figure out what works best for you. You may find that yoga, walking in nature, reading, or listening to music helps you destress during a busy assessment period. Or perhaps you like to head to the gym or play a team sport to let off steam.

Dedicating a few minutes a day to meditation, mindful breathing exercises, or journaling can also be effective in grounding your thoughts and emotions, offering a sense of calm amidst what can feel like chaos.

Nourish your relationships

Healthy relationships have a positive impact on your mental health and overall wellbeing. Building a support network of friends, family, and mentors can provide you with encouragement and advice as well as emotional support during difficult times.

Surrounding yourself with meaningful and rewarding relationships with people who share your values and embrace your individuality can help you feel fulfilled outside of your studies.

However, all relationships experience ups and downs, and this can impact your general wellbeing. Having the freedom to express your thoughts, feelings and needs and being able to communicate well in your relationships is key to being able to resolve conflicts when they do arise.

Reach out for support

Remember, taking charge of your wellbeing does not mean going it alone. Refer to some of the support services mentioned earlier in this section.

Course Fees

ATC Work Smart has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

ATC Work Smart accepts various methods of payment for course fees. Payment for courses can be made in the form of direct deposit or EFTPOS.

Course fees are payable as per individual invoice and enrolments are considered tentative until payment is received. For government subsidised training the student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees. For more information, contact the Administration Officer for details relating to the funding source.

Cancellation and Transfers

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student Transfers

- Transfer to another "Course date" – Students are able to transfer to another course date, providing they make a request in writing a minimum of eight calendar days in advance. The transfer is subject to course availability.

- Transfer to another "Course" – Should a student wish to transfer to another course, they need to make the request in writing a minimum of eight calendar days in advance. The transfer is subject to course availability.
- Transfer to another "Delivery mode" – Should a student, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of eight calendar days in advance.
The transfer is subject to course availability.
Should a student wish to transfer to another delivery mode and does not provide written notice at least eight calendar days in advance, the student forfeits the full course fee.

Cancellation of courses

ATC Work Smart reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days.

Refund Policy

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

ATC Work Smart will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund
- b) With regard to all withdrawals, ATC Work Smart will firstly encourage a student to enrol on another course date, prior to processing refund applications
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form
- d) There is no refund applicable where a student has commenced their course/unit
- e) There is no refund to participants who do not obtain their qualification after assessment
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student
- g) ATC Work Smart does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student
- h) ATC Work Smart provides a full refund to all students, should there be a need for ATC Work Smart to cancel a course. In the first instance ATC Work Smart will (where possible) provide an opportunity for the student to attend another scheduled course
- i) If ATC Work Smart cancels a course, students do not have to apply for a refund. ATC Work Smart will process the refunds automatically

- j) Courses funded by the Department of Training and Workforce Development will be subject to DTWD published VET fees and Charges Policy
- k) Refunds for cancellation of enrolments in short courses (i.e. less than three days):
- Refunds for enrolments in individual classroom-based courses will be in accordance with the following table:

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing eight (8) calendar	100% of the course fee (paid by the student)
Student withdraws	days or more prior to the course commencement	Nil refund.
Student withdrawn from the	In writing within seven (7)	Nil Refund
course by ATC Work Smart	calendar days prior to the course commencement.	100% of the course fee (paid by the student)

- Qualifications/Accredited Courses

Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula:

Fee Type	Description	Fee
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$50.00 per qualification
Unit Fee – Fee for service	For all individual units commenced/attended/completed from within the qualification /Accredited	Full Unit fee payable by the student Nil Refund
Unit Fee – Training funded by Department of Training and Workforce Development	For all individual units commenced/attended/completed from within the qualification /Accredited course	As per DTWD VET Fees and Charges policy provided on enrolment. See statement of fees.
Unit Fee – Not Commenced	For all individual units not commenced/attended/completed from within the qualification /Accredited	Full Unit fee paid by the student is refunded

Course information

Unique Student identifier (USI)

A Registered Training Organisation can not issue a VET Qualification or VET Statement of Attainment to a student, unless the student has an Unique Student Identifier. To obtain a USI, simply visit www.usi.gov.au and follow the prompts.

