



Student Handbook and Policies and Procedures (Version 2.0)
TOID: 22158

INTRODUCTION

USING THIS HANDBOOK

This handbook will be in access of students who are looking to enrol or already studying with Australian Technical and Management College (ATMC) to develop their skills and knowledge in relevant sector, in the Program, offered by Australian Technical and Management College (ATMC). All courses are offered as fee for service for students.

AUSTRALIAN TECHNICAL AND MANAGEMENT COLLEGE (ATMC): CODE OF PRACTICE

This Code of Practice requires ATMC to implement policies and management practices that maintain high professional standards in the delivery of education and training services which safeguard the educational interests and welfare of staff and students.

ADMINISTRATION AND MANAGEMENT

ATMC will meet the following minimum administrative and management standards and will be responsible for:

- Ensure that staff with relevant qualifications and experience will undertake responsibility for the management and coordination of training, delivery, assessment, verification, staff selection and professional development of the Institute.
- Advise the Registering Authority in writing of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued and grievances if any.
- Treat all personal records of clients with the strictest confidentiality.
- Provide facilities for staff and students to access their own records.
- ATMC has got processes in place to ensure the compliance with commonwealth, state and Territory legislation and regulatory requirements.
- Compliance and reporting to regulatory bodies
- Meeting data provision requirements.
- Providing Quality Training and Assessment
- Complying with the standards for RTOs 2025.
- Issuing AQF certification, when all the assessment and financial requirements are met by the students.

Note: Please be advised that

ATMC does not guarantee that:

- i. Student will successfully complete a training product on its scope of registration, or
- ii. a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2 of SRTOs 2025 (<https://www.asqa.gov.au/standards/chapter-4/clauses-1.1-1.4-and-2.2>), or
- iii. a student will obtain a particular employment or migration outcome where this is outside the control of the ATMC.

Courses being offered by Australian Technical and Management College (ATMC):

- ICT50220 Diploma of Information Technology
- BSB50120 Diploma of Business

CONTACTS and RTO DETAILS

RTO No. 22158

Phone: +61-410790826

[Website: atmc.edu.au](http://atmc.edu.au)

Email: ATMCollegeaustralia@gmail.com

Name: Dr Manish Malhotra

Head Office Address: 355 Spencer St, WEST MELBOURNE, VIC, 3003

Emergency Contact Details:

In case of emergency, students can contact on this number:

Mr Amit Grover

+61-033392219

Position: Director

LEGISLATIVE COMPLIANCE

We must comply with the following legislation within the operations of our college:

- ✓ Workplace Health and Safety Act 2011
- ✓ Disability Act 2006
- ✓ Anti-Discrimination Act 1977 (Commonwealth)
- ✓ Copyright Act 1968 - Sect 1 Short title
- ✓ Working with Children Act 2005
- ✓ Working with children Act 2005 (Vic)
- ✓ Child Wellbeing and safety act 2005 (Vic)
- ✓ Charter of Human Rights and responsibilities Act 2006 (Vic)
- ✓ Human Rights and Equal Opportunity Act 1986
- ✓ Standards for RTOs 2025 under subsection of the National Vocational Education and Training Regulator Act 2011
- ✓ Information Privacy Act 2000
- ✓ National Vocational Education and Training Regulator Act 2011
- ✓ National Work Health and Safety Act and Regulations (Commonwealth)
- ✓ Privacy Act and National Privacy Principles (2001)
- ✓ Racial Discrimination Act 1975
- ✓ Sex Discrimination Act 1984
- ✓ Specific legislation noted in course materials.
- ✓ Workers Compensation Regulation 2003
- ✓ Workplace Injury Management and Workers Compensation Regulation 2002
- ✓ Student Identifiers Act 2014
- ✓ Data Provision Requirements 2012
- ✓ Privacy Act 1988 (Cth),
- ✓ Standards for Registered Training Organisations 2025.

- ✓ Comply with the Australian Qualifications Framework (AQF);
- ✓ National Vocational Education and Training Regulator Act 2011

Important Links:

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au

For access to Occupational Health and Safety legal obligations see www.nohsc.gov.au

For legislative and regulatory requirements relating to VET see the following web sites:

- Australian Skills Quality Authority www.asqa.gov.au

According to the Standards for **Registered Training Organisation (RTOs) 2025**, we, as Registered Training Organisation (RTO) are obliged to provide data on our students and courses.

Privacy Notice:

Under the Data Provision Requirements 2012, Australian Technical and Management College (ATMC) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form or collected during the enrolment process), may be used or disclosed by Australian Technical and Management College (ATMC) for statistical, administrative, regulatory and research purposes. ATMC may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys and data linkage.
- pre-populating RTO student enrolment forms.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.



SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

Training manager and Compliance Officer, Marketing/Administration/Admission/Student Support

As the ATMC is a small organization, CEO will be undertaking these roles and will be responsible for the standard of training and safety within ATMC and for the assessments conducted whilst students are attending ATMC.

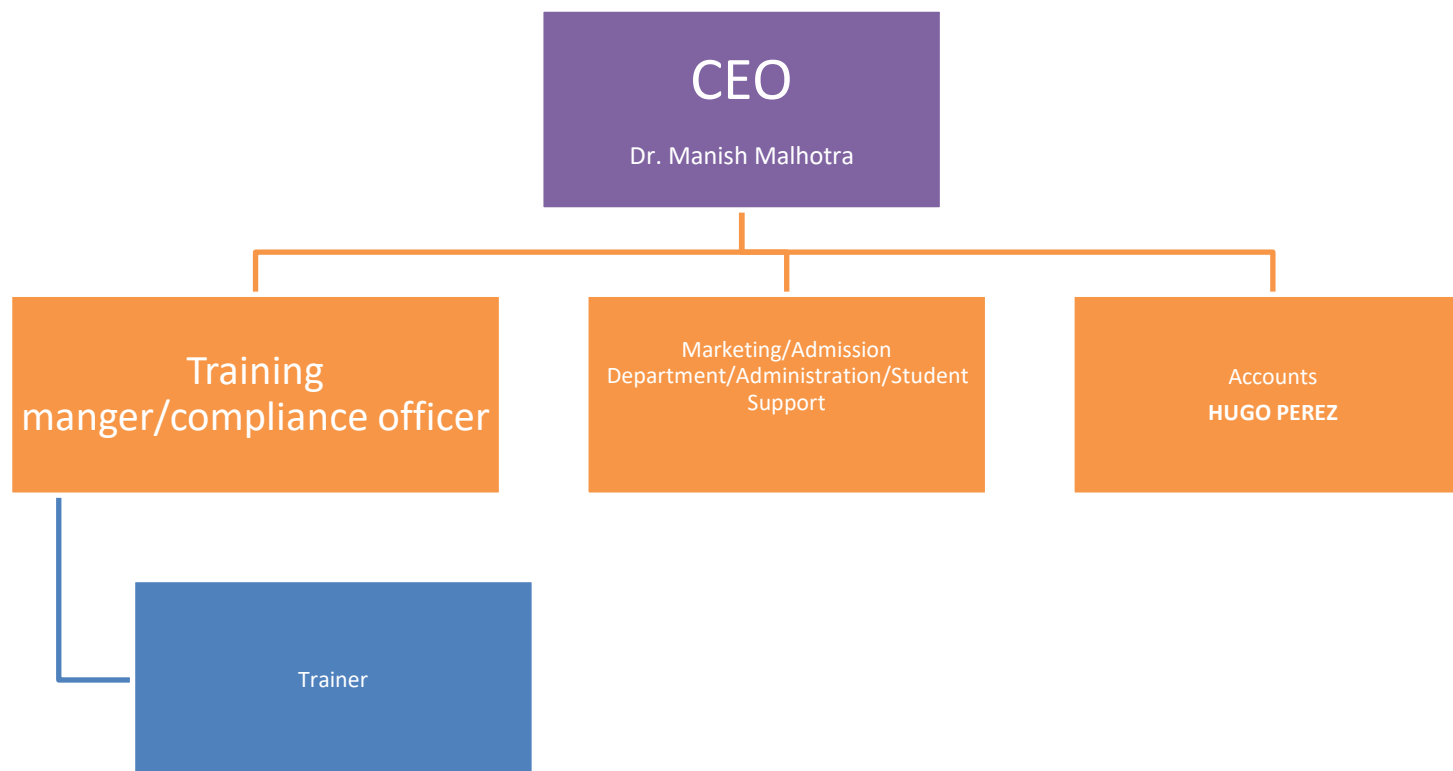
The Trainers at ATMC are experienced enough to conduct training and assessments activities. In addition, trainers are responsible for day-to-day course administration. All have at least a Certificate IV in Training and Assessment (TAE40116) and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Compliance officer will be responsible for maintaining the compliance of the organisation with the relevant standards and legislations applicable to Australian Technical and Management College (ATMC).

Chief Executive Officer

CEO will be looking after training/compliance, administration, student support by herself.

Australian Technical and Management College COMPANY STRUCTURE



COMPETENCY STANDARDS, NATIONAL QUALIFICATIONS, AND ASSESSMENT GUIDELINES

A Training Package consists of three parts:

Competency Standards provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered in the Training Package. They are the basis for designing vocational education and training courses and assessment approaches for delivery off-the-job by registered training organisations (RTOs).

National Qualifications within the Australian Qualifications Framework (AQF) are awarded when a learner has been assessed as achieving a combination of Units of Competency that provides a meaningful outcome at an industry or enterprise level. Each qualification consists of core and/or elective Units of Competency. These cover knowledge and skills that workers require in performing a job. Where an individual achieves one or more Units of Competency without completing a full qualification, a Statement of Attainment is issued that recognises their achievement.

Assessment Guidelines provide a framework for accurate, reliable and valid assessment of the applicable Competency Standards. They ensure that all assessments are thorough, consistent and valid. They provide important quality assurance in the issuing of qualifications. To be assessed as competent and attain a specific competency standard, a learner needs

to be able to competently perform all the elements in the performance criteria of a unit of competency, Learners will be required to collect evidence from both on and off-the- job training and/or online session-based training and work placements. It is the combination of both the on and off- the-job training evidence that supports an assessment of competence.

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether has achieved a standard or objective and it is a competency-based assessment. The competency-based assessment is the method of gathering and judging evidence in order to decide whether you achieved a standard of competency.

The assessment tasks within this unit provide you with the opportunity to demonstrate evidence of the required knowledge and skills to Maintain work health and safety.

Principles of Assessment

The four principles of assessment are followed in assessment of each Student's evidence of competence.

The four principles are:

- Validity
- Reliability
- Flexibility
- Fairness

Validity:

- assessment against the unit(s) of competency and the associated assessment requirements covers the
- broad range of skills and knowledge that are essential to competent performance;



- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a *Student* could establish these skills and knowledge in other similar situations; and
- Judgment of competence is based on evidence of Student performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Fairness: The individual Student's needs are considered in the assessment process. Where ever appropriate, reasonable adjustments are applied by the ATMC to take into account the individual Student's needs. ATMC informs the Student about the assessment process and provides the Student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility: Assessment is flexible to the individual Student by:

- reflecting the Student's needs;
- assessing competencies held by the Student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Rules of evidence

There are four rules of evidence that guide the collection of evidence. The learner's work must demonstrate the rules of evidence e.g.:

- Valid – The assessment task must cover the required skills and knowledge
- Sufficient – it must be enough to satisfy the competency
- Current – skills and knowledge must be up to date
- Authentic – it must be the learner's own work and supporting documents must be genuine.

Competency/Submission Details and Instructions

For you to achieve competency in each unit, you are required to complete all the tasks and submit according to your proposed timetable or else as negotiated with trainer. The Student instructions for each task have been mentioned before the start of each task in the assessment workbook. You must achieve satisfactory ratings on all tasks and all completed assessment tasks must be submitted in form hard copy or email to your trainer/assessor.

- Students need to submit the answers of assessment tasks by using software suite like Microsoft Office either in digital form or printed form or handwritten. (If you are not comfortable with this form of assessment please speak to your trainer for alternative arrangements)
- Reports / templates provided (workplace assessment tasks) should be completed by hand/print form and submitted along with other relevant documents.
- At each submission of your assessment, the Student must declare that the work submitted is his/her own and has not been copied. Failure to do so will result in the assessment work being returned for completion thus delaying the assessment.
- Make sure you have read all supporting resources prior to commencing and completing any of the questions and activities in this assessment workbook.



- If you are unsure of the requirements of any assessment task – please contact your trainer/assessor, for clarification. Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment.
- You must ensure that you have attempted and completed all assessment tasks in this Student Assessment Workbook prior to submitting for assessing.
- Written questions require in-depth responses and answers must be correct, sufficient and in acceptable form of quality and standard
- All the above items must be adhered to. Failure to do so will result in your work being returned to you, delaying the assessment of your tasks.

Understanding the assessment grading system

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements. Assessment results are recorded as follows:

- Satisfactory (S) result: The Student's submitted work satisfies the learning requirements and competency standards for the Task.
- Not Satisfactory (NS) result: The Student's submitted work does not demonstrate the understanding of competency standards in the Task.
- Competent (C) result: Once a Student receives a satisfactory result for all required assessment Tasks, as per the learning requirements and all competency standards for the unit (in accordance with the unit of competency details at National Register www.training.gov.au), C outcome will be awarded for the entire unit.
- Not Yet Competent (NYC) result: If any of the Tasks in unit is NS, a Student will receive NYC outcome. He/she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The Student will then be required to rectify these gaps and re-submit his/her assessment for marking.

Re-assessment

If the result of your Unit Assessment is "Not yet Competent (NYC)", you will be given an opportunity for reassessment.

Learners who are assessed as 'Not Yet Competent' are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of THE COLLEGE to provide additional training and re-assessment as required at no additional cost to the learner. Learner's requiring additional learning support are to be brought to the attention of THE COLLEGE management so the progress of the learner can be monitored closely and additional support services can be applied if required. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement. Please note, THE College does not charge any fees for reassessment.

