

Asset Training Australia

STUDENT HANDBOOK

Version 3.0

Contents

MESSAGE FROM THE MANAGING DIRECTOR	2
About Asset Training Australia.....	3
Quality Outcomes	3
Course Information	4
Enrolment / Admission	4
Change in Situation	5
Anti-Discrimination	5
Access and Equity.....	5
Language Literacy and Numeracy.....	5
Course Fees.....	6
Refunds	6
Financial Matters relating to Franchises and Training Partners	7
Educational Standards	7
Recognition of Prior Learning (RPL)	8
Credit Transfer	8
Attendance at Workshops and/or Training Sessions.....	9
Personal Presentation.....	9
Student Behaviour	9
Completion of Learning Requirements.....	10
Keeping a Copy of Your Work	10
Competency Based Training and Assessment	10
Distance Learning.....	11
Evaluation of Training	11
Assessment Appeals.....	11
Student Concerns and Complaints.....	11
Privacy.....	12

MESSAGE FROM THE MANAGING DIRECTOR

One of the many strengths of Asset Training Australia is the commitment of all our staff and partners to deliver quality training and assessment services to our clients.

We are proud to offer a professional and supportive environment for our clients to develop the skills and knowledge they require in order to achieve their goals. Our training facilities and resources are maintained at an appropriate standard to ensure that our clients are equipped with the necessary tools to learn effectively.

Our Training and Assessing staff are industry professionals with extensive experience in their chosen field. Their technical knowledge of the subject matter combined with their relaxed yet thorough training style makes it easy for any client to comprehend the lessons.

To support our management systems and ensure that our clients consistently achieve high quality outcomes, we have developed a number of policies and procedures that explain our obligations and expectations. This student handbook contains a selection of those policies and procedures that will assist our clients as they prepare to undertake one of our training programs.

I trust that the information contained in this handbook is beneficial and extend my personal appreciation, as well as that of my training team, to you for choosing Asset Training Australia to assist with your training needs. We look forward to your productive feedback to ensure that our services meet your expectations.

Mark Costello JP (Qual)
Managing Director

About Asset Training Australia

Asset Training Australia is a rapidly growing Registered Training Organisation (RTO) with its head office in North Lakes, Queensland. Our RTO consists of a professional network of trainers, assessors and consultants dedicated to providing you with innovative practical solutions to meet your training needs.

We offer training across a diverse range of industries with substantial expertise in the fields of Business Management, Security Operations, Risk Management, Training and Education, Traffic Management, First Aid and Outdoor Recreation. Similarly our training is available to a diverse range of people including job seekers, existing workers and those who wish to participate in training for personal interest.

Our programs are planned and executed in conjunction with both industry and Government initiatives to achieve the highest possible outcomes in terms of student skills and employment opportunities.

Quality Outcomes

All of Asset Training Australia's courses are Nationally Recognised in the Australian Qualifications Framework (AQF). Our courses have been designed to measure your skills against these nationally accredited standards.

This means that when you successfully complete your course you will be entitled to the award of a Statement of Attainment or a Qualification.

Our training programs are structured with specific content and goals. The units of competency that make up our qualifications are selected to lead to the best possible outcomes.

Course Information

Before enrolling in one of our courses or training programs, you should read the course outline which provides information on:

- Course purpose and goals
- Course or training program length
- Course or training program content
- Opportunities for Recognition of Prior Learning
- Fees (where appropriate)
- Entry requirements for the course
- Training and Assessment Methods
- Qualification to be issued on successful completion
- Industry Licensing requirements (where applicable)

You should also become familiar with the content of this handbook as it outlines many of the policies and procedures relevant to your enrolment and attendance at our courses.

Enrolment / Admission

In order to enrol in a training program with Asset Training Australia you must confirm that you are eligible, complete a Registration Form, provide photo identification and pay the course fees.

If your course is being funded by an employer or employment support provider, we require written confirmation of this as part of the enrolment process. If the course is being funded under a Payment Plan or a Government funded program we must receive written approval of your funding as part of the enrolment process.

