TRAFFIC CONTROLLER AND TRAFFIC MANAGEMENT COURSE INFORMATION FOR STUDENTS

TRAINING FOR YOUR SAFETY

ASSOCIATED TRAINING CONSULTANTS
Registered Training Organisation - no 21118

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# Table of Contents

1. Introduction ........................................................................................................... 3
2. Information for Students ....................................................................................... 3
3. Student Attendance and Behavior ........................................................................... 3
4. Complaints and Appeals .......................................................................................... 4
5. Enrolment Process .................................................................................................. 7
6. Unique Student Identifier Privacy Policy .............................................................. 8
7. Assessment Procedure ............................................................................................ 10
8. Extensions to Assessments ....................................................................................... 10
9. Language Literacy and Numeracy .......................................................................... 10
10. Recognition of Prior Learning (RPL) & Credit Transfers ...................................... 11
11. Victorian Student Number (VSN) .......................................................................... 11
12. Support Services .................................................................................................... 12
13. Student Safety ......................................................................................................... 12
14. Accidents & First Aid ............................................................................................. 13
15. Sexual Harassment ................................................................................................. 13
16. Plagiarism and Cheating ....................................................................................... 13
17. Intellectual Property Rights .................................................................................... 14
18. Access and Equity .................................................................................................. 15
19. Student Attendance ............................................................................................... 15
20. Mobile Phones ....................................................................................................... 15
21. Occupational Health and Safety ............................................................................ 15
22. Privacy - Disclosure of Personal Information ....................................................... 16
23. Student Dress Code ............................................................................................... 16
24. Evacuation Procedure ........................................................................................... 16
25. Applicable Legislation .......................................................................................... 16
26. Commitment by Associated Training Consultants ............................................... 17
27. Refund Policy ......................................................................................................... 17
28. Issuing of Qualifications and Statements of Attainment ....................................... 18
29. Fees, Charges and Refunds .................................................................................... 18
1. Introduction

Associated Training Consultants (ATC) is a Registered Training Organisation, RTOID 21118, delivering both nationally recognised and non-accredited certificate training programs for people considering employment or already working in industries where traffic management is a requirement for their work or event activities. ATC was established in 1988 and is a recognised leader in traffic control training.

ATC works within the VET Quality Framework and the requirements of the Australian Skills Quality Authority. ATC maintains compliance with this framework at all times.

ATC Traffic Control training has been recognised as the best and most practical training by many Contractors, Companies, Councils and Regulatory Authorities throughout Australia. All training courses are presented by Certificate IV in Training and Assessment qualified trainers and can be delivered at the ATC facility or, for groups of trainees, at the client's location.

Please ensure that you read and understand this Student Information Handbook prior to commencing your course and if you have any questions relating to any of the items in this handbook, please contact the ATC office or your trainer to assist you further.

2. Information for Students

The ATC office hours are from 8.30 am to 4.30 pm Monday to Friday.

All correspondence should be sent to:

Email: training@atoprograms.com.au or

Mail: P.O. Box 8159, Croydon, Victoria 3136.

3. Student Attendance and Behavior

Students are required to follow all ATC rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the ATC office) if they are unable to attend a training session for any reason.

Students are also required to adhere to the ATC academic rules. If a student is found to have acted in a way that ATC deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.
4. Complaints and Appeals

Informal process:

Where possible all non-formal attempts shall be made to resolve the complaint. Associated Training Consultants (ATC) encourages open communication and an environment of trust. Therefore, any individual with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually. All informal complaints must be emailed to the Office Manager. The Office Manager will determine and ensure that the appropriate action will be taken if necessary. Any staff member can be involved in this informal process to resolve issues but if the individual wishes to place a formal complaint, then the following process must be followed.

Formal Complaints:

Any individual may submit a formal complaint to ATC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party mediator.

Any individual who wishes to submit a formal complaint can do so by completing the ATCF18 Complaint Form, which may be obtained along with this procedure from the ATC office.

All formal complaints must be submitted to the Office Manager and contain as much detail as possible including:

- Date complaint was submitted;
- Name of complainant;
- Nature of complaint;
- Date of the event which led to the complaint; and
- Attachments (if applicable).