Plagiarism and Collusion

Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a unit or a course. When you have any doubts about including the work of other authors in your



assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please ask ATMC staff to provide you with the copy of Plagiarism, Academic Misconduct and non-academic Misconduct Policy and Procedure. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Referencing your work

The Students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work. ATMC encourages its students to use APA 6th referencing Style. You can visit https://theresearchdialogue.com/wp-content/uploads/2022/02/APA-Referencing-Guide_6th-Edition1.pdf for the style information or visit <https://www.refme.com/au/referencing-generator/apa/> for APA style references generation. You must reference all sources that you use in your assignment, including words and ideas, facts, images, videos, audio, websites, statistics, diagrams and data.

There are two parts to every referencing system:

- In-text reference - a reference to a source of information placed within the body of the work.
- The reference list - a list of all sources referred to in the work, located at the end of the work.

Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism.

Appealing a decision

Where a Student disagrees with a decision made by ATMC regarding outcome of unit, plagiarism or cheating, he/she may pursue appeal proceedings in accordance with the ATMC complaints and appeals process given in Complaints and Appeals procedures, as you have the right to appeal the final decision. More information about this process can be found in the in complaints and appeal policy and procedure.

Reasonable Adjustments

If you have special needs or disabilities, reasonable adjustment will be organised in accordance with the organisation assessment process of policy and procedures.

This may include but not limited to:

- visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support

Examples of reasonable adjustment in assessment may include but not limited to:

- Submission of an oral assessment task for a written one
- Provision of extra time



- Use of adaptive technology

The requirements for special needs must be established, and an appropriate record must be kept of the efforts made to establish special needs and the outcomes of these efforts.

UNIQUE STUDENT IDENTIFIER (USI)

If you are undertaking nationally recognized training delivered by a registered training organization (such as ATMC) from 1 January 2015 you will need to have a Unique Student Identifier (USI). A USI account will contain all your nationally recognized training records and results from 1 January 2015 onwards. Students who have completed any units or qualifications from 2015 onwards will not be issued their certificates and/or statements of attainment until a verified USI has been created for you as per the Student Identifiers Act 2014.

Language, Literacy and Numeracy support

The increased importance of employability skills such as communication and problem solving skills in the courses, highlights the need for underpinning foundation skills. The Australian Core Skills Framework (ASCF) defines these foundation skills as reading, writing, oral communication, numeracy, and learning, which are essential for effective performance in the workplace. Learners who have language, literacy or numeracy needs may require additional support or customised training and assessment. ATMC will make every endeavour to accommodate these learners and support this approach by:

- * Assessing the learner's language literacy and numeracy skills during a pre-training review to ensure they have adequate skills to complete the training program
- * Supporting learners with training and assessment material and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- * Providing information to learners about details of language, literacy and numeracy assistance available.
- * Where a level of support is assessed as necessary for a learner that is beyond the support offered by ATMC, the learner will be referred to external language, literacy and numeracy support services, and an extension of time to complete the training program negotiated if necessary.

Methods of assessments

Following assessment methods but not limited to, are used by ATMC in the assessment tasks.

- RPL
- Written Questions
- Projects/Case study/Role play/scenario

Pre-training Review: Student will need to undertake the pre training review before the training and assessment commence. This is to make sure if the student needs any support or any special speed to be addressed during the training and assessment.

Training and Assessment Strategies

The Training and Assessment Strategies and practice are the approach of, and method adopted by, an RTO (ATMC) with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

Please note if students want to read TAS of their courses, they can ask for the same from their trainer/assessor.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Credit Transfer

Credit transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Please refer to relevant policy and procedure for detailed information.

Commitment by the students during the course

The students are required to attend 40 hours per week of classes according to the training plan for BSB50120 Diploma of Business and ICT50220 Diploma of Information Technology.

Training Plans/Timetable: Students will be provided with timetable.

Attendance Requirements

The students are required to attend sessions of scheduled hours. In case of compelling and compassionate circumstances, if the student misses the session, ATMC will provide him/her opportunity to attend the extra session/ session recordings at no cost.

Delivery arrangements

Students must meet the entry requirements for the relevant course to gain entry into the qualification.

The program is delivered in a blended mode of delivery training and assessment delivered entirely), including all simulated workplace activities. Online sessions develop the knowledge and theoretical understanding required for the qualification. Training is scheduled for 40 hours per week. The College ensures students confirm access to reliable internet and provides online platforms, digital whiteboards, and all other resources required by the training package to deliver units effectively.

Practical training, including simulated workplace activities, is delivered in blended mode through virtual simulated environments. The College ensures all online simulated environments are suitable and WHS compliant for learning and

assessment. Learners complete practical activities progressively across the qualification duration to develop and demonstrate required skills.

Trainers ensure workplace simulations and virtual equipment meet safety requirements, with all digital tools compliant prior to each unit's commencement. Required digital learning and assessment resources are provided at enrolment. During online sessions, trainers review units and resources with students and guide completion of assessment tasks per instructions.

Online sessions

Learners attend scheduled online sessions for training and assessment. Trainers record attendance digitally. Sessions build knowledge and theoretical understanding, requiring student access to internet, suitable devices, online whiteboards/collaboration tools, digital workbooks/textbooks, and virtual simulated environments.

Trainers use lectures, presentations, discussions, videos, role-plays, and interactive activities.

Practical activities

Practical training and assessments occur in the College-provided virtual simulated environment, aligned to training package requirements. Students complete activities at scheduled points for skill observation and assessment.

Self-directed learning (SDL)

SDL hours are additional time per unit for learners to achieve outcomes outside scheduled sessions, including self-study, research, revision, and theory tasks.

Simulated environment

The College provides a simulated workplace environment meeting training package requirements for practical experience across all unit tasks.

Holidays

No planned term breaks; holidays align with public holidays and timetable adjustments.

Learner requirements

Learners need:

- Basic computer skills
- Suitable device
- Reliable internet
- Email/phone for trainer communication

Provided resources include:

- Digital assessment workbook
- Learner guide
- Trainer documentation/resources
- Online workplace-style materials via virtual simulated environment
- Presentation slides

- Relevant videos/links

Assessments are submitted digitally to trainers, who provide feedback and outcomes.

Training Methodology

The training methodology for this training program will ensure that the course is:

- **Flexible:** This training program will provide a well-structured and paced training program, whilst students will have set session times with tasks to be submitted, they will be offered the flexibility of undertaking a training program that accommodates individual availability.
- **Accessible:** Trainers will be accessible outside set class times, via telephone, email and in the premises after class times with an appointment to provide assistance to students. They will be available in the class for support and extra help, if required.
- **Affordable:** We provide our course in a cost-effective manner, without compromising quality.
- **Practical:** All the content in our course relate to practical day-to-day requirements in application to real-life requirements. Our trainers will work with the students to ensure the transfer from information to application is seamless.
- **Hands-on training:** This program focuses on training that provide a feeling of hands-on experience to students. Structured practical activities include all practical applications from theory and application relevant to a range of required settings.

Access to equipment and teaching personnel: The program will provide access to training experts, relevant curriculum, training tools, internet access and a training environment.

Student Mentoring: Our program training methodology goes hand in hand with student mentoring. It uses a personalised approach with small groups and individuals to develop self-confidence. Training and mentoring help to develop and retain transferable skills sets.

Please refer to the course information for the mode of delivery for each course later in this document.

Assessment Arrangements

The assessment for the courses is to be conducted using variety of assessment methods such as assessor observation, case studies, role-plays / practical activities, report writing, RPL and written questions . All assessments are conducted in a virtual simulated environment.

The College views assessments in virtual simulated environments as essential to meet industry needs, providing realistic scenarios for students to apply skills. The assessment model emphasises observation of tasks in these simulations that mirror real-world situations.

Student Assessment workbooks for all units are provided digitally at the course start, allowing time to review tasks and seek clarifications.

Assessments occur in the virtual simulated environment, based on realistic workplace tasks plus workbook submissions. They are supervised via online platforms, with allocated time provided. Extensions are granted if needed. Students submit work digitally and are not permitted to retain access during supervised sessions. Assessors observe practical tasks and complete digital Observation Checklists.

Assessors must record detailed evidence of demonstrated knowledge and skills in the assessment tools' comment fields, using detailed commentary. The Unit Assessment Result sheet records overall outcomes and student feedback.

If a student withdraws before completing all units, a Statement of Attainment is issued for completed units upon request to the College representative, who will confirm progress with the trainer/assessor.

The Unit Assessment Result sheet together with all assessment materials should be retained and filed within the student's academic record, by THE COLLEGE and may be accessed in the future as part of a review of the quality of evidence being gathered by THE COLLEGE relating to a particular unit of competency or as part of a general audit of THE COLLEGE's assessment strategy.

Assessment information

To be assessed as competent the participant must:

- complete all assessment tasks to THE COLLEGE satisfaction and submit them to assessor according to the timetable.
- complete all assessment tasks to THE COLLEGE satisfaction and submit them to assessors according to the timetable.
- The assessor will give the detailed feedback on the work completed by the student
- perform all practical assessment tasks without risk to self, danger to others or damage to property, land or equipment
- abide by all relevant instructions and directions as they relate to the assessment tasks
- must provide evidence under the guidance of qualified trainers and assessors which demonstrates that they can perform to the necessary standard
- An assessment of competence requires learners to consistently and over time demonstrate the skills, attitude and knowledge that enable confident completion of tasks in a simulated environment.

In judging evidence, the assessor must ensure and declare that the evidence meet the Rules of Evidence such as:

- authentic (candidate's own work, for which submission declaration and ID check during task performance)
- valid (directly related to the current version of the relevant endorsed unit of competency and as per instructions)
- reliable (shows that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency), and
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely; task skills, task management skills, contingency management skills, and job/ role environment skills)

The assessment process must:

- provide that assessment is conducted and declared by the assessor in accordance with Principles of Assessment for being valid, reliable, flexible and fair assessment
- provide for judgment to be made on the basis of sufficient evidence keeping in accordance with Rules of Evidence given above
- include workplace requirements as suggested in the range of variables

Access and equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in the training package.

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by THE COLLEGE to take into account the individual learner's needs.

THE COLLEGE informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities. Adjustments include any changes to the assessment process or context that meet the Individual needs of the person with a disability, but do not change competency outcomes. Such adjustments are considered reasonable if they do not impose an unjustifiable hardship on THE COLLEGE or employer or learner. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

Assessors should also provide alternative assessment activities to address identified specific organisation requirements.

Assessment tools

The tools used, having multiple tasks, provide a foundation on which to build a comprehensive learning and assessment program. In the assessment tasks, there are a range of assessment tasks. The types of activities are varied to ensure good "testing" of the required skills and knowledge. Trainers / Assessors will need to adapt or supplement these tools where appropriate.

A range of standard assessment methods are used within each assessment tool (refer to Evidence Gathering Techniques (Assessments) section for details of each unit).

Please refer to the Training and Assessment Policy and Procedure.

Training Plans/Timetable: Students will be provided with their individual training plans/timetable.

Leave

Students who feel they are unable to undertake any aspect of the qualification because of any unforeseen Circumstances must communicate this to their trainer/assessor. Whilst missed assessments and deadlines will

be entered into the SMS (Student management system), these must be made up for before a certificate or qualification will be issued.

Expulsion

Australian Technical and Management College (ATMC) reserve the right to expel students for serious breaches of discipline following appropriate Australian Technical and Management College (ATMC) disciplinary procedures. Fees paid are not refunded for expelled students.

DUE DATES FOR ASSESSMENTS

All assessment due dates are set for dates by which assessment tasks must be submitted and are stated on the class or individual training plan. Learners are expected to take responsibility for meeting due dates and planning their work accordingly. The due date is the day the assignment must be received by the ATMC. Unit End date is usually considered as a due date for the assignment. Students are advised to finish their assessment tasks by the end date of the unit, so they don't have anything pending for the past unit while they study the next unit.

EXTENSIONS

Assessments must be submitted by the due date, or an extension negotiated no later than the 12 hours prior to the original due date. Learners need to apply for an extension via their Trainer. Please note that the learners can also request their trainer/assessor for extension verbally. It is the discretion of trainer/assessor to grant or refuse.

Extensions will be granted on a case-by-case basis and are not guaranteed. Approval is up to the discretion of the Trainer/Training Manager. An extension will only be granted when the learner has a valid reason for not submitting work on time such as illness or other serious matters and supported by documentation e.g. doctor's certificate.

Results and Certificates

All learners are entitled to receive a Record of Results and testamurs. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate and record of results. Learners must settle any outstanding fees before they can collect their qualification. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO at no cost.

We will issue your qualification when all assessments on and off-the-job records have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees have been paid before qualifications will be issued.

Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Please allow 30 days after your file is completed before receiving your certificate. Should you need evidence of completion earlier contact the Training Manager for a letter of completion (we cannot however print this until your file has been checked by the Training and Compliance team).

Withdrawal and Deferral

ATMC learners who wish to withdraw or defer from training must notify ATMC in writing. Withdrawals and deferrals will be processed within a week upon receipt of written confirmation, or after 4 weeks if there has been no contact from the learner in response to a withdrawal or deferral letter being sent to them by ATMC.

Learners who apply for a deferral can be granted two deferrals for a maximum of 12 month. Additional fees and charges may be associated with the recommencement of training.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

Australian Technical and Management College (ATMC) has a compliance officer/Training manager, He is the persons that you should direct all problems and information requests: he will refer issue to the best person.

Compliance officer/Training manager acts as the access and equity officer for Australian Technical and Management College (ATMC) so if you are experiencing any harassment or discrimination, refer the matter to the training manager in writing.

Australian Technical and Management College (ATMC):

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.

Requires staff and students to comply with access and equity requirements always.

Australian Technical and Management College (ATMC) provide equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice, and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Rights

- Be treated fairly and with respect by ATMC staff and other students.
- Learn in an environment free of discrimination and harassment.
- Learn in a supportive and stimulating environment in which to pursue their goals.