Once you have completed all of the above requirements you will be provided with a Confirmation of Enrolment letter/email from our office.

Change in Situation

Students must advise Asset Training Australia in writing of any changes in their personal details.

Anti-Discrimination

Asset Training Australia supports equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. We will not show favouritism in any area to any student.

If you feel that you have been the subject of discrimination please refer the matter immediately to the Managing Director.

Access and Equity

Asset Training Australia has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all Asset Training Australia staff to ensure the requirements of the access and equity policies are met at all times.

Language, Literacy and Numeracy

The level of a person's language, literacy and numeracy skills can affect their ability to participate in our training programs however it does not necessarily exclude them from completing the course. Each course has different requirements and anyone who feels they may have difficulty should discuss this with their trainer.

If requested, Asset Training Australia can conduct a simple language, literacy and numeracy assessment to determine the person's suitability prior to commencing the course. This may be in the form of a written assessment, face-to-face or telephone interview.

Course Fees

Our fee structure has been determined based on substantial market research and consultation to ensure that we offer fair rates for the quality of our services. The fee schedule cannot be changed by our staff without the approval of our Managing Director who will consider requests for discounts on a case-by-case basis.

Generally discounts will be offered for group bookings of more than 5 people and for students that enrol in multiple courses. The value of the discount will vary depending on the course(s) being undertaken and the number of students.

Course fees are required to be paid prior to or on commencement of the course unless a Payment Plan, Government funding or 30 day account (employers and employment service providers only) has been approved.

Refunds

Course fees paid in advance will be refunded if the student withdraws from the course and provides written notice at least 5 business days prior to commencement.

Refunds will be considered on a case-by-case basis at the discretion of the Managing Director if a student withdraws from the course and provides written notice less than 5 business days prior to commencement.

No refunds will be paid after commencement of the course.

Clients are deemed to have commenced the course when the enrolment process has been completed and the client has been issued with learning and / or assessment materials.

Financial Matters relating to Franchises and Training Partners

Asset Training Australia has formed partnerships with a number of other businesses who may operate as a franchise or training partner. These businesses have agreed to comply with our policies and procedures, including but not limited to our Refund Policy.

Franchise branches and Training Partners may at their discretion alter their course fees to suit their business requirements and local market. This may lead to some pricing differences between Asset Training Australia's North Lakes head office and our partner businesses.

All financial matters are between the client and the Branch or Training Partner business which the client enrolls through. Asset Training Australia's North Lakes head office will not overrule decisions made by our franchisee's or training partners if they are made within our agreed guidelines.

Educational Standards

Asset Training Australia will ensure that adequate learning resources are available and that the environment supports productive learning:

- We will provide an environment that is conducive to an effective learning process.
- All training program content will be delivered with a professional and positive attitude.
- Our staff members must meet strict qualification requirements before they are to conduct and validate assessments. All trainers and assessors are assessed on their experience, competence and personal suitability before employment. The minimum qualifications required are as follows:
 - ✓ Certificate IV in Training and Assessment or equivalent
 - ✓ Any occupation training requirements as stated within course curriculum and/or training packages
 - ✓ Industry experience, which is current and relevant
- Trainers and assessors are encouraged and assisted to further their

industry training and interpersonal skills.

- Training will always be carried out to the highest recognised and accredited industry standards and comply with the requirements of the Australian Quality Training Framework (AQTF)
- The student and trainer will work together to identify specific needs.
- The learning process will include training components and personal guidance that address identified needs, and enable participants to achieve vocational goals.

Recognition of Prior Learning (RPL)

Students may be eligible to apply for exemptions from some units of competency if they are eligible for Recognition of Prior Learning. Existing skills and knowledge gained from previous study, employment or other experience, if substantiated with suitable evidence may demonstrate competency equivalent to the goal of the unit or qualification.

Further information and RPL Application forms can be obtained from your trainer on request.