Once a complaint has been received, the information will be inserted into the ATCF22 – Complaints and Appeals Register spreadsheet, which is monitored daily by the Office Manager. The information to be inserted and retained on the register includes:

- File number;
- Date received;
- Referred to for action;
- Reviewed by the Managing Director; and
- Date file closed.

The individual has the right to be accompanied by any person of their choice during the complaints or appeals process.

Once a complaint has been logged in the ATCF22 - Complaints and Appeals Register by the Office Manager, the Managing Director will be notified of the complaint and will be provided with all relevant documentation related to the matter. The Office Manager will notify the complainant, in writing, that their complaint has been received and is being addressed.

The Office Manager and Managing Director shall then refer the matter to the appropriate staff member or members to resolve, or must make a decision regarding the complaint within 20 working days.

Once a decision has been reached, the Office Manager is required to notify all of the relevant
parties involved of the decision and outcome which is to be concluded in writing immediately. Within the notification of the outcome, the individual will be advised that they have the right to appeal the decision made by ATC. Complainants will be referred to the appeals procedure as outlined below.

The Office Manager will ensure that ATC will act immediately on any substantiated complaint. If the internal or external complaint handling or appeal process results in a decision that supports the complainant, ATC must immediately implement any decision or corrective and preventative action that are required and advise the appellant of the outcome.

Copies of all documentation, outcomes and further action required will be placed on the ATCF22 - Complaints and Appeals Register by the Office Manager and on the students file, if the complaint or appeal is made by a student.

**Appeal Process**

If the complainant is not satisfied with the outcome from the formal complaint, then they have the right to appeal the decision made by ATC where reasonable grounds can be established.

The areas in which an individual may appeal a decision made by ATC may include:

- Assessment results;
- Deferral, suspension or cancellation decisions made in relation to a student’s enrolment; or
- Any other decision that is made after a complaint has been dealt with by ATC in the first instance.

To activate the appeals process, the appellant must submit an appeal application by completing the ATCF18 Complaint Form which they can obtain from ATC by calling (03) 9879 7422. All appellants will be notified in writing of the receipt of their appeal and of its progress.

The appellant needs to provide a summary of the grounds that the appeal is based on and the reason why they feel that initial decision made is unfair within 20 working days from the time they received the outcome for their initial complaint. Help and support with this process can be gained from the Office Manager.

Once the appeal has been received, the Office Manager and Managing Director will then determine the validity of the appeal and where necessary organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The Managing Director must ensure that the appeal reaches a conclusion within 20 working days.

The Managing Director will ensure that ATC acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and processed accordingly:

1. General Appeal
2. Assessment Appeal
3. External Appeal
General Appeals

Where an individual has appealed a decision or outcome of a formal complaint they are required to notify ATC of their appeal within 20 working days from the time they received their initial outcome of their complaint.

The appeal should be lodged through the Office Manager who will ensure that the details of the appeal are documented on the ATCF22 - Complaints and Appeals Register.

The Managing Director and Office Manager will review the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

The appellant shall be notified in writing within 20 working days from the initial lodgement of the appeal of the outcome with reasons for the decision, and the ATCF22 - Complaints and Appeals Register will be updated. The appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

Assessment Appeals

If a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student’s satisfaction the individual can formally lodge an appeal by completing and submitting the ATCF18 Complaint Form to the Office Manager who will document the information in the ATCF22 - Complaints and Appeals Register.

The Office Manager shall seek details from the assessor involved and any other parties. A decision shall be made regarding the appeal either indicating that the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another assessor appointed by ATC.

The student will be notified by writing within 20 working days from the initial lodgement of their appeal regarding the outcome with reasons for the decisions, and the ATCF22 - Complaints and Appeals Register updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

External Appeals

If the appellant is still dissatisfied regarding the outcome of the appeal that ATC has provided, they may wish to refer the matter to an external, independent or third party mediator.

Appeals can relate to assessment decisions and they can also relate to other decisions such as the decision to exclude a student from a program. Appellants should be encouraged to resolve complaints and appeals through ATC complaint mechanism.
If the appellant is not satisfied by the complaints and appeal outcome, they can contact:

4/456 Lonsdale Street
Melbourne Vic 3000
Telephone: 03 9603 8370
Toll free: 1800 658 528
Email: dscv@justice.cic.gov.au

This final stage will be addressed within 30 days.

Outcomes from the DSCV mediation in relation to a grievance will be implemented immediately.