- Have access to counselling if desired or required.
- Privacy concerning records that contain personal information, subject to statutory requirements.
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur.
- Lodge a complaint without fear of retaliation or victimization.
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.
- Formally notify the ATMC of any absence of greater than three consecutive study days or of any withdrawal from enrolment

Student Responsibilities:

All students have a responsibility to:

- Treat other students and ATMC staff with respect and fairness
- Follow any reasonable direction from a member of ATMC staff
- Refrain from swearing, and from eating or drinking during online sessions (water only is allowed).
- Behave responsibly online by not harassing fellow students or staff; and not damaging, stealing, modifying or misusing ATMC or other students' digital property or resources.
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones or any electronic devices in a way that disrupts online classes (e.g., muting microphones when not speaking, avoiding background noise).
- Attend scheduled online classes and ATMC activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow ATMC safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by ATMC staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the ATMC that pertain to them.
- Pay all fees and charges levied by the ATMC within the required timeframe.
- Attend all meetings called by the ATMC to discuss academic or course progress
- Meet or carry out all activities agreed with the ATMC in relation to maintaining course progress or academic performance

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the ATMC premises.
- Acts contrary to Equal Opportunity practices of the ATMC which is committed to the prevention and

Elimination of discrimination on the grounds of:

- o Age;
- o Impairment;
- o Industrial activity;
- o Lawful sexual activity;



- o Marital status;
 - o Physical features;
 - o Political belief or activity;
 - o Pregnancy;
 - o Race;
 - o Religious belief or activity;
 - o Sex;
 - o Status as a parent or a carer;
 - o Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the ATMC.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the ATMC
- Deliberately obstructs any teaching activity, examination or meeting of the ATMC
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the ATMC in the performance of their duties
- Willfully damages or wrongfully deals with any ATMC property.
- Attends the ATMC whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the ATMC
- Fails to comply with WH&S regulations or willfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the ATMC to maintain course or academic progress.
- Fails to formally notify the ATMC of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

IN THE EVENT OF NON-COMPLIANCE/BREACH WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the manager will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Training manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Australian Technical and Management College (ATMC) is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Training manager.

We have a Privacy Policy and procedure that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Australian Technical and Management College (ATMC) will exercise strict control over confidential information. If a third party requires client information we will require your prior written consent prior to the release of any information.

On your enrolment application form, there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

<ul style="list-style-type: none"> • Age • Carer status • Disability/impairment • Gender 	<ul style="list-style-type: none"> • Lawful sexual activity • Marital status • Physical features • Political belief of activity 	<ul style="list-style-type: none"> • Pregnancy • Race • Religious belief of activity • Sexual orientation
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It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or

- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Training manager to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Australian Technical and Management College (ATMC). Your trainers and assessors have been specially trained in Australian Technical and Management College (ATMC)'s safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the RTO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

FEEDBACK AND IMPROVEMENT

ATMC collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of vocational education and training. The Institute values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services. Management obtains feedback, which is used for evaluation by asking students to complete surveys. These are distributed after the Induction and Orientation Program, and when units are completed.

Students wishing to provide Management with feedback on any areas of concern or improvement are encouraged to complete the Feedback form available with trainer/assessor/ATMC representative. The information provided is used to assess and improve the programs and student support services.

Staff and Students should be aware of the following definitions:

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

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

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

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

'Personnel' - refers to all employees of ATMC.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

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

'Victimization' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment and denial of access to resources or work.

What can you do if you are being discriminated against, harassed or bullied?

All staff and Students have a right to work in an environment free of any form of harassment and discrimination. Directly inform the alleged offender (verbally or in writing) that you object to their behavior and that you do not want it repeated; If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a Student Support Services Officer or member of ATMC Management who will advise you in strict confidence;

Lodge a Formal Complaint / Appeal; or a further option is to contact the Office of the Commissioner for Equal Opportunity for advice.



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Anti-Discrimination Commission Queensland

www: <http://www.adcq.qld.gov.au/human-rights>

Telephone state-wide 1300 130 670

The Anti-Discrimination Commission Queensland operates a state-wide telephone information and enquiry service. Call 1300 130 670 from anywhere in Queensland toll free.

Brisbane Office

Level 20, 53 Albert Street

Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens)

Postal address: City East Post Shop PO Box 15565 City East QLD 4002

Office hours: 9am to 5pm Monday to Friday

Telephone: 1300 130 670 (Toll Free)

TTY: 1300 130 680

Fax (07)3247 0960

This is government organisations that operates in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the Commission can refer matters to the Equal Opportunity Board which can hand down legally enforceable decisions.

Do not ignore harassment, bullying, victimisation or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

ATMC is committed to providing an environment, which is safe for its employees and students and free of discrimination, harassment and bullying. Students will not be disadvantaged in their opportunities as a result of lodging a complaint. Your support is sought in monitoring and avoiding practices, attitudes and traditions which lead to discrimination and bullying.

STRESS

Studying can be very rewarding but it can also be stressful. In order to minimise stress, consider adopting the following strategies:

- Organize your notes and handouts so they can be easily retrieved.
- Design a personal study timetable and use it! All subjects require work in and out of class time.
- Manage your time so you can stick to your study timetable.
- Use your student diary, clearly indicating when assignments are due, group meetings are scheduled
- and any other important dates.
- Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties, see your trainer immediately. If you are having problems with something it is likely that other students are too. If you feel that you are not able to manage your stress effectively please see the Student Support Services Officer at the earliest possible opportunity.

EMERGENCIES

If the Institute needs to be evacuated the safety wardens will give you instructions.

Fire

If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the trainer's instructions. With your trainer, walk down the nearest Fire Exit Stairs quietly and calmly. The allocated safety warden for your area will guide you to exit the building. The trainer will then mark the attendance register to make sure all students present at the institute are safe and accounted for.

Bomb Scare

Follow the staff's instructions.

Building Alarms

Follow the staff's instructions.

Evacuation

In the case of emergency or a fire drill your cooperation is appreciated. Follow your trainer's instructions and leave the premises in a calm and orderly manner. Designated meeting places are indicated on evacuation signs throughout the building. Students are to remain with their classroom trainer and return to class after the "all clear" instruction has been given.



EMERGENCY CONTACT LIST QUEENSLAND

Emergency Fire Police Ambulance

000 (zero, zero, zero)

State Emergency Services (SES)

132 500

Non-Emergency Police

131 444, 9247 6666

Poisons Information Centre [24 hours]

131 126

Care Ring : 24-hour counselling service

136 169

Life Line: 24 hour service

131 114

Public transport & timetables

137468

Accident Towing

131 869

Dentists: Dental Hospital Service [Emergency Only].

[<https://www.qld.gov.au/health/services/oral-eyeeear/emergency-dental>]

13 43 25 84

Australian Maritime Safety Authority (<https://www.amsa.gov.au/about-us/contact-us>)

Within Australia

1800 627 484

Outside Australia

+61 2 6279 5000

EMERGENCY PROCEDURE

It is most important that you are aware of the correct procedures to follow in emergency situations. If you are attending classes or present at ATMC location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below.

1. Medical Emergency:

- Make sure there is no danger to you or to the victim(s);
- If possible, advise ATMC member of staff of the emergency;
- If necessary, you may be required to:
 - CALL an AMBULANCE – DIAL 000, POISONS 13 11 26
 - Someone will ask what service you need – tell them “AN AMBULANCE”. They will then put you
 - through to the ambulance service who will ask you some questions;
 - Check that you know the address where you are so you can tell the ambulance officer;
 - Keep the victim calm and get help;
 - If the person is conscious, ask questions and get information such as:
 - o How did this happen?
 - o Are they in pain and where is the pain?
 - o Has it happened before?
 - o Are they on medication?



- o Who is their next of kin or is there someone they should notify?
- o AND ANY OTHER INFORMATION you can get
 - If the patient is NOT conscious
 - Do not disturb or move the patient unless the injured person is in further danger. Call for Help
 - Check if the person has a medical bracelet or locket with information, e.g. diabetes, heart condition, epilepsy, etc.
 - o All of the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

2. Chemical spills and toxic fumes:

If there is a large spill of chemicals or you are experiencing strong fumes:

- Tell a staff member of ATMC about the emergency.
- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service who will ask you some questions, give them all the information you can:
 - o Address of the spill location
 - o Type of chemical (if known)
 - o Is there a risk of fire?
 - o Is anyone hurt and how many?
- Evacuate the area.
- Ask everyone to move to a safe area in an orderly fashion. Keep people together so that you can account for everyone.
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area.
- If possible open the windows and doors to allow the fumes to escape.
- If there is a danger of fire, evacuate and leave it to the professionals to deal with.

3. Gas leaks are also toxic

Contact a member of staff. If possible, turn the gas off at the mains and open the doors and windows to allow the fumes to escape.

- DO NOT SMOKE OR CREATE A FLAME. This can cause an explosion.
- If there is a risk of fire, or explosion, evacuate immediately.

4. Small spills

Contact a member of staff. These should be cleaned up immediately to avoid the chemicals getting into drains. Follow the supplier's directions.

EVACUATION TIPS

- DIAL 000 or notify ATMC staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Do not use the lifts.



- Go direct to the designated meeting point.
- Remain there until a staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by a staff member, or the police.
- Do not go back into the building until the police or fire brigade tell you it is safe to do so.

DRESS CODE

Students are required to dress in a neat manner that does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Trainers have the right to refuse permission to enter a classroom if they consider a student's dress to be inappropriate. It can be a good idea to start accumulating a 'work appropriate' wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

COMPUTERS AND PRINTING

Students at ATMC are requested to bring their own laptops. The students will be provided access to internet only. Student must get their stuff printed if they need. ATMC will be providing the student assessment workbook in printed form.

The Internet is to be used for study purposes. Students who are found using the computer/internet resources in appropriately or for purposes other than study may have their access suspended. Please use the computers in a sensible and mature manner to ensure everyone has the opportunity to print their assignments.

LENDING YOUR PROPERTY

Students are advised not to lend any of their original work or textbooks to another student. If working in a group and the need to share your work arises, you should photocopy it and keep the original. Alternatively, make sure you retain a soft copy. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student.

SECURITY

Although the Institute takes every care to provide a secure study environment, students are strongly advised to keep personal and valuable items with them at all times when on the Campus. The Institute is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

LOST AND FOUND

If you lose or find something inside the Institute building, please report it to Reception. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. For provider contact details, check the phone book.

MOBILE PHONES

Mobile phones must be switched off during classes and in corridors, because they are disruptive for both the trainer and your peers. Using mobile phones during classes is unacceptable, unless the trainers accept them for studying purposes.

MEDIA DEVICES

MP3 players, cameras, tape recorders or hand-held computer consoles must be switched off in class. Use of electronic devices may be approved by your trainer for use in the classroom. This may include electronic dictionaries in non-test environments.

STATIONERY AND EQUIPMENT

You are expected to have your own stationery, calculators and other study equipment, such as:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue pens
- pencil
- eraser
- ruler
- highlighter
- writing paper/notebooks

It is expected that you will have the necessary equipment with you in each lesson. You will have Internet access on campus throughout your studies.

TRAINERS

In Australia, all trainers must have specialist teaching qualifications. Our trainers are both qualified and experienced. They are very familiar with the needs of students and are committed to working as part of a team to achieve the highest standards and quality outcomes. Do not be afraid to ask if you don't understand something or need further clarification. Your trainer wants to know if you are having difficulties so they can help you before the assignment is due or before you sit the exam.

Change of Student Contact details:

Students must provide correct and accurate personal contact details to Australian Technical and Management College (ATMC) and advise ATMC within 7 working days if there is any change. Student needs to fill this form and submit to ATMC office by email or in person.

Adjustments of Learning and Assessment Material

There are a number of methods that can be used to make reasonable adjustments to assessment processes and procedures that allow for the LLN skills of students, without compromising the integrity, validity, rules of evidence or rigour of the assessment process.

These can include:

1. Asking students to demonstrate their skills, either in the classroom, in a simulated work
2. environment or on the job;
3. Interviewing and oral questioning of the student and recording the conversation either written or
4. electronically for evidence of assessment;
5. Using signs, pictures or graphics to present learning and assessment material;



6. Providing audio or video taped material to students;
7. Writing material in plain English;
8. Providing oral feedback and instructions to students.

Complaints and Appeals Policy and Procedure

Students have the right to complain and appeal for any service or decision, which they feel, must be complained or appealed. ATMC has Complaints and Appeals Policy and Procedure in place and has been made available public on website and in this handbook as well. Please note that the following procedures do not remove your right to seek other dispute resolution

services, or to seek other legal remedies, provided by external bodies, such as, dispute Resolution centres (<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-ofcourt/dispute-resolution-centres>), or the Equal Opportunity Commission or in Queensland

<https://www.business.qld.gov.au/running-business/employing/employee-rights/anti-discrimination-eeo>.

Please refer to the relevant policy.

Courses Being Delivered by Australian Technical and Management College (ATMC)

For the students to complete the course successfully, the students are required to have the following:

- Basic computer skills
- Access to a computer
- Microsoft Office Suite
- Internet

Note: 10 working day cooling off period applies prior to commencement of any course.

Legislation that Impacts students

The VET Sector (Vocational Education and Training)

The course being offered by ATMC comes under VET sector. Course being delivered by ATMC requires ATMC to adhere strictly to the Federal and State bodies. The VET sector is characterised by the use of Competency Based Training. Being competent in this context means, having the skills, knowledge and attitudes to be able to perform job related tasks to pre-established industry standards.

The following information provides an overview of the VET Quality regulatory frameworks. ATMC's policies and procedures and operating practices are in compliance with the requirements of the VET Quality.

VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts the Australia's reputation, the economy in general, and industry and individuals life.

The VET Quality Framework includes:

- The National Vocational Education and Training Regulator Act 2011
- VET Quality Framework

- o Standards for Registered Training Organisations 2025
- o Data Provision Requirements 2012
- o Fit & Proper Person Requirements 2011
- o Financial Viability Risk Assessment Requirements 2011
- o Australian Qualifications Framework.

Get help in an emergency or disaster situation.

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia - external site: +61 2 6261 3305



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- <https://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services>

Courses information

Please refer to course brochures for the information about the courses. This information will also be made available on the website as well.