Credit Transfer

Asset Training Australia recognises that many training programs lead to the issue of common units of competency. In cases where a student has already completed an identical unit of competency, either with Asset Training Australia or another RTO, and they can provide a copy of their qualification / statement of attainment, the student will not be required to undertake any training or assessment to be awarded the same competency in our course or training program.

Attendance at Workshops and/or Training Sessions

Students will be advised of the attendance requirements at the course induction. Preliminary information will be provided in the confirmation of enrolment letter/email. Students are expected to attend training and maintain their workbook to be able to successfully complete their qualification.

Excessive absenteeism may result in your removal from the program. A Student may be removed from the program for not attending scheduled training sessions without providing an acceptable reason for the absence.

Excessive tardiness may result in you being marked absent and also being removed from the program. If you are unable to attend training/workshop you must contact us and discuss alternate arrangements for completing your training.

Personal Presentation

Students are required to wear appropriate attire as directed for any scheduled training session. Covered footwear is essential for all courses.

Student Behaviour

Consumption, or being under the influence, of alcohol or illicit substances during training hours or abusing a trainer or other student is unacceptable and will result in your being asked to leave the premises. Continued abuse of this policy may result in your removal from the Training program. Student's behaviour must not disrupt or threaten other Students or Asset Training Australia's staff. Abusive behaviour, verbal or physical violence can result in instant withdrawal from a program.

Any form of collusion with the assessor, fellow students, submission of work done by another, cheating, distracting behaviour during training is not permitted and may result in the student being dismissed from the class.

Completion of Training Requirements

Students are required to participate in all training activities and carry out any tasks that may be asked by their Trainer to the best of their ability.

Self-paced learning workbooks and/or assessments must be completed. Unless otherwise stated on the confirmation of enrolment letter/email, all assessments must be completed within 12 months of the commencement date.

Keeping a Copy of Your Work

Please retain a copy of all work that you submit to Asset Training Australia. Regrettably we must ask you to re-do any Assessment Tasks that are lost in transit.

Competency Based Training and Assessment

All programs delivered by Asset Training Australia are assessed under the Principles of Competency Based Training. The aim of Competency Based Training is to assess the Student's ability to do the activities in each unit instead of sitting an examination that has a specific "pass mark". Your trainer will assess your (ability) competency in each unit.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessments records through their trainer or by contacting the office.

Distance Learning

If you are completing a course or training program as self-paced distance learning then you will be provided with a direct contact number for your trainer and also email support. A distance education student requires a competent level of reading, comprehension and numeracy as well as the ability to work autonomously.

Evaluation of Training

All students are requested to complete a written evaluation on completion of the training. These evaluations are used by Asset Training Australia and the Queensland Government Department of Education and Training to monitor your feedback with the Training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our training team.

Assessment Appeals

All Students have the right to appeal assessment results. Appeals must be written. If the Student wants to be re-assessed they must submit it in writing.

Students will be informed of the Appeals Procedure for Assessments on the first day of the program and prior to undertaking assessments.

Student Concerns and Complaints

Asset Training Australia will act on each substantiated complaint. Students should advise their trainer of any concerns that they may have throughout their course or training program. If you are not satisfied with the trainers' response please refer the matter to the relevant Branch Manager or the Managing Director.

Privacy

Asset Training Australia collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Queensland Government who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit and/or AVETMISS reporting.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training program, there will be times when Asset Training Australia and/or its trainers, managers or administration staff may need to discuss your situation with others. Unless otherwise advised in writing, by completing the enrolment process with our RTO you authorise us to release information to the employer or employment service provider who has referred you to us (if applicable). We will not disclose your details to any other person or organisation without your written consent.

Also while you are undertaking your course or training program, Asset Training Australia's trainers, managers or administration staff may take photo, video or audio recordings of you participating in training and assessment activities. Unless otherwise advised in writing, by completing the enrolment process with our RTO you authorise us to use these images and/or recordings for training and marketing purposes.