Any costs incurred to ATC associated with any appeals process will be borne by the appeal applicant.

Complaints or Appeals Processes Longer Than 30 Days

In the rare event that a complaint or appeal takes more than 30 days to finalise, the Office Manager will ensure that the complainant or appellant is provided with an update on progress, in writing, no less than once in every 10 days. This update will include an explanation of why the complaint or appeal is taking as long as it is to finalise.

This will continue until the complaint or appeal is resolved.

5. Enrolment Process

Acceptance to any ATC training courses will be conditional on receipt of a competed enrolment form and payment of the required fee for the course or for Companies that have made prior arrangement, by means of the providing of a purchase order number.

Written confirmation of your enrolment will be provided prior to you commencing your course.

By enrolling for a course you agree to allow ATC to collect information that is true and correct regarding you and your studies. By providing the information on the enrolment form you agree to ATC collecting the information that meets with State and Federal regulatory requirements.

Completion of the Enrolment Form is compulsory for all students. All sections and questions must be completed prior to your enrolment being accepted.

Enrolment information is stored electronically with the original copy filed appropriately in accordance with regulatory requirements. ATC respects student privacy and treats all information in strict confidence in accordance with the ATC privacy policy.

From 1 January 2015, ATC can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at http://www.usi.gov.au/create-your-USI/ on computer or mobile device.

Students should understand that they may receive a National Centre for Vocational Education Research (NCVER) student survey.

Personal Information disclosed to NCVER may be used or disclosed for the following purposes:
• Issuing Statements of Attainment or qualification, and populating authenticated VET transcripts;
• Facilitating statistics and research relating to education, including surveys;
• Understanding how the VET market operates, for policy, workforce planning and consumer information; and
• Administrating VET, including program administration, regulation, monitoring and evaluation

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au)

6. Unique Student Identifier Privacy Policy

If you do not already have a Unique Student Identifier (USI) and you want Associated Training Consultants (ATC) to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf ATC will provide to the Registrar the following items of personal information about you:

• Your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
• Your date of birth, as it appears, if shown, in the chosen document of identity;
• Your city or town of birth;
• Your country of birth;
• Your gender; and
• Your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General’s Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver license, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask ATC to make an application for a student identifier on your behalf, ATC will have to declare that ATC has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that ATC has given you the following privacy notice:
You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- Is collected by the Registrar for the purposes of:
  o Applying for, verifying and giving a USI;
  o Resolving problems with a USI; and
  o Creating authenticated Vocational Education and Training (VET) transcripts;
- May be disclosed to:
  o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    ▪ The purposes of administering and auditing VET, VET providers and VET programs;
    ▪ Education related policy and research purposes; and
    ▪ To assist in determining eligibility for training subsidies;
  o VET Regulators to enable them to perform their VET regulatory functions;
  o VET Admission Bodies for the purposes of administering VET and VET programs;
  o Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  o Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  o The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  o Researchers for education and training related research purposes;
  o Any other person or agency that may be authorised or required by law to access the information;
  o Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
  o Will not otherwise be disclosed without your consent unless authorised or required by or under law.

**USI Privacy policies and complaints**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar on email usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- A failure by us to destroy personal information collected from you only for the purpose of applying for or verifying a USI on your behalf.
7. **Assessment Procedure**

There are several methods of assessment used by the ATC Assessors to assess students undertaking courses. These may include but are not limited to the following:

- Written assessments – such as:
  - Tests held during training sessions.
  - Assignments to be completed during sessions, in your workplace or in your own time.
- Verbal Questions – your assessor will ask you questions whilst you are attending a training course.
- Employer reports - This uses information from your managers or supervisors who have been working with you and observing your on-the-job skills and ability.
- Class exercises that include simulations and full scale practical activities.

**Outcomes of Assessment**

For each unit of competency, you will be assessed as being either:

- Competent (C), or
- Not Yet Competent (NYC)

If you advised of receiving a NYC assessment you will be assisted further and provided opportunities to improve your knowledge, skills and abilities and offered another opportunity for reassessment at a mutually convenient time.

**Special Consideration for Assessment**

Should you have circumstances that you believe will have an impact on your ability to complete any assessment in a timely manner or that you may require extra support to complete the required assessment, we would encourage you to advise your trainer and request additional support services. Your request should be support by evidence, i.e. doctor’s certificate or the like.