A Unique Student Identifier is a reference number made up of ten (10) numbers and letters that:

- Creates a secure online record of an individual's recognised training and qualifications gained in Australia from all recognised training providers.
- It provides the student with access to all training records and transcripts.
- Can be accessed online, anytime and anywhere.
- Is free and easy to create and stays with you for life.

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Foundation Skills are essential skills that we need to successfully participate in society. The Australian Core Skills Framework (ACSF) identifies the five core skills of:

- Learning
- Reading
- Writing
- Oral communication
- Numeracy

These skills underpin vocational learning and skills development.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Performance evidence
- Knowledge evidence
- Assessment conditions
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, industry expectations, Government regulations, your qualifications and current experience. Evidence can take many forms, and you will be required to present more than, just one piece of evidence. Assessment tools that we will provide to you set out the exact requirements for evidence for each unit. Examples of evidence could include one or more of the following:

Specific assessments tasks set by your Assessor

- Observation reports

- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others in a team
- Do more than one thing at a time, e.g. perform the task and be aware of the health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information). Various assessment tasks /activities may be involved including, but not limited to:

- observation of performance
- assignments
- written activities
- written / oral questioning
- oral presentations
- workplace performance
- projects
- case studies
- role plays/ simulations
- demonstration of skills
- online assessments

- portfolio of evidence

Certification will only be given to students who successfully complete all assessment requirements for a course.

ATC Work Smart is required to meet stringent quality requirements in the conduct of all assessments. ATC Work Smart has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Recognition of Prior Learning / Credit Transfer

Recognition is the collective term and includes:

- Recognition of prior learning (RPL)
- Credit transfer (CT)

All students enrolling into qualifications are assessed on their suitability for recognition during the enrolment process.

ATC Work Smart aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

Assessment results

Students have access to their own learning records which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through our Training Manager. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Certificates

In general, four types of certificates are issued by ATC Work Smart. Certificates can only be awarded by ATC Work Smart in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Participation** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Participation, the student must have a satisfactory attendance rate.

Certificates will only be emailed to students at their nominated email address as provided on enrolment. The onus is on the student to ensure their address details are correct. For completion of qualifications It is ATC Work Smart's general practice to present your certificate to you in person.

Replacement Certificates

Students requiring replacement of lost or damaged certificates are required to lodge their request on the Replacement Certificate Request Form. Replacement of certificates are subject to the following fees:

- Replacement of Qualification Certificate and Transcript (Cost \$50.00)
- Replacement of Statement of Attainment (Cost \$20.00)

Course Delivery

ATC Work Smart ensures the following resources are in place

- Trainers and Assessors qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry
- Course materials appropriate to the methods of delivery and assessment requirements
- All necessary copyright authorisations
- Appropriate equipment and facilities

Training and assessment methods used by ATC Work Smart meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

ATC Work Smart offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for courses may include classroom (face-to-face) environment, workplace based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Student Records

ATC Work Smart maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure student management system. Only those ATC Work Smart personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact our Administration Officer.

Access and Equity

As an equal opportunity employer ATC Work Smart promotes employment and training opportunities for minorities, women, individuals with disabilities and those that are socially, economically, geographically and educationally disadvantaged. ATC Work Smart promotes, encourages and values equity and diversity with regard to employees and students.

Employment decisions are based only on job requirements. These efforts apply to all employment and training actions, including but not limited to recruitment, selection, hiring, promotion, training and compensation.

Specific to training services

ATC Work Smart is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs).