Australian Technical and Management College

Policies and Procedures Relevant to Students

ACCESS AND EQUITY POLICY AND PROCEDURE

POLICY PURPOSE

The purpose of this policy is to ensure that ATMC provides fair and equitable access and opportunity to its student and staff. This policy also includes:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be rates the same. Fairness is considered in the context of relevant circumstances.
- Decisions regarding student's entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working with in the ATMC and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
- Students can access relevant policies, procedures and form through ATMC website and a hard copy can be requested from the ATMC via email or at reception.
- Students are also provided with all relevant policies, procedures and forms during enrolment process in the form of 'Student Handbook'.
- Staff can access relevant policies, procedures and form through ATMC website or by requesting any staff.
- Staffs are inducted in relation to all relevant policies and procedures during their induction process.
- Staffs are updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

SCOPE

This policy applies to all enrolled students and prospective students in all modes of delivery.

LEGISLATION

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at ATMC:

- Anti-Discrimination Act 1977
- Disability Act 2006
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Working with Children Act 2005

POLICY

1. Supporting students to succeed

- ATMC acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
- ATMC undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

2. Recruitment, admissions and enrolment

- Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples.

3. Student services

- Students have equal access to learning and assessment materials and support services.

4. Academic and learning support

- Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:
- Additional academic and learning support, including literacy and numeracy support.
- Alternative methods of assessment where reasonable. Extra time to complete assessments.
- Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
- Students may appeal assessment decisions through the Complaints and Appeals Policy and Procedure.
- Special consideration may apply for extenuating circumstances.

Support is provided to those with special needs. Reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

ATMC's premises provide appropriate access to those with a physical disability. Where ATMC provides training and assessment at its campus, ATMC will ensure to the best of its ability that venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use ATMC's student complaints and appeals procedures. ATMC will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

PROCEDURE:

Strategy: To include questions in all Enrolment application form that requests learners to provide details of their background.

Responsible Official: Chief Executive Officer, Training manager

Measure: All enrolment forms assessed for inclusion of appropriate questions.

Strategy: Feedback forms to make available opportunities for learners to raise any access issues.

Responsible Official: Chief Executive Officer/ Training manager

Measure: All surveys forms assessed for inclusion of appropriate questions.

Strategy: Trainer to assess learner for any LL&N concerns at induction through ensuring learner completes their own forms during the orientation.

Responsible Official: Trainer/ Training manager

Measure: Ongoing



Strategy: All policies, procedures, and contact information is to be made available to the general public through our internet website.

Responsible Official: Compliance officer/ Training manager

Measure: Ongoing

Strategy: Any access issues raised by the public are to be addressed immediately to ensure it does not affect the enrolment and training of potential learners.

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing

Strategy: Allow for flexibility (when appropriate) for extensions of time to lodge Enrolment application forms, assessment tasks and other related forms, in particular for members of identified groups, in order to cater to those with different social and cultural backgrounds.

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing

Strategy: To provide a barrier free environment for learners and stakeholders for all people through offering multiple methods of contact, training and assessing

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing



Complaints and Appeals Policy and Procedure

PURPOSE

ATMC (ATMC) aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved.

This policy and procedure supports Standard for Registered Training Organization Standard 6 Clause 6.1 - 6.6 in providing a process for complaints and appeals to be heard and actioned.

This policy/procedure also supports clauses 5.2d of chapter 2 – Each learner is properly informed and protected, where Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

SCOPE

This policy applies to all current, prospective and previous students and other stakeholders of ATMC.

POLICY

ATMC is dedicated to provide excellent services and maintaining a friendly relationship at all levels from top management including employers, down towards our Students. ATMC is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively to be actioned within 10 business working days of receipt. As a Student with us, you are entitled to make an appeal to an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

Our Responsibilities to you if you have a complaint or appeal:

- Take all grievances, complaints and appeals seriously.
- To provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all Students.
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective Students with access to the complaints and appeals process before making an agreement to enrol, including those Students with any disabilities or special needs.
- Formal complaints and appeals can be written, or if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form.
- Action within 10 working days of receipt of the complaint or appeal.
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution

- To keep complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution.
- To resolve the complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.
- To maintain the Student's enrolment whilst an internal complaint or appeal is in progress, and the outcome has not been determined.
- Provide details of external authorities' complainant may approach, if required.

ATMC will make sure the following:

- ATMC will give students the contact details of the appropriate external complaints handling and appeals body.
- ATMC will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC).
- ATMC will make it clear to students that external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the institution. For example, if a student appeals against his or her subject results and goes through the registered provider's internal appeals process, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

When an external appeals process has been completed, the ATMC will immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process and notify the student of the outcome.

DEFINITIONS

Complaint can be defined as a person's expression of dissatisfaction with any aspect of ATMC's services and activities, including both academic and non-academic matters.

Examples of complaints would be where a member of the public or a student considers that there has been:

- Harassment, bias or unfair discrimination.
- Dissatisfaction about the enrolment, induction/orientation process.
- Dissatisfaction about the quality of education provided.
- Academic issues, including student progress, assessment, curriculum and awards in a VET course of study.
- Unauthorised handling of personal information and access to personal records.
- Failure to provide a service at the right time or to the standard expected of the service.
- Dissatisfaction in answering a query or responding to a request for a service.
- Failure to follow ATMC's agreed policy, or procedures.

- Failure to take proper account of relevant matters in coming to a decision.
- Discourteous or dishonest behaviour by a member of staff.

If you are dissatisfied or have concerns about the standard of service, actions or lack of action by ATMC or its staff, we have a formal complaints procedure.

An appeal is where a member of the public or student seeks a review of the decision made by the ATMC. An appeal could relate to:

- Any decisions made in relation to a complaint outcome.
- Any decisions made in relation to a refund application.
- Any decisions made in relation to an academic decision, for example, about admission (or re-enrolment) to study, an assessment, a certificate, progression within a course of study or termination of study, etc.

Our service standard is to contact the complainant within 2 business days to acknowledge in writing receipt of their complaint/appeal.

Appellant(s) is/are the person(s) lodging an appeal to the outcome of a complaint or grievance.

Complainant(s) is/are the person(s) lodging the complaints or grievance.

Grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by RTO, which the student brings to the attention of the RTO in an informal way, i.e. it is spoken about, not written down.

Respondent is/are the person(s) against whom the complaints or grievance has been made.

External Appeal:

Website: <http://www.ombudsman.gov.au>

Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia) Online Form

Email: ombudsman@ombudsman.gov.au

Post: GPO Box 442, Canberra ACT 2601

Formal Complaint: Means a Formal Complaint managed under the Complaint and appeal Procedure.

Informal Complaint: Means an Informal Complaint managed under Complaint and appeal Procedure.

Internal Appeal: An appeal to a Staff member at ATMC.

Party: Means a person lodging an Appeal and the Respondent.

Privacy: Means information protected under The Queensland Information Privacy Act 2009 (the Act).

Procedures: Means Institutes Procedures published on the ATMC's website and student Handbook.

Respondent: A person who must respond to the Appeal on behalf of the ATMC.

Staff: Any person who is an employee/contractor/representative of ATMC at the time of the Complaint.

Student: Any person enrolled as a student of ATMC.

Support Person: Means an observer (who is not legally trained) who accompanies a Party during the Complaint.

PROCEDURES

General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all students and other stakeholders by directly contacting ATMC, through the ATMC's website, and Student handbook.

- Where possible all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.
- Any staff member can be involved in this informal process to resolve issues but once a student/or other stakeholder/or anyone has placed a formal complaint / appeal, the following procedures must be followed.
- Any student, potential student, employee or third party may submit a formal complaint to ATMC 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.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at ATMC, or through the ATMC website.
 - As per policy, complaints are to be made in writing by the complainant.
 - ATMC should review all complaints upon receipt.
 - Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
 - Record details of the complaint on the Complaints and Appeals Register.
- Once a complaint or appeal is received and checked for, it should be forwarded to the appropriate personnel for review.
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending ATMC offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will NOT be reimbursed.
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants.
- The Review Personnel may gather evidence and constitute a review committee as they see fit.
- This process must be completed within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence).
- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible and within 5 working days of asking for evidence, it should be submitted. The complainant must be kept informed all the time.
- The process will be put on hold until the evidence is received.
- The decision will be advised in the written response to the complainant or appellant.
- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.
- All documentation relating to a formal complaint or appeal MUST be recorded on the student file, in case of student. This must include the initial form, supporting evidence, meeting minutes, copy of

correspondence with all concerned parties. This information will be kept confidently and stored securely for 7 years.

- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and ATMC takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
- All formal complaints or appeals must be logged in the Complaints and Appeals Register.

A complaint or appeal is a learning opportunity for ATMC. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.

Detailed Process

Complaints may be made in relation to any of ATMC's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another student
- Other issues that may arise

Appeals should be made to request that a decision made by ATMC has to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by ATMC

ATMC is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, ATMC ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual.

- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Where possible, all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the complainant, emails and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process should be followed as described later on in the document.

Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under internal appeals. Please refer to Assessment appeals points in the Appeals section.

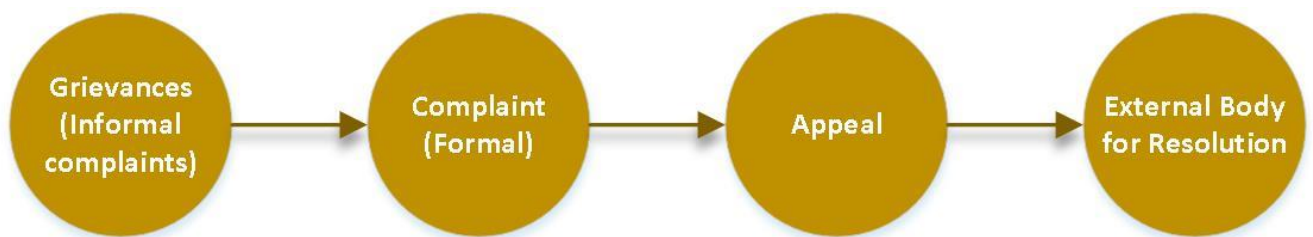
ATMC reduce complaints through:

- providing excellent ongoing service
- addressing complaints quickly and fairly
- making sure similar kind of complaint/incident does not occur again

When a complainant has a genuine complaint, ATMC may:

- thank them for raising the matter
- treat them with genuine empathy, courtesy, patience, honesty and fairness
- respond to the complaint quickly
- tell the complainant how ATMC will handle it and when to expect a response
- speak to the complainant in person

Diagram of the Different Steps/ Procedures in the complaints management process:



Informal Complaint

- Students / potential students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer through Student Support Staff about his/her concerns.



Issues about fees should be discussed in the first instance with the Accounts Department through Student Support.

- Any student with a question or complaint may raise the matter with ATMC Student Support staff and attempt an informal resolution of the question or complaint. This can be done online, or by telephonic conversation. In some cases, face-to-face will also be accepted.
- Questions or complaints dealt within this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of ATMC.
- If the student / potential student / stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Compliance Officer. In case of face-to-face meeting, he/she may be accompanied or assisted by a support person during this process.
- The Compliance officer/designated officer will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- Within ten (10) days of receiving the grievance, the Compliance officer will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue.
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

Formal Complaint

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.
- To register a formal complaint, a student must complete the Complaints and Appeals Form and contact the Student Support Staff to arrange a meeting with Compliance Officer, if required (a nominated person if Compliance officer is not present for the particular case). It is better to provide as many details as possible.
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
 - The name of the complainant
 - Date of the complaint
 - Type of complaint
 - Name of investigating officer / department assigned to deal with the complaint
 - Response from those involved in the allegations
 - Analysis of the matter
 - Outcome of complaint
 - Action recommended to address systemic issues (if any)
 - Time taken to investigate complaint
 - Complainant satisfaction with the outcome.
- There is no cost for the complaints process unless it is referred to a third party.



- Complainants have the right to access advice, support, assistance or company from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.
- The Compliance officer will then refer the matter to the appropriate staff members to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Where a decision is expected to take longer than 60 days, ATMC will advise the student/complainant in writing of the delay and including the reasons for the delay. Thereafter the student/ complainant will be provided with weekly updates in writing of the progress of the complaint.
- Weekly updates to both complainant and appellant will be provided by the Compliance officer.
- If decision is taking more than 60 days, matter can be forwarded to an external complaints resolution organisation as well for resolution.
- At the end of the resolution phase, the Student Support Staff will report ATMC decision to the complainant in writing. The decision and reasons for the decision will be documented by the Compliance officer and will update the records accordingly.
- Following the resolution phase, ATMC must implement the decision as conveyed to the complainant. ATMC will immediately implement any decision and/or corrective and preventative actions that are required.
- Where the formal complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. He/she may institute an internal appeals process by completing the Complaints and Appeals Form.
- To appeal a decision, ATMC must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.
- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Compliance officer or representative and also in the student's file, in case of student as complainant.
- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made nor any action be taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint.
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies. Complainants wishing to take this course of action are advised to:
 - Contact a solicitor; or
 - Contact Legal Aid Queensland (<https://www.legalaid.qld.gov.au/Home>) at 1300 65 11 88 and 44 Herschel Street Brisbane Qld 4001
 - Contact Community legal centres on <https://communitylegalqld.org.au/find-legal-help/about-free-legal-advice>.



- Students can also refer to <https://www.probonocentre.org.au/legal-help/individual/qld/> for further information.

Internal Appeals

- All students and stakeholders have the right to appeal decisions made by ATMC where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by ATMC may include:
 - Any conclusion/decision that is made after a complaint has been dealt with ATMC in the first instance as described in the complaints process above. This is referred to as general appeals and internal appeals).
 - Assessments decisions as set out below (assessment appeals).
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from ATMC staff.
- Where an appellant has appealed a decision or outcome of a formal complaint, s/he is required to notify ATMC in writing within 10 working days of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal.
- A ATMC representative must record the details in the Complaints and Appeals Register.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The Compliance officer or a nominee appointed by Compliance officer/CEO will be notified and will seek details regarding the initial documentation of the appeal and make a decision based on the grounds of the appeal.
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify RTO if they wish to proceed with the external appeals process.
- Compliance officer ensures ATMC acts on any substantiated appeal. Compliance officer determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.
- Where students wish to appeal an assessment or RPL, they are required to notify their Trainer/ Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
- If this is still not to the student's satisfaction, the student may formally lodge an appeal. They will lodge this with the Compliance officer or a nominee appointed by the Compliance officer and the appeal will be entered in the Complaints and Appeals Register.
- The Compliance officer will be notified and will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by ATMC.