ATC will provide support services when requested by students to assist them to achieve the required outcomes of their chosen course.

Your request will be discussed with you and may be referred to the ATC Management for further consideration of the requested assistance and the path that the assistance should take. You will be advised in writing of the outcome of the request.

8. **Extensions to Assessments**

If circumstances beyond your control are likely to prevent you from completing an assessment by its due date, you are requested to contact your trainer to discuss the matter as soon as possible. You may be required to submit a written request for an assessment extension.

All requests for assessment extension must be received no later than five working days prior to the assessment due date and provide evidence, if requested, to support the request to enable an appropriate review of the request to be undertaken. The granting of the extension request will be at the discretion of the ATC Trainer and can only be granted once per assessment task.

9. **Language Literacy and Numeracy**

ATC recognise that the training courses that they provide may require skills in language literacy
and numeracy (LLN) that will enable them to:

- Read and understand text sections and write a range of short texts in differing contexts to which they may apply.
- Use English language and respond to discussion and terminology during the course subject matter that relates to the work and industry environment you are studying.
- Undertake different mathematical calculations that may or may not require the use of calculators.

Some courses may require completion of a specific Language, Literacy and Numeracy assessment prior to enrolment/course commencement. You will be notified if an LLN assessment is required and arrangements will be made for completion and submission.

Please advise ATC if you have specific Language, Literacy and Numeracy learning requirements that may have an impact on your participation in your enrolled course. ATC will make reasonable efforts to modify the delivery and assessment processes to support your participation.

10. Recognition of Prior Learning (RPL) & Credit Transfers

Competency-based training places emphasis on the workplace application of attained knowledge and skills, not the amount of time spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by ATC. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

An ATCF06 Request for Recognition of Prior Learning form must accompany the student enrolment form to enable ATC to assess the student’s entitlement to RPL.

Course participants applying for RPL must provide evidence to the satisfaction of ATC. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Other information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

11. Victorian Student Number (VSN)

As of January 2011, Students under the age of 25 years, who have been issued with a Student Identification Number (VSN) at School, are required to supply this identifying number to any RTO delivering further training to them. This Number is required for updating of the Victorian Student Register (VSR) with all Training undertaken by the Student.

If you have a VSN, please ensure that you include this on your enrolment form when enrolling on any course with ATC.
12. Support Services

Being a student may be exciting to some, but it can also be challenging to others. All ATC staff can be approached to gain advice on academic and personal issues. Staff at ATC will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by ATC has the responsibility to provide support to all students, ATC has nominated a Staff Member who is available to all students. The Staff Member can be contacted on (03) 9879 7422 between the RTO business hours of 9.00 am – 5.30 pm and an appointment will be arranged with the Staff Member and the student to discuss any support required.

ATC can provide a referral service to organisations that may assist students with some of their needs. The services that ATC can refer students to are:

- Workplace English Language and Literacy Program (WELL): Phone: 133 873 - Adult Migrant English Program (AMEP): Phone: 131 881
- Adult Multicultural Education Services, Australia (AMES): Phone: 13 26 37
- Relationships Australia Employee Assistance Programs: Phone: 1300 364 277
- Lifeline: Phone: 13 11 14
- Beyond Blue: 1300 22 46 36
- Migrant resource centre (The student will be provided the details of the organisation that is close to their residential area)

In the case of an emergency the student should contact ‘000’ via telephone to report the emergency to appropriate authorities.

We will provide relevant learning support to students through a combination of:

- Mentoring by the trainer
- Assistance with language, literacy and numeracy issues (e.g. help student to find an appropriate course of study, or ascertain whether the government can provide learning assistance to the student)
- Disability support (e.g. specialist trainers or training scheduling)
- Telephone and email support for students engaged in flexible delivery programs

The extent of the support services that we provide will depend on our clients’ needs and our capacity to provide these services at the time of the requirement. If you are interested in accessing additional support, please speak to an ATC staff member at the time of enrolment. Alternatively, if you let us know on your enrolment form that you have barriers to learning or additional needs then we’ll contact you to discuss how we might be able to help.