ATC Work Smart is committed to providing flexible learning and assessment options, allowing Students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals. ATC Work Smart will ensure:

- all policies and procedures incorporate access and equity principles
- all students have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction
- all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation
- all students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.
- at enrolment, students will be asked to identify personal needs or circumstances that may exist and for which they may require additional support

- all Students are given fair and reasonable opportunity to attend and complete, whilst providing suitable access to facilities and resources
 - providing appropriate support services
 - providing appropriate complaints procedures
 - raising student awareness of equity issues

Language, Literacy and Numeracy

- Each Training Package sets a minimum requirement in language, literacy and numeracy skills of students, with which ATC Work Smart must abide
- ATC Work Smart makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment
- Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, ATC Work Smart will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study

Special Needs/Considerations

Students intending to enrol for training with ATC Work Smart are requested prior to enrolment to advise ATC Work Smart if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.

- Students are encouraged to discuss with ATC Work Smart any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies
- ATC Work Smart, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Students' learning. However, no compromise to the integrity of the assessment against competency will be allowed
- Students with disability are required to have the ability to fulfil the core requirements of the units of Competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented

Complaints and Appeals

The Complaints and Appeals process is designed to achieve the following goals:

- To recognise the right of a students to make a complaint or appeal.
- To provide procedures for addressing and resolving complaints and appeals speedily, in accordance with principles of natural justice, in a confidential manner and with

the involvement of all those about whom complaints are made.

- To provide for prompt resolution at the level at which most complaints or appeals are likely to arise while providing for independent mediation and conciliation should the matter not be resolved at the first level.
- To encourage all staff to process improvements where necessary to remove the possibility of repetition of similar complaints.
- To focus on continuous quality improvement.

Complaints

This process is relevant to complaints received about:

- Services and processes provide by ATC Work Smart
- Trainers and assessors working at ATC Work Smart
- Other ATC Work Smart staff members
- Other students

Appeals

This policy is also relevant to appeals received about:

- Assessment outcomes/results
- Entry into courses
- Response to a complaint
- Other general decisions made by ATC Work Smart

Procedure

1. Informal Resolution

All parties are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) involved to deal with the issue before it becomes a formal complaint.

2. Lodge a Formal Complaint or Appeal

Where a complaint cannot be resolved informally by discussion and mediation, parties may lodge a formal complaint or appeal with ATC Work Smart's Quality Assurance Team.

A formal complaint or appeal may be made in writing to the Quality Assurance and Risk Manager via email to compliance@atcworksmart.com.au

Appeals must be made within ten (10) business days of the decision that is being appealed was made.

3. Acknowledgement

The Quality Assurance and Risk Manager will acknowledge the complaint or appeal in writing within five (5) business days of it being received.

4. Investigation

Complaints and General Appeal

The Quality Assurance and Risk Manager will investigate the complaint and discuss the nature of the issue with relevant parties and attempt to resolve the problem through discussion and conciliation.

Assessment Appeal

The Quality Assurance and Risk Manager will investigate the appeal and assign personnel to assess the appeal. They will ensure that these personnel are independent of the original outcome decision. You may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal.

5. Outcome

The Chief Executive Officer will then provide you with an outcome or update in writing. This will occur within ten (10) business days of the complaint being made. It will include information and processes concerning your right to appeal the proposed solution and request for an independent adjudicator. Should ATC Work Smart consider more than sixty (60) calendar days are required to process and finalise the complaint or appeal, ATC Work Smart will:

- a) inform you in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update you on the progress of the matter.

Third-Party Adjudicator (if required)

If an appropriate outcome cannot be reached internally, ATC Work Smart acknowledges the need for an independent adjudicator to mediate may be required.

The independent adjudicator will be engaged by either ATC Work Smart or the complainant as required, and associated costs will be communicated prior to the engagement of the independent party.

Appealing an Outcome Decision

Parties can appeal the outcome of the complaint or appeal if you are unhappy with the decision made. This needs to be made in writing within ten (10) business days of the outcome being communicated to you, following the steps listed above.