- The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify ATMC if they wish to proceed with the external appeals process.
- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.
- The student's enrolment must be maintained whilst an appeal is in progress, and the outcome has not been determined.
- A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The details of these external bodies are as follows:

Complainant/Appellant can refer to Queensland Ombudsman on the following links:

- <https://www.ombudsman.qld.gov.au/how-to-complain/make-a-complaint/out-of-jurisdiction-categories/private-education-and-training-providers/you-have-a-complaint-about-a-private-education-or-training-provider>
- <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation>

Or

- Resolution Institute, previously as LEADR and IAMA, has been accrediting mediators since the mid-1990s. <https://www.resolution.institute/>
- The division of the expenses associated with the mediation e.g. mediator's fee, room hire and possibly travel expenses are to be shared equally between ATMC and the complainant / appellant.
- ATMC will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.
- If a student or stakeholder are still dissatisfied with the decision of ATMC, they may wish to seek advice or make a complaint about ATMC to ASQA directly. If, after ATMC's internal complaints and appeals processes have been completed, and they still believe ATMC is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as their



advocate, the lodgement of their complaint will inform ASQA's risk assessment of ATMC and a complaint audit may be conducted.

- Contact details for ASQA are:

Australian Skills Quality Authority

- Melbourne - Level 6, 595 Collins Street
- Brisbane - Level 7, 215 Adelaide Street
- Sydney - Level 10, 255 Elizabeth Street
- Canberra - Ground Floor, 64 Northbourne Avenue
- Perth - Level 11, 250 St Georges Terrace
- Adelaide - Level 5, 115 Grenfell Street
- Hobart - Level 11, 188 Collins Street

Telephone: 1300 701 801

Email: complaintsteam@asqa.gov.au

Website: www.asqa.gov.au



PRINCIPLES OF NATURAL JUSTICE AND PROCEDURAL FAIRNESS

- ATMC Staff may also use this complaints and appeals process. ATMC will use all complaints as an opportunity for continuous improvement.
- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered.
- Any allegation against a ATMC staff member or member of a subcontractor party is made known to that person and ATMC will provide an opportunity to present their side of the matter.
- Investigations and decisions are made by persons who do not exercise bias.
- A complainant/appellant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process.
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.
- All the information regarding this policy can also be found:
 - On the ATMC website;
 - In the Student Handbook;
 - In the Staff Handbook.
- The complainant / appellant can be supported or accompanied by an independent person or friend during the complaints and appeals process.
- It is normal ATMC policy that whilst a student is going through any formal complaint or appeals process, the student remains enrolled at ATMC and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired or the result of the complaint or appeal is decided in the student's favour.
- ATMC has a fair and transparent informal and formal complaints and appeals process, but should the complainant / appellant require it, access is available to an independent mediator who can review the complaint and/or appeals process.

NOTE: If the outcome is in the appellant's favour then ATMC will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

RESPONSIBILITIES

- CEO with Training and compliance team has overall responsibility for this policy.
- Compliance Officer conducting investigation into all formal complaints.
- Student Support Services will assist stakeholders at every phase, as required.

Enrolment Process for Students

Step 1: SELECT COURSE AND SUBMIT APPLICATION FORM

To begin the enrolment process, candidates first select a course offered by ATMC and then complete the Enrolment Application Form. Students can either submit the form online via the ATMC application portal or download it from the ATMC website, fill it along with the documents mentioned in step 2, and email it to info@atmc.edu.au with the subject line **Application form_[Student Name]_[name of the Course applying for]**.

Students are strongly advised to review the pre-enrolment information available on the ATMC website or request it from an ATMC representative before submitting their application.

Step 2: SUBMISSION OF DOCUMENTS (As per the entry requirements of the chosen course)

The completed form should be submitted to the Institute, along with the following attachments:

- a copy of the student's photo identification document
- Year 12.
- proof of being a domestic student, if applicable (Australian citizenship proof or proof of New Zealand citizenship or proof of Australian permanent residency)
- Student must submit all the documents as per the entry requirement of the course and pays the fees.

SUBMIT YOUR APPLICATION TO ADMISSION DEPARTMENT.

Step 3: CREDIT TRANSFER / RECOGNITION OF PRIOR LEARNING(RPL) (IF APPLICABLE)

Student can apply for credit transfer or RPL on the basis of their previous studies at ATMC or any other educational institution or experiences in Australia in accordance with ATMC Recognition of Prior Learning and Credit Transfer policy and procedure.

Step 3: Processing the Enrolment Application

All applications are processed by Admissions Team in accordance with the information provided in **Enrolment Application Form** and documentation submitted along with enrolment application. Applicants will go through the following.

- Students will be required to undertake Pre-training review and LLND (Language, Literacy Numeracy and Digital Skill) test and the student must answer all questions satisfactorily. It will be conducted before the training and assessment commences.
- Assessment of Eligibility to enter into the course.
- Students will be required to show the identity on the day of training and assessment.
- If any support is identified during the enrolment process or even training and assessment, ATMC will arrange the support according to its relevant policies and procedure.
- Once all the requirements are met, students will be provided with the timetable with details of the training and assessment and the receipt of the payment.

Step 4: Training Commencement

The student must attend the training session as per the **Timetable**.

FEES AND CHARGES/FEES MANAGEMENT POLICY AND PROCEDURE

POLICY

This policy/procedure provides all staff and students information on the process for determining fees and charges for all courses provided. ATMC will ensure that it maintains sound financial practices, ensuring the financial security of the RTO and enabling its ongoing viability, profitability and growth. Conservatism will prevail as the key influence over financial decisions. Equally, an uncompromising commitment to integrity and professionalism will remain the keystone to all finance, banking, investment and general business transactions.

The following principles underpin this policy.

Financial Management

- ATMC aims to maintain a sound financial position, which facilitates its stability, planned business growth and profit projections through
- ATMC business planning, including forecast income and expenditure;
- ATMC monitoring Cash flow;
- Formulation of and adherence to annual budgets;
- Ongoing reinvestment in the business to ensure it remains well-resourced to meet client needs;
- Maintenance of adequate cash reserves to meet planned commitments, as well as unforeseen events;
- Striving to remain debt free as part of its overall strategy of optimising return on investment and consequently maintaining price competitiveness;
- Careful safeguarding of assets, via comprehensive insurance and security measures

PURPOSE

ATMC is committed to establishing a long-term presence in the vocational education and training sector, as a provider of quality training and assessment services. A key factor in attaining this aim is the ongoing financial stability and wellbeing of ATMC, resulting from careful, responsible and hands-on financial management, aligned to the business goals, the nature of its operations and the nuances of the market in which it competes

This policy ensures that ATMC uses efficient financial management practices and systems complying with the Standards for **Registered Training Organisations (SRTOs) 2025**.

SCOPE

This policy and procedure include implementing the fee management mechanisms as outlined below. This policy applies to ATMC management staff.

Responsibilities

The CEO is responsible for:

- Ensuring compliance with financial management policies, procedures and systems.
- Ensuring compliance with Financial Viability Risk Assessment Requirements 2011.
- Monitoring and reporting on compliance with these financial management policies and procedures.



- Undertaking reviews of the effectiveness of the policies, procedures and systems annually and to use the results of such reviews to drive further improvements.
- When requested, provide VET Registration body with a formal assurance that has sound financial management standards for matters relating to the Scope of Registration and scale of operations.

Definitions

The following words and expressions have the following specific meaning, as **in the SRTOs 2025**.

- **Financial Viability Risk Assessment Requirements means** the requirements made under section 158 of the National Vocational Education and Training Regulator Act 2011 or equivalent requirements made or adopted by the VET Regulator of a non-referring State as the case requires.
- **Registration means** registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.
- **Scope of registration means** the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:
- **both provide training delivery and assessment** resulting in the issuance of AQF certification documentation by the RTO; or
- **provide assessment resulting** in the issuance of AQF certification documentation by the RTO.

VET Regulator means:

- the National VET Regulator; and
- a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

Financial Viability Risk Assessment Requirements

Intent

- The VET Regulator can request to demonstrate its financial viability at any point in time.
- The assessment of the 'Financial Viability' by the VET Regulator is directed evaluating the likelihood of business continuity, and its capacity to achieve quality outcomes. The assessment informs a judgement about whether has the financial resources necessary to:
- Acquire the requisite assets and physical resources to deliver all qualifications on its scope of registration;
- Employ sufficient appropriately qualified staff to cover the courses for which it takes enrolments;
- Provide appropriate levels of student services to students;
- Remain in business to ensure that each student can achieve completion;
- Meet the above requirements even in an unsure environment.

Obligation to submit assessment

- ATMC must submit an assessment of financial viability risk by a qualified independent financial auditor nominated by the VET Regulator at any time during the registration period.
- The obligation to submit also applies to parent organisations, affiliated companies or organisations that have a vested interest in the organisation.

Indicators for Assessment

The assessment will be undertaken by assessing common indicators of financial performance and position. These may include, but are not limited to :



- Liquidity – including current ratio and cash flow assessments;
- Solvency – including debt to assets assessment, debt to equity assessment;
- Economic Dependency (e.g. reliance upon government funding or a particular cohort of clients);
- Revenue, profit and cash flow;
- Commercial risk’
- Audit opinion;
- Contingencies;
- Compliance with all statutory obligations(e.g. GST, taxation, superannuation)
- Compliance with accounting standards;
- Accounting policies – impact of organisation accounting policies on its financial risk.

Information to be assessed

Information that could be used to assess the common indicators may include, but are not limited to:

- Independent review of financial projections, including underlying assumptions;
- Business planning, including forecast income streams and forecast expenditure;
- Assets and liabilities;
- Financial statements audited by an independent qualified auditor;
- Financial records for the previous 12 months, including profit and loss, balance sheets;
- Cash flow and bank accounts;
- Short term budgets and forecasts, including assumptions;
- Information on current and projected student enrolments, including assumptions;
- Tax records;
- Information about current debts and debtors, credit and creditors, loans and repayments;
- Plans, and information on any legal disputes;
- Inter-company dealings, transfers, ownerships and loans;
- Contingent liabilities;
- Ultimate ownership details;
- Post reporting activities.

PROCEDURE

All fees are to be confirmed prior to enrolment and the commencement of training. The amount to be charged for training and assessment services will be determined by the CEO and this will be consistently documented through all marketing materials and enrolment documentation (Enrolment Form).

Students will be informed of the amount of the course on enrolment and required to pay their course fees/deposit to confirm their enrolment. The collection of the student fees will be documented by Administration in the Student File.

Student fees are protected by the ATMC fair and reasonable refund policy and procedure which is provided to students prior to enrolment.

COURSE FEES

- ATMC will strive to maintain highly competitive fair and reasonable fee structures, outlining these in a “statement of Fees”.



- ATMC adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- ATMC provides details of course fees in all course information.
- Course fees may be negotiated with individual clients, as approved by CEO.
- The CEO may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any “Funding body” policy (as relevant).
- Confidentiality regarding fee arrangements is expected from clients.
- ATMC will ensure these fees are applied and communicated to clients at the time of enrolment.
- ATMC does not charge anything for the enrolment application fees.
- Payment of no more than \$1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed \$1500 at any given time.
- In accordance with the Standards for RTOs 2025, ATMC adopts the following to protect fees paid in advance:
 - Flexible payment arrangements/ options will accommodate individual circumstances.
 - Fees must be paid in full before certification will be issued
 - ATMC reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up to date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
- Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

Payment terms

- AUD300 Deposit – Invoiced prior to commencement due before commencement of training.

NOTE: 10 working day cooling off period applies prior to commencement

Current fees and charges

ATMC currently charges is as follows:

Course fees include Tuition, Materials and student amenities fees.

Course fee = Please refer to the course marketing brochures.

Reassessment Fees: Nil

Reissuance of SOA: \$25

RPL FEES

Students wishing to apply for Recognition of Prior Learning (RPL) must pay additional fees. The cost of RPL is AUD 250.00 per unit of competency. RPL Application forms can be requested from ATMC.

**Refunds**

Applies refunds in accordance with the Refund Policy.

Asset Management

Acquisitions of assets are in accordance with strategic planning, training and assessment strategies and budgetary considerations.

Projected budget for asset acquisition will be included in annual strategic planning and the overall viability review for individual projects.

Access & Equity

The Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation from financial management processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All Financial Management practices are monitored by the CEO and subject to ongoing review during monthly Financial Review meetings. Areas for improvement identified and acted upon.

REFUND POLICY AND PROCEDURE

POLICY

The policy of the organization is committed to work within the fair and transparent framework for charging of fees, the provision of protection for fees in advance and the refund of payments. We ensure that these policies will be equitable for the registered students of ATMC (here after known as 'ATMC'). This policy and procedure supports Standard for **Registered Training Organisations 2025**.

SCOPE

The policy and procedure of the organisation is always to be fair and equitable to registered students. Applications for refunds can be made at the reception or sending the refund application form and supporting documents to info@atmc.edu.au This policy applies to all students of ATMC.

PURPOSE

This policy and procedure will be equitable for the registered students of ATMC. This is made for students to arrange for a refund request prior to their scheduled training.

DEFINITION

'Provider Default' is where the registered provider fails to provide a course or ceases to provide a course to the student.

'Student Default' where a student does not start a course or withdraws from a course.

PROVIDER DEFAULT

In the cases below a full refund will be provided to students within 2 weeks of the course default date:

- The course does not commence on the agreed start date, or
- The course ceases to be provided at any time after it starts but before it is completed, or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider. ATMC needs to postpone a course for any reason every effort will be made to reschedule the course within the following two months.

In the event that ATMC is unable to deliver the course in full, the student will be offered a refund of all the course fees the student has paid to date. The refund will be paid to the student within 4 weeks of the default date. Alternatively, the student may be offered enrolment in an alternative course at ATMC at no extra cost to the student than the total cost as advertised or given in the student's offer letter. The student has the right to choose whether to take a full refund of course fees or to accept a place in another course. If the student chooses placement in another course, ATMC will ask the student to sign a document to indicate acceptance of the placement.

STUDENT DEFAULT

In the circumstances below there will be no refund of any fees paid.