13. Student Safety

The RTO has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from ATC it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

**Student Safety Tips**

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
• Avoid confrontation - it is better and safer to walk away if you are being provoked.
• If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
• At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
• Have your keys ready well before you reach the door of your car or house.
• If you are going away, tell someone you trust where you are going and when you will be back.
• If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
• If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
• Check the time of the last train, bus or tram home to avoid being stranded at night.
• Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

14. Accidents & First Aid

If you need help in the event of an accident or first aid requirement, the ATC staff are trained in first aid.

A first aid kit is located in the office or the kitchen of the ATC facility.

Please note that any forms of pain killers or other medication will not be provided by ATC staff, however you can supply your own if required.

Any accidents, incidents, injuries or near misses must be reported to your staff member or trainer on the day of your course.

15. Sexual Harassment

It is unlawful for anyone to sexually harass another person in any place of employment, accommodation, education and or in the provision of goods or services. Sexual harassment includes any unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual basis. Verbal and physical conduct can include jokes, words or gestures in which the offender creates an offensive or undesirable environment.

ATC is committed to a training environment where sexual harassment is not tolerated. If you feel that you have been subjected to such harassment you should contact your Trainer, the RTO Manager and or lodge a complaint via the Complaints and Appeals process, details are available within this document.

16. Plagiarism and Cheating

Students at ATC are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and or cheating.

Definitions:
Plagiarism:
Is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings were created by another person.
Specifically, it occurs when:
- Other people's work and or ideas are paraphrased and presented without a reference.
- Other students' work is copied or partly copied.
- Phrases and passages are used verbatim without quotation marks and or without a reference to the author or a specific web page.

Cheating:
Acting dishonestly or unfairly in connection to an assessment conducted by the RTO.
Academic misconduct is considered a serious offence at ATC. For students who have been deemed to intentionally plagiarise or cheat. It may result in being suspended, or permanently removed from the course.
To avoid plagiarism and or cheating and its penalties, students are advised to note the following:
- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.
All students have access to the ATC rules regarding student discipline, and a copy can be produced by the ATC Office at any time upon request.

17. Intellectual Property Rights
ATC recognises the intellectual property rights of any person who produces written or graphical work that is deemed to be their doing and for them to exercise their rights being reserved under the Copyright Act 1968 (Commonwealth).
Copyright and intellectual property laws protect any material and information produced and presented by ATC as a part or whole of the training programs presented. No part of any material may be on-sold, reproduced, retransmitted, copied or altered in any form or by any means, electronic or mechanical, including photocopying, without written permission of the Managing Director of Associated Training Consultants.
No Student or Company employing any ATC Student may assume any rights to any intellectual property of Associated Training Consultants at any time.
ATC does not permit the following actions or activities:
- Taking photographs or filming other participants or staff without their permission.
- Recording conversations or Trainers presentation without permission.
- Copying, distributing or on-selling of course material without written permission of ATC.
18. Access and Equity

All ATC staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. ATC has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to Complaints and Appeals above).

ATC acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Copyright Act, 1968 (Commonwealth)

All legislation can be accessed at: www.comlaw.gov.au

ATC fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All ATC staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by an ATC Representative, please contact the Managing Director on (03) 9879 7422.

19. Student Attendance

Upon arrival at your course you are required to register before the training can commence. It is your responsibility to ensure that you arrive on time each day you are required to attend training.

Arriving late on any day for a training course may result in your exclusion from the course without refund of any fees paid.

If you are unable to attend your course for any reason please contact the ATC Office as soon as possible to discuss your absence on (03) 9879 7422.

20. Mobile Phones

Please ensure that your Mobile Phone is switched off or switched to silent ringing mode prior to entering your training facility for your course. Respect for other students and the Trainer undertaking the course will ensure the best outcome for all who attend the training and mobile phones can be disruptive and a major distraction to others.

21. Occupational Health and Safety

ATC complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students or employees. This will mean that all students must follow all safety rules, procedures and the instructions of their trainer while in attendance at any ATC or Company...
22. **Privacy - Disclosure of Personal Information**

In accordance with our privacy procedures, we are committed to protecting the privacy and personal information of all of our students. Except as required under the VET Quality Framework, government contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

A copy of the ATC approach to privacy is available upon request.

23. **Student Dress Code**

ATC policy requires that all students are dressed in clothing and Personal Protection Equipment (PPE) as necessary for the particular course that they are undertaking. For safety reasons some courses will require specific clothing and footwear when undertaking outdoor activities and practical work.

You will be notified of your course requirements when this is necessary.