- Students are not permitted to transfer course fees to another student, or



- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or
- The student failed to pay an amount he or she was liable to pay to the provider in order to undertake the course.

PROCEDURE

If the student is unable to commence, a full refund of fees will be forwarded to the student if notice is given prior to training commencement.

In order to access refunds under the circumstances mentioned above, students must:

- Refund request must be made on the Refund Request Form. This must be signed by the student.
- Fill out and submit the Refund Request Form by means of:
 - Emailing a signed form to info@atmc.edu.au
 - Or
 - Posting directly it to our Campus Address.
- Assessment on the request will be conducted and ATMC will recommend promptly of the Refund outcome.
- If refund is applicable, the student will get a payment receipt.
- If the refund is not granted, then the student will be notified with a letter on the reasons for the outcome.
- If student is not satisfied on the result, the student can access our Complaints and Appeals form via our website.



Plagiarism, Academic Misconduct and non-academic Misconduct Policy and Procedure

PURPOSE

ATMC has established this policy to support the Australian Skills Quality Authority (ASQA) Standards for **Registered Training Organisations (RTO) 2025** (Standard 1). The policy has been developed and implemented by the ATMC to support and provide clear instructions and guidance to scope audience with regards to incidents of academic misconduct by any learner enrolled in a course offered by ATMC but also includes reference to non-academic misconduct.

SCOPE

This policy applies to all:

- Staff of ATMC
- Past, current and perspective Students of ATMC

DEFINITIONS

Academic Misconduct is defined as any action(s) or behaviour likely to result in an unfair academic advantage, whether by unfairly advantaging a learner or disadvantaging another. Acts of academic misconduct include, but are not limited to:

- possession of unauthorised material before, during or after an assessment or exam
- refusing to observe the instructions during the assessment process
- sharing or publishing assignment materials
- collusion with another learner
- learner substitution
- plagiarism
- cheating

Plagiarism refers to attempts by Students to use the work, words or ideas of others without proper acknowledgement. In the context of assessment, plagiarism occurs if a learner;

- presents any phrase or extracts, word for word without using quotation marks or referencing the author
- paraphrases all or part of an author's work and presents it without referencing the author, or providing
- inadequate reference to the author
- copies or paraphrases all or part of another learner's work and presents it as their own
- presents all or part of an assessment item previously submitted for assessment in another course or unit of work.

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to Students (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these. Collusion also refers to the following practices which are not considered allowable;

- unauthorised and unacknowledged joint effort in an assessment

- unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
- unauthorised and unacknowledged assistance from another person.

Referencing your work

- The Students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work. ATMC encourages its Students to use APA 6th referencing Style. You can visit https://files.froebel.org.uk/production/documents/Referencing-Style-for-Reports-APA_Guide_2017.pdf for the style information or visit <https://www.refme.com/au/referencing-generator/apa/> for APA style references generation. You must reference all sources that you use in your assignment, including words and ideas, facts, images, videos, audio, websites, statistics, diagrams and data.
- There are two parts to every referencing system:
- In-text reference - a reference to a source of information placed within the body of the work.
- The reference list - a list of all sources referred to in the work, located at the end of the work.
- Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism.

Non-academic Misconduct is any action or conduct by Students relating to people or property which does not meet ATMC standards. Non-academic misconduct includes but is not limited to:

- a learner behaving inappropriately in the batch or some online forum.
- obstructing any ATMC Personnel or representative in the performance of their duties;
- acting dishonestly or knowingly making false or misleading representations in relation to enrolment in a course;
- misusing, stealing, damaging or destroying any property of ATMC, a staff member or representative, or another learner;
- willfully disobeying or disregarding any order, direction or condition made by ATMC Personnel or representative;
- harassing or intimidating another learner or staff member based on race, ethnicity, sex, marital status,
- sexual preference, disability, age, religious or political convictions or for any other reason;
- prejudicing the good name, academic standing or good order and government of ATMC; and
- failing to comply with an outcome resulting from this policy.

POLICY

This policy applies to incidents of academic misconduct by any Learner enrolled in a program offered by ATMC but includes reference to non-academic misconduct. ATMC will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, in consideration of all circumstances surrounding the case, and in accordance with this policy. The outcomes of the Students work will

not be finalised until after the case of alleged academic misconduct has been properly investigated and any appeal process has concluded; and

- The initial investigation of misconduct will be undertaken by the Training Manager and may be referred to the CEO.

ATMC is committed to operating within the following principles:

- ATMC will treat all Students facing allegations of misconduct fairly and equitably and with due consideration of their privacy regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity and the principles of natural justice and procedural fairness;
- Any Learner who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct until they admit to the misconduct; or a fair and proper investigation leads to the determination that they committed the act of misconduct;
- Knowledge that a Learner has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may be evidence that a Learner is aware that such action constitutes misconduct, and may be relevant to any penalty imposed; and
- Where any work (or part of work) submitted for assessment by two or more Students is deemed by a ATMC assessor to be the same or substantially the same, ATMC will consider this to be evidence of academic misconduct by those Students.

PROCEDURE

Penalties

It is ATMC's policy that the penalty or disciplinary action imposed should be appropriate to the type and severity of the misconduct. A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with Chief Executive Officer (CEO), and will consider, but not be limited to review of:

- the previous record of the learner;
- whether the learner admitted the misconduct and whether, in so doing, they came forward of their initiative;
- whether the learner assisted or hindered the investigation process;
- whether there was significant extenuating or mitigating factors;
- the type of misconduct;
- the number of Students affected or involved and the impact of the misconduct on the operations of ATMC and other Students; and
- any benefit derived from the misconduct by the learner.

Academic Misconduct

Where academic misconduct is proven, the following penalties may apply:

- a formal caution or reprimand to be recorded on the Students' record with ATMC;
- the annulment or disallowance of results in a particular assessment;
- a requirement to undertake further or supplementary assessments with the associated costs borne by the learner;

- the exclusion of the learner from ATMC programs either permanently or for a period of time;
- results withheld from the learner;
- suspension of enrolment; and/or
- any other penalty as determined by a ATMC.

Non-academic Misconduct

Where non-academic misconduct is proven penalties including, but not limited to the following may apply:

- the learner is required to apologise formally to any aggrieved party where appropriate;
- the learner undertakes some form of remediation, such as counselling;
- the learner provides full reimbursement of the cost of any damage caused to ATMC;
- the learner is expelled (permanent exclusion) from ATMC courses;
- the Students may have their enrolment suspended; and
- any such other penalty or action considered appropriate including referral to law enforcement agencies.

Notification

Students who are subject to disciplinary decisions will be notified in writing of their misconduct (where appropriate) and the actions that will be taken by ATMC. ATMC will notify Students of the disciplinary outcome within a reasonable time of the incident being raised.

Appeals Process

- Students may appeal against any disciplinary decision. This appeal must be submitted in writing to Training Manager.
- Appeals against the disciplinary decision must be made within 10 working days of receiving the disciplinary decision notification. Disciplinary appeals that are submitted outside of this time will not be considered.
- The written appeal must state the grounds on which the appeal is to be made and must contain an explanation of why the learner believes the original disciplinary recommendation/decision is inappropriate.
- The ATMC Administration will consider the appeal by reviewing the initial disciplinary decision and the learner's written submission and may discuss the matter directly with the Learner and/or his/her representative. Individuals involved may also be contacted, for further information as required.
- The Learner will be informed of the outcome of the disciplinary appeal within 10 working days of its lodgement as identified by the date of receipt by ATMC. The decision of the appeal to the ATMC Administration shall be final and no appeals of this decision will be made.

Detailed Procedure

Where an allegation of academic, or non-academic misconduct as outlined in this policy is made, the Training Manager will review the allegation and initiate contact with the Learner(s) to advise that they are under review.

The Training Manager will commence an investigation into the allegation of academic misconduct and may engage the services of an independent third-party reviewer.

An investigation will take ten (10) working days or otherwise as specified by the Training Manager.

The Training Manager will contact the Learner(s) in writing to advise them of the outcome of the investigation and invite them to respond within ten (10) working days of the date of the letter or email.

Upon receipt of a response, the Training Manager may make further investigations (if required) and/or refer the matter to the CEO along with a recommendation for an appropriate course of action in relation to the allegation.

If no response is received from the Learner(s) by this date, the appropriate action as mentioned in the outcome letter will be taken.

All outcomes of the student's work will not be finalised until after a case of alleged academic or non-academic misconduct has been properly investigated and resolved.

The Training Manager and/or CEO will consider all cases of alleged academic or non-academic misconduct, and Learner response to these allegations on a case-by-case basis.

A decision on the outcome and to be communicated to a Learner will be decided based on the outcome of any investigation and/or Learner appeal of a decision (if applicable).

A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with CEO, and will consider, but not be limited to review of:

- the previous record of the Learner.
- whether the Learner admitted the misconduct and whether, in so doing, they came forward of their initiative.
- whether the Learner assisted or hindered the investigation process.
- whether there was significant extenuating or mitigating factors.
- the type of misconduct.
- the number of Students affected or involved and the impact of the misconduct on the operations of CPA Australia RTO and other Students; and
- any benefit derived from the misconduct by the Learner.

The Learner(s) will be notified in writing by the Training Manager of the outcome of this decision.

Any costs associated with the outcome of this decision are to be borne by the Learner(s).

If the decision is taken to remove a Learner(s) from the course, no refund will be granted and no statement of attainment, record of results or relevant test amur will be given by ATMC to the Learner.

A Learner may appeal against a decision made in relation to an allegation of academic or non-academic misconduct by completing the Complaints and Appeals Form and submitting this to the ATMC within ten (10) working days of receipt of the decision.

Students should refer to the ATMC Complaints and Appeals policy and procedure for further information on the appeals process.

Privacy and Personal Information Policy and Procedure

PURPOSE

We are committed to respect the privacy of all personal information as well as comply with the relevant state and federal principles on privacy. This policy explains how we manage personal information in relation to these principles and to meet the requirements of commonwealth's Privacy Act: Privacy Act 1988.

SCOPE

This policy applies to all

- staff of ATMC
- students of ATMC

POLICY

- ATMC may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Registered Training Organisation (RTO) operations and practices and to make sure it remains appropriate to the changing RTO environment.
- Students may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a department-endorsed project or audit or review.
- ATMC is required to collect and disclose personal information for several purposes including the allocation to Students of a Unique Student Identifier (USI).
- During its business, ATMC may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that students or potential students have with us.
- In collecting personal information, we will comply with the national privacy principles set out in the Privacy Act 1988.

PROCEDURE

- Collection and use of personal information ATMC will only collect personal information by fair and lawful means which is necessary for the functions of ATMC and is committed to ensuring the confidentiality and security of the information provided to us.
- The personal information supplied by individuals to ATMC will only be used to provide information about study opportunities, program administration, and academic information and to maintain proper academic records. If an individual chooses not to give ATMC certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Disclosure of personal information

- Personal information about learners studying with ATMC may be shared with the Australian Government and designated authorities. ATMC needs to share the information for AVETMISS reporting and NCVER survey. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a learner visa condition.



- Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- ATMC will not disclose an individual's personal information to another person or organisation unless:
 - the individual concerned is reasonably likely to have been aware or made aware that information of that kind is usually passed to that person or organisation.
 - the individual concerned has given written consent to the disclosure.
 - ATMC believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.
 - the disclosure is required or authorised by or under law.

Security of personal information

- ATMC will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.
- ATMC will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

Right to access and correct records

- Individuals have the right to access or obtain a copy of the personal information that the ATMC holds about them. Requests to access or obtain a copy of personal information must be made in writing using Access to Records Request Form. There is no charge for an individual to access personal information that ATMC holds about them; however, we may charge a fee to make a copy, if it required to be posted. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.
- If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using Personal Detail Form or Student Request Form. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.
- Written requests for access to or to obtain a copy of personal information held by ATMC should be done using above mentioned forms. The written form can be provided to scanned and email to Student Support, or via post.

Certification, issuing and recognition of Qualification & Statement of Attainment Policy and Procedure

PURPOSE

This policy has been developed to ensure compliance with the [Australian Qualifications Framework](#) (AQF) and ASQA Standards for RTOs in relation to the issuance of qualifications and statements of attainment for successful and partial completion of ATMC (ATMC)'s training programs.

SCOPE

This policy applies to all current, prospective and previous students of ATMC, and all staff involved in the issuance of qualifications and statements of attainment.

POLICY

ATMC will provide each student with either a *Qualification/Testamur* or a Statement of Attainment depending on the status of their studies and provided all agreed fees are paid.

DEFINITIONS

Certificate/Testamur

A certificate or testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. Certificates or testamurs refer to official documents that confirm that an AQF qualification has been awarded to an individual. A student who has been assessed as meeting the requirements of a training product as specified in the relevant training package or VET accredited course is entitled to receive the following certification documentation on award of the qualification:

- A certificate/testamur, and
- a statement of results.

PROCEDURE Certificate/SOA issuance

- On completion of the unit, the trainer is required to give the completed paperwork to the records officer for entering into the student management system (SMS) and for filing.
- ATMC will issue statement of attainment once the student successfully completes the unit of competency. Usually, it will be within 5 days of the competent assessment outcome. **As per the standards (SRT0 205)**, ATMC has got 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid, to issue the SOA.
- In order to process the SOA, the officer is to firstly check that the student has a Unique Student Identifier (USI).
- If the student provides a USI, this must be verified within the SMS.
- If the student does not have a USI, ATMC will not issue SOA unless an exemption applies under the Student Identifiers Act 2014.



- Provided the student has provided a verified USI, the Officer must then check that the student has completed all the tasks of the unit of competency as outlined in the course by checking the SMS and by checking that the academic file contains all the completed assessments.
- When the SMS and the students' academic file have both been checked and found to be complete, the officer should then check with the accounts department that all agreed fees are paid.
- If there are any outstanding fees the student will be required to settle those before a certificate can be issued, as per acceptance agreement which the student has previously signed and agreed to.
- If all fees are cleared, the officer will generate the certificate for the student. The certificate must be in the same name as on the government Issued Ids.
- Once the SOA are printed, the Chief Executive Officer (CEO) is required to check and sign the documents when satisfied.
- Once signed, the officer should go through the student academic file and accounts clearance as a final check prior to issuance and will make sure that the students' name, course name, start and end dates etc. are all correct.
- The certificate/SOA is then to be recorded on the Qualification Issuance Register outlining the student name, ID number, course name and certificate number.
- A copy of the certificate/SOA is to be placed on the student file. The copy is to be stored for 30 years.
- The officer must then sign and date the request form to say the certificate has been issued.
- The certificate may now be issued to the student.

AQF Certificates must include the following information:

- Name of provider
- RTO code
- RTO logo
- Students' full name
- Course code and title
- CEO Signature
- AQF logo or statement
- NRT Logo
- Certificate number
- Date of issue

The Record of Results must include the following information:

- Name of provider
- RTO code
- Students' full name
- Course code and name
- Result for each unit
- Year Enrolled
- CEO Signature
- Date of issue

- Document number

Statements of Attainment will include the following information:

- Name of provider
- RTO code
- RTO logo
- Students' full name
- List of unit of competency (full unit code and title of each)
- CEO Signature
- NRT logo
- ATMC seal
- Date of issue
- Certificate number
- The statement "A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units"
- The words "These competencies form part of (course code, course title)"

Re-issuing Qualifications

In some instances, re-issue of/or replacement of certification documentation is to be carried out by staff at ATMC based on a student making the relevant application on a 'General Request form'. The cost of this is \$25 per document and will be completed by the Records Officer in response to a student application on a "General Request form" within 10 working days of receipt of the request. The student must provide photographic proof of identity to the Records Officer for a replacement Qualification or Statement of Attainment.

- The same certificate/statement of attainment should be re-printed from SMS once the required fee is collected
- Once the certificate or statement of attainment is printed, the authorised ATMC staff member is required to check, sign the documents when satisfied that the information is correct.
- The certificate is to be stamped with "Duplicate"
- The Certificate/Statement of Attainment is then to be recorded on the Qualification Issuance Register outlining the student name, ID number, and date of re-issue.
- A copy of the re-issued document is to be placed on the student file.
- The records officer must then sign and date the request form to say the certificate/SOA has been re-issued.
- The student must also sign the form to acknowledge receipt of the re-issued certificate/SOA.
- The certificate/SOA may now be re-issued to the student.

Revoked Qualifications

ATMC reserves the right to revoke certification (AQF qualifications or statements of attainment) that it has issued in the following instances:

- Where incorrect information has been included in a Certificate or Statement of Attainment
- Where acts of plagiarism by a student have been proven

- ATMC will contact all students who have had their Certificates or Statements of Attainment revoked and inform them of the revocation action in writing
- ATMC will immediately reissue a revoked Certificate or Statement of Attainment where incorrect information has been used. The student name, ID, date and reason for revocation should be recorded
- Students will be sent a letter advising them of the need to return their completion documents. In the letter they are advised that they have 10 working days to do so.
- In the case where incorrect information has been included on a Certificate or Statement of Attainment, an amended version will be created and given to the student.
- The certificate is to be stamped with “Revised”.

Unique Student Identifier (USI)

ATMC will not issue any AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.

If a student has an exemption, ATMC will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript.

Upon receipt of a USI, the Records Officer will verify it within the SMS before using that USI for any purpose.

ATMC has record keeping processes in place to ensure the security of student identifiers and all related documentation, including information stored in the SMS. Refer to Record Management Policy and Procedure for details.

RETENTION REQUIREMENTS

Records of Statements of Attainment and Qualifications issued will be kept for a period of 30 years.

INTERACTIONS WITH THE NATIONAL VET REGULATOR

ATMC will provide returns of its client records of attainment of units of competency and VET Qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.



Pre-enrolment Engagement Policy and Procedures

Purpose

This policy supports the Standards for **Registered Training Organisations (RTOs) 2025 – Standard 1.2** and 5. The College endeavours to provide relevant information to all students prior to enrolment enabling them to make an informed decision to study at the Institute.

Policy

Prior to enrolment or the commencement of training and assessment, whichever comes first, the Institute provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the College and at a minimum includes the following content:

- a) The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b) The training and assessment, and related educational and support services the College will provide to the learner including the
 - i. Estimated duration
 - ii. Expected locations at which it will be provided
 - iii. Expected modes of delivery
 - iv. Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the College's behalf (if applicable) and
 - v. Any work placement arrangements.
- c) The College's obligations to the learner, including that the College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) The learner's rights, including:
 - i. Details of the College's complaints and appeals process required by Standard 6
 - ii. If the College, or a third-party delivering training and assessment on its behalf (if applicable), closes or ceases to deliver any part of the training product that the learner is enrolled in
- e) The learner's obligations:
 - i. Any requirements the College requires the learner to meet to enter and successfully complete their chosen training product; and
 - ii. Any materials and equipment that the learner must provide; and information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).

Where the College collects fees from the individual learner, either directly or through a third party, the College provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) All relevant fee information including:

- i. Fees that must be paid to the College; and
 - ii. Payment terms and conditions including deposits and refunds.
- b) The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.
- c) The learner's right to obtain a refund for services not provided by the College in the event the:
 - i. Arrangement is terminated early; or
 - ii. The College fails to provide the agreed services.

Where there are any changes to agreed services, the College advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

Scope: This policy applies to the College's students, staff and education agents (if any).

The CEO/ compliance officer is responsible for the implementation of the policy and procedures and to ensure that students, staff and education agents (if any) are aware of its application and implement its requirements.

Procedure:

The College provides the relevant information (listed below) through the student prospectus, course brochures/ handbook, the College's website and through education agents (If any). The information provided is not just limited to the following:

- Course entry requirements
- Information on course credits including credit transfer and recognition of prior learning
- Course content and duration, qualification offered if applicable
- Modes of study and assessment methods
- A general description of facilities, equipment, and learning and library resources available to students
- Indicative course-related fees including advice on the potential for fees to change during the student's course
- The College's Fees and Refund Policy and Procedures
- The College's Complaints and Appeals Policy and Procedures
- The College's obligations
- Students' rights and obligations
- Other Policies and procedures

RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT TRANSFER (CT) POLICY AND PROCEDURE

POLICY

ATMC is committed to ensuring the quality of support for our students.

This policy and procedure is under the provision of Standards for **Registered Training Organisation 2025**, implementing a procedure for ATMC to process student's applications for Recognition of Prior Learning (RPL) and Course Credit Transfer, and document the results. It will provide a process that ensures that students will receive a written copy of the outcome of RPL and Course Credit Transfer application. Records will be kept through Student Database Management System.

PURPOSE

This policy and procedure is made to provide students with the opportunity to apply for an RPL and CT.

Students who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

ATMC advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module set the RPL benchmarks. Evidence for RPL / credit of prior learning may include:

- Evidence of current competence;
- Performance, demonstration, or skills test;
- Workplace or other pertinent observation;
- Oral presentation;
- Portfolio, logbook, task book, projects or assignments;
- Written presentation;
- Interview;
- Simulations.

SCOPE

This policy and procedure apply to all current and prospective students and ATMC staff.

ATMC recognizes Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organization.

Students may be entitled to a CT or RPL in the following circumstances:

- Where students have Completed units of competency from a relevant National Training Package from a Registered Training Organisation/TAFE etc.
- Students have got relevant proven experience in the same field as the course, they are interested in.

- Successful RPL application and Course Credit application.

DEFINITION

‘RPL’ is the acknowledgment of skills and knowledge that have been gained through training, work or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the learning outcomes of the current course or training package.

‘Course Credit’ on the other hand, is for students who took courses or units from other college/ RTO and did not finish or those who withdrew from the course, yet they want to continue their course with ATMC. Assessment on this will include evaluating a previously completed unit of competency to determine if it provides equivalent outcomes to those specified in the current training package of ATMC.

‘Credit Transfer’ is defined by AQF as “A process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications”.

‘Formal learning’ refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

‘Non-formal learning’ refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business);

‘Informal learning’ refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

PROCEDURE

1. RPL (Recognition of Prior Learning)

- ATMC applies a systematic approach to the granting of RPL which does not unfairly advantage or disadvantage any existing or prospective student. Students are not required to repeat learning activities, regardless of how or where the learning was acquired, providing the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled. These learning experiences include the individual’s relevant formal, informal and non-formal learning.
- Applications for RPL will be considered on a case-by-case basis and in a timely manner to ensure that all applicants are able to make well-informed choices about study options, pathways and alternatives by considering the credit they can expect.
- RPL information must be included in information given to students prior to enrolment.

- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for RPL. Students are informed of the RPL process in the Student Handbook and are asked to identify if they would like to apply for a RPL in the Enrolment Application Form.

Applicants are required to complete the appropriate section of the Application for RPL and provide evidence in support of each unit of competency/subject for which RPL is sought. Forms of evidence may include:

- High School transcripts;
- University/TAFE/other provider's transcripts;
- Course subject outlines;
- Detailed Résumé (CV) with referee details;
- Results/statements of attendance/certificates relating to business in-house courses,
- Workshops and seminars;
- Position descriptions;
- Relevant licences;
- References/Statements of Service/letters of support from past employers (these must be on the relevant company letterhead, dated and signed);
- Diaries/task sheets/job sheets/log books;
- Membership of relevant professional associations, etc.

This evidence will be assessed and, if necessary, an interview held at which the applicant may provide additional evidence of the relevant competencies or demonstrate the relevant skills. Depending on the living and communication circumstances, this interview may be conducted by telephone or by means of teleconferencing or demonstration given on arrival at the suggested premises. In such circumstances, prior to the interview commencing, the student must provide ATMC with a copy of all the supportive evidence; these documents must have been verified by a Justice of the Peace or equivalent authority as being true copies of the original.

ATMC reserves the right not to recognise part or all any previous experience if the assessor believes that the competencies or knowledge demonstrated and recorded fall significantly short of the industry standard as stated within the relevant National Training Package or accredited course. In such a case, the applicant will be required to complete further related training.

There is no limit to the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, and a special RPL fee would apply in such circumstances. This fee will vary, depending on the course tuition fees, and the type of prior learning. Information is available from the ATMC website.

Fees for RPL can be found in Fee and Charges Policy and Procedure of ATMC.

Application

- Applications for RPL can only proceed when a student has enrolled in the unit(s) of study for a qualification, or at the time a student is enrolling in a qualification.
- All prospective and enrolling students can opt the RPL option. A student who wishes to proceed with the application, he/she should fill out relevant form or download the application form from the ATMC website to apply for RPL. The printed / filled form should be submitted to Administration. Student Support Staff will also provide additional guidance if needed.



- Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for RPL. Students must complete the RPL kit Application part for the course or unit and submit to Administration with supporting evidence as required. This evidence must be clearly identifiable and support the applicant's case for RPL by addressing the relationship of evidence to the Unit of Competency for which RPL is being sought. The supporting evidence is clearly stated in RPL policy.
- Completed RPL Kits are to be submitted to Administration and includes copy of original documents to be sighted and copied by assigned Facilitator. The RPL fee will be calculated based on the number of units the applicant is applying for RPL. This must be paid or payment plan must be made. RPL Kits will not be accepted unless all required information is included.

Outcome of Application

ATMC needs to provide the student a confirming outcome of RPL application. The students must sign this to indicate agreement with the outcomes of application for RPL, and a copy is to be kept in the Student File along with all other RPL documentation.

Refund

No refund of fees and charges is given, regardless of whether the RPL application is successful or unsuccessful.

Time Limits for Assessment Process

ATMC aims that Application for RPL will be assessed within 10 working days. The duration may vary as the RPL assessment involves the third parties such as supervisors/referees, trainer/assessor and the student. Duration of the RPL assessment depends on availability of the candidates, supervisors/referees and trainer/assessor.

Appeals

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision using the Complaints and Appeals Policy and Procedure available from ATMC website.

2. Course Credit Transfer (CT)

The policy is for Credit Transfer as exemption from enrolment in a particular part of the course as a result of a competency currently held. Credit transfer assesses the initial course or subject that a student is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the student's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The process involves ATMC to make sure:

- Credit Transfer is different from Recognition of Prior Learning.
- Mapping, comparing, evaluating, and making an educational judgement of the extent to which the defined learning outcomes and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes and assessment requirements of the individual components of another qualification.
- Setting out the agreed credit outcomes in a documented arrangement or agreement and publicising the arrangement/agreement and credit available.

- All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.
- Credit Transfer information must be included in information given to students prior to enrolment.
- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for Credit Transfer. Students are informed of the credit transfer process in the Student Handbook and are asked to identify if they would like to apply for a Credit Transfer in the Enrolment Application Form.
- ATMC encourages students to apply for Credit transfer before the commencement of training and assessment or before issuance of the COE. However, students can apply for the same after their study commences.
- There is no fee for this application.
- ATMC will grant course credit to students with appropriate evidence to support their application.
- The duration of study is adjusted accordingly, and students are advised of the credits granted.
- The Qualifications and Statements of Attainment issued by any other Registered Training Organisation must be recognised.
- Recognition means that students will be granted exemptions or advanced standing in a course because of components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications completed with another Registered Training Organisation.

Application and process

- If a student wishes to apply for Credit Transfer, they must complete the Credit Transfer Application Form and include appropriate evidence to support the Credit Transfer application.
- Students must submit original versions or certified true copies of their supporting evidence.
- This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating the unit code(s) and title(s) believed to be equivalent to the unit(s) for which credit is being applied for, or other documents of equivalence that are outside the AQF.
- The student is required to submit this application with associated evidence to the Student Support Staff. This can be done by online submission, or through post.
- The assessment of all Credit Transfer Applications will be undertaken by the Compliance officer or Training Manager or any other designated staff.
- Compliance officer or Training Manager or any other designated staff must complete the appropriate sections of the Credit Transfer application form and fill in Credit Transfer Outcome Form to identify if the credit has been granted or not.
- Where Credit Transfer is 'Granted' this information will be communicated in writing to the applicant within 14 working days and the training program adjusted accordingly.
- Where Credit Transfer is 'Not Granted' students will be notified in writing of the outcome within 14 working days of completion of the assessment. The written communication to the student will include a reason for refusal (where applicable).
- In all cases, a copy of the Credit Transfer application form and certified copies of the relevant Qualification/Statement of Attainment and outcome will be kept in the student's file.
- Students are to show they accept the course credit by signing the credit transfer application form.
- Compliance officer or Training Manager or any other designated staff must identify the reduction in study time and fees based on the units for which Credit Transfer has been granted.
- Where credit is granted, the results need to be updated on the Student Management System (SMS), this will be done by the Compliance Officer or Records Officer/or designated staff.



- Compliance officer or Training Manager or any other designated staff must advise Student support team of the reduction in study time.

Appeal

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure using Complaints and Appeals Form, available from ATMC website.



Learner Protection Policy and Procedure

Purpose of the policy

This policy is to make sure that ATMC takes all steps prior to commencement of training and assessment to enable Learner to make informed decisions about undertaking training with ATMC.

Scope

Learners and ATMC staff.

Reference to RTO 2025

Clause 5.2

Procedures

- Prior to the commencement of training and assessment ATMC conducts LLN Test and during the enrolment process, ATMC provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies.
- Prior to the commencement of training and assessment Learners may go on the website and download the copy of the student handbook or can request a copy from the staff at ATMC, ATMC will make sure that

Learner has got access to student handbook either in printed copy or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a. The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b. Their training and assessment, and related educational and support services ATMC will provide to the learner including the:
 - I. Estimated duration
 - II. Expected locations at which it will be provided
 - III. Expected modes of delivery
 - IV. Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
 - V. Any work placement arrangements
- c. ATMC's obligations to the learner, including that ATMC is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d. the learners' rights, including:
 - i. Details of ATMC's complaints and appeals process as detailed in the complaints and appeal policies and procedures
 - ii. If ATMC closes or ceases to deliver any part of the training product that the learner is enrolled in
- e. The learner's obligations:
 - i. Any requirements ATMC requires the learner to meet to enter and successfully complete their chosen training product,
 - ii. Any materials and equipment that the learner must provide



f. Information on the implications for the learner of government training entitlements, and subsidy arrangements in relations to the delivery of the services

Where ATMC collects fees from the individual learner, ATMC provides or directs the learner to information prior to the commencement of training and assessment, specifying:

- a) All relevant fee information including
 - i. Fees that must be paid to ATMC
 - ii. Payment terms and conditions including deposits and refunds
- b) The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c) The learner's right to obtain a refund for services not provided by ATMC in the event the:
 - i. Arrangement is terminated early, or
 - ii. ATMC fails to provide the agreed services

Where there are any changes to the agreed services, ATMC advises the learner as soon as practicable, including in relation to any new third-party arrangements of a change in ownership or changes to existing third party arrangements.

Student Code of Conduct Policy and Procedure

Policy Purpose

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the ATMC for all students and staff.

Scope:

This Student Code of Conduct applies to all students of the ATMC community, across all courses, sites, campuses and modes of delivery.

Student Rights:

All students have the right to:

- Be treated fairly and with respect by ATMC staff and other students.
- Learn in an environment free of discrimination and harassment.
- Learn in a supportive and stimulating environment in which to pursue their goals.
- Have access to counselling if desired or required.
- Privacy concerning records that contain personal information, subject to statutory requirements.
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur.
- Lodge a complaint without fear of retaliation or victimization.
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.
- Formally notify the ATMC of any absence of greater than three consecutive study days or of any withdrawal from enrolment

Student Responsibilities:

All students have a responsibility to:

- Treat other students and ATMC staff with respect and fairness
- Follow any reasonable direction from a member of ATMC staff
- Refrain from swearing, and from eating or drinking during online sessions (water only is allowed).
- Behave responsibly online by not harassing fellow students or staff; and not damaging, stealing, modifying or misusing ATMC or other students' digital property or resources.
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones or any electronic devices in a way that disrupts online classes (e.g., muting microphones when not speaking, avoiding background noise).
- Attend scheduled online classes and ATMC activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow ATMC safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by ATMC staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the ATMC that pertain to them.



- Pay all fees and charges levied by the ATMC within the required timeframe.
- Attend all meetings called by the ATMC to discuss academic or course progress
- Meet or carry out all activities agreed with the ATMC in relation to maintaining course progress or academic performance

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the ATMC premises.
- Acts contrary to Equal Opportunity practices of the ATMC which is committed to the prevention and elimination of discrimination on the grounds of:
 - o Age;
 - o Impairment;
 - o Industrial activity;
 - o Lawful sexual activity;
 - o Marital status;
 - o Physical features;
 - o Political belief or activity;
 - o Pregnancy;
 - o Race;
 - o Religious belief or activity;
 - o Sex;
 - o Status as a parent or a carer;
 - o Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the ATMC.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the ATMC
- Deliberately obstructs any teaching activity, examination or meeting of the ATMC
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the ATMC in the performance of their duties
- Wilfully damages or wrongfully deals with any ATMC property.
- Attends the ATMC whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the ATMC
- Fails to comply with WH&S regulations or willfully places another person in a position of risk or danger
- Fails to consistently and regularly attend scheduled classes and activities
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the ATMC to maintain course or academic progress.



- Fails to formally notify the ATMC of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.



Assessment and Reassessment Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to set out the guidelines process to governing ATMC (ATMC) assessments and Reassessments.

SCOPE

This policy applies to all:

- Staff of ATMC who are involved in providing training.
- Current learners and prospective learners.

REFERENCE

Standards for Registered Training Organisations 2025 (Standard 1)

DEFINITIONS

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment tools include the following components: the context and conditions of assessment; tasks to be administered to the learner; an outline of the evidence to be gathered from the candidate; and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Result is the final assessment outcome determination for a unit of competency, expressed as Competent or Not Yet Competent.

Competent is the outcome to learners whose assessment tasks demonstrate the knowledge and/or performance evidence related to the unit of competency.

Not Yet Competent is the outcome to learners whose overall achievement is unsatisfactory even after resubmitting assessment tasks twice and still demonstrate a lack of understanding, skills and knowledge related of a unit of competency.

Special consideration is the making of alternative arrangements for the assessment of learners who are unwell or experience hardship. As required under the principles of assessment fairness, reasonable adjustments are applied by ATMC to consider the individual learner's needs.

Learner is the active learner with a current course of enrolment with ATMC.

Unit of competency is the unit of learning in a ATMC qualification and includes assessment requirements and the specification of the standards of performance required in the workplace as defined in a Training Package.

POLICY

Assessment is the process of collecting evidence and making judgments about the extent to which learners have achieved the intended learning outcomes of a unit of competency.

ATMC uses various types of assessment. For each unit of competency within each course, the outcome for a learner is determined from the learner's performance in all the assessment's tasks for the unit of competency.

Following aspects are considered:

- Performance at an acceptable level of technical skill;
- Organisation of tasks;
- Appropriate response and reaction when things go wrong; and
- Transferability of skills and knowledge to new situations and contexts
- ATMC implements an assessment system that ensures that assessment (including recognition of prior learning) is according to the required standards. This system considers that assessment:
 - a) Complies with the assessment requirements of the relevant training package or VET accredited course
 - b) Conducted in accordance with the Principles of Assessment contained in Table 1. and the Rules of Evidence contained in Table 2.
 - c) Is conducted in a simulated environment, the simulated environment replicates the workplace and meets the training package requirements.
 - d) Tools for each unit of competency have been developed for all units of competency for the course/s.
 - e) Address the competency requirements (performance criteria, performance evidence and knowledge evidence) for each unit of competency.
 - f) Will be conducted in accordance with the assessment conditions noted in the units of competency/module.
 - g) Ensures that student needs will be/are taken into consideration and opportunities for reasonable adjustment to assessment conditions will be implemented where possible.
 - h) Makes sure that students receive clear, accurate and consistent information about assessment processes and the chance to appeal decisions.
 - i) Utilises appropriate range of assessment methods to determine competency.
 - j) Collects a sufficient and varied range of evidence to assess student performance against the assessment requirements of the training product.
 - k) Ensures that assessors will make comparable and consistent assessment decisions.
 - l) Ensures that students submit their own work for assessment,
 - m) Ensures that assessments demonstrate current competency of the student against the requirements of the training product.

Table 1: Principles of Assessment

Fairness

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by ATMC to take into account the individual learner's needs. ATMC informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity

Any assessment decision of ATMC is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 2: Rules of Evidence

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.



Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Various types of assessment are used at ATMC to make a considered judgement about whether or not learners have achieved and consistently met the knowledge & evidence performance of the unit of competency.

Assessment tasks may include (but not limited to):

- Practical Assessment
- Theory Tasks (Written Questions)

Theory Tasks (Written questions): The student will answer a series of written question i.e. multiple-choice questions and descriptive questions. and will demonstrate the knowledge for the unit of competency.

Practical assessment: The student will participate in role play and demonstrate skills and knowledge as per instructions provide in the assessment tasks. The student will also submit the required documents as a part of practical tasks for example incident report.

PROCEDURE

- Before implementing the assessment, Compliance officer/training manager will review the assessment and make sure that all the elements, performance criteria, performance evidence and knowledge evidence are fully mapped.
- Assessment tools use variety of assessment methods to determine competency.
- All the units of competency have got the following assessment methods:
 - **Theory Tasks (Written questions):** The student will answer a series of written question i.e. multiple choice questions and descriptive questions. and will demonstrate the knowledge for the unit of competency.
 - **Practical assessment:** The student will participate in role play and demonstrate skills and knowledge as per instructions provide in the assessment tasks. The student will also submit the required documents as a part of practical tasks for example incident report.
- Assessment tools have been developed in a manner that the students will need to submit varied range of evidence to assess student performance against requirements of the training product.
- Trainers/Assessors will ensure that learners are fully informed of unit knowledge and performance standards, including the assessment requirements and makes sure that students receive clear, accurate and consistent information about assessment processes and the chance to appeal decisions.
- Students will need to sign the declaration to make sure that students submit their own work for assessment.
- Compliance officer/trainer manager in coordination with trainer/assessor will make sure that assessment conditions are being met while conducting the assessment. Trainer/assessor must make sure that he/she has got access to all facilities/resources and equipment required to conduct the assessment according to assessment conditions for each unit of competency.
- Assessment tools will be provided to all learners on the commencement day.
- The assessment tools will be provided to the learners by the trainer/assessor.
- The Trainer assessor will provide support to students for each assessment task and provide opportunities to students to discuss any issue; they may be facing in relation to assessment tasks.



- Trainer/assessor may do reasonable adjustment to assessment conditions without compromising the assessment outcome. If the reasonable adjustment is not in the scope of trainer/assessor, he/she can take the matter to training manager/compliance officer.
- Assessment will be conducted under the supervision of the trainer/assessor.
- Trainer/assessors need to sign the declaration as well after marking the assessment. The ATMC will be conducting the validation of the assessments of all units of competency according to its validation policy and procedure. This will make sure that assessors are making comparable and consistent assessment decisions.
- ATMC will make sure that all the assessment tools are current and are according to the training product. This will make sure that assessments demonstrate current competency of the student against the requirements of the training product.

Submission of assessments

- Assessment tasks will be submitted to the trainer/assessor. This allows trainer/assessor to make judgements on the learners' progress and provides learners with valuable feedback.
- The learner must sign the declaration provided in the assessment tool and fill in Unit Assessment Result Sheet.
- Learners are to keep a copy of all work submitted until the final course results are recorded and credential issued.
- If the learners fail to submit their assessments by the maximum available time and an extension has not been approved, it will automatically be resulted as Not Yet Competent.
- The learners have the right to seek clarification of the assessment results.
- Application for extension
- An extension to the in maximum completion / submission time for assessment task(s) may be granted to the learners but it will be discretion of the trainer/assessor. It may be oral or written request.
- The trainer/assessor will communicate the new due date to the learner.

Feedback to learners about their performance

- Timely feedback to each learner throughout the course is considered an essential component of the training and learning process at ATMC. Feedback will be provided in various ways, including:
 - Review of individual formative assessments; and
 - Review of individual summative assessments.

Resubmission of an assessment task

- Once an assessment task has been officially submitted, it is deemed to have been presented for marking and cannot be resubmitted to improve the result.
- If the assessment is deemed unsatisfactory, the learner will be provided feedback by the Assessor and provided an opportunity to resubmit by an agreed due date.
- If the learner's re-submission is assessed by the assessor and deemed unsatisfactory, the learner will be provided written feedback by the facilitator and provided a final opportunity to resubmit by an agreed due date.



- If the second resubmission is assessed by the assessor and deemed unsatisfactory, the learner's overall result for the unit of competency will be Not Yet Competent. Students can resubmit the assessments by attempting themselves. ATMC does not charge any fees for reassessment.
- In the situation, where the learner is required to re-enrol in the unit of competency, which may have an additional fee payment and extension in course enrolment.

Assessment outcomes

- The assessor has to submit the assessed student assessment workbook after the class. Trainer/assessor must handover the work to the admin for the updating in the student management system next day.
- All assessment tasks for the unit or modules of competency must be deemed "Satisfactory" to achieve an overall result of competent.

Reporting of assessment outcomes

- Learners are responsible for their own result checks as these will be available to individual learner on the request.
- Assessors are responsible for reporting all assessment outcomes.
- Administration staff are responsible for checking / recording the results as per the compliance requirements in the learner management system on the same day.

Retention and disposal of assessments

- Learners are required to keep a copy (electronic or hard) of all items they submit for assessment, unless the format of the assessment item precludes a copy being made and stored.
- All completed and marked learner assessment tasks are to be retained for the duration of the accrediting period as per Records Management Policy and Procedure.
- All recorded assessment results in the learner management system are to be retained in accordance to Records Management Policy and Procedure.

APPEALS

Applicants who are not satisfied with the outcome of their Assessment outcome or any request of application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure available from ATMC website.



Deferral/cancellation/withdrawal Policy and Procedure

Purpose: Purpose of this policy is to make sure ATMC has got documented policy and procedure for withdrawal/cancellation/deferral.

Procedure:

Student wishing to either defer/withdrawal/cancel the course must fill in the Defer/Withdrawal/Cancellation Request Form.

This request must be made before the date of training and assessment.

If the student wants to defer the course, Student will be provided the opportunity to attend the class in the next batch.

The student can make the request to cancel or withdraw the