24. **Evacuation Procedure**

In the event of a fire or other emergency requiring evacuation, a loud horn will sound. In response students and staff must vacate the building and expeditiously proceed to the Emergency Evacuation Assembly Area, as indicated by the ATC Trainer prior to commencement of the training course.

The Trainer will bring the attendance record and check that all students are accounted for. Students are required to remain at the Emergency Evacuation Assembly Area until advised to move by the Trainer.

25. **Applicable Legislation**

ATC complies with all State and Commonwealth legislation including but not limited to:

- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- Sexual Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Equal Opportunity Act 1995 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Work Health and Safety (National Uniform Legislation) Act 2014 (NT)

As a fee paying student of ATC you will also be required to comply with any applicable sections of the law.
26. Commitment by Associated Training Consultants

ATC is committed to providing a learning environment that is free from discrimination, harassment and bullying. Our policies aim to ensure all staff and students take responsibility for creating an environment which fosters mutual respect.

Any student that experiences harassment, bullying or other inappropriate behavior has the right to have such behavior stopped. We request that any incidents of harassment, bullying or other inappropriate behavior be reported to the relevant Trainer via the Management of ATC using the Complaints and Appeals procedure.

ATC is fully responsible for the quality of the training and assessment services provided to you, no matter who it is that actually performs the training. Even if ATC partners up with another individual or company for the purposes of providing training (which ATC does not currently do) we still remain responsible for the services which you receive. To provide us feedback, act as a reference for us, to raise a question or even to make a complaint you are always able to access our feedback processes through ATC administration.

27. Refund Policy

ATC is committed to a refund policy that is prompt, accessible, commercially fair and reasonable and easily understood by students and clients.

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where documented evidence can be successfully provided to support the Student’s circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Director and shall be assessed on a case by case situation.

Course cancellation

In the event of a training course being cancelled by ATC, all students enrolled in the course will be offered the option of their enrolment being transferred to a subsequent course or a full refund of any money paid. Refunds will be made by bank transfer of the amount for the fee payment received.

This policy will apply even if the course is cancelled because ATC or a partner of ATC ceases trading. ATC maintains a special bank account to ensure that it can provide refunds to any student who is entitled to one, so you can enroll in your course confident that you will be taken care of.

Course withdrawal:

Individual students or organisational clients who withdraw from a course with more than 7 business days’ notice of course commencement will receive the balance of their course payment
after a $75.00 administration fee has been deducted. Refunds will be made by bank transfer of the amount for the fee payment received.

Individual students or organisational clients who withdraw from a course with less than 7 business days' notice from course commencement will receive refund of 50% of the course fees. Alternately the student may request that a subsequent course be offered within 2 months to take up the full amount of the course withdrawn from after a re-enroll fee has been paid.

There will be no refunds paid for students who withdraw from any ATC course less than 24 hours before the course commencement time or after the course has commenced. Refunds will not be paid when students fail to attend any day of a course for which they are enrolled in.

28. Issuing of Qualifications and Statements of Attainment

ATC is responsible for using nationally recognised Qualifications or Statements of Attainment to students who have earned them. To receive a Statement of Attainment:

1. Students must provide a valid USI prior to their Statement of Attainment being issued.
2. Students must have successfully completed all relevant assessments for each Unit of Competency to be included on Statement of Attainment.
3. All relevant documentation must be forwarded to ATC to be verified, recorded and filed accordingly.
4. The Administration Staff will confirm successful completion and generate the qualification/certificate and relevant transcripts.
5. Statements of Attainment to be signed by the Managing Director or Training Director.
6. Statements of Attainment shall be prepared for delivery either by hand or by post.
7. Timeframe for receiving the statement of attainment is within 2 weeks or sooner where possible after the student has been marked as competent.

29. Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our Course Fee Schedule.

Fees (other)

- Written test re-schedule fee $ 80
- Practical re-sit or re-schedule fee $ 80
- Written assignment late submission fee $ 80
- Course transfer fee $ 25
- Re-enroll fee $ 25
- Manual re-print fee $ 25
- Replacement of Documentation Statement of Attainment and/or Academic Transcript $25
- Certificate reprint $30

We would like to thank you for enrolling in an Associated Training Consultants course. we trust that you will enjoy the learning experience and look forward to your feedback and your return for refresher training or other courses in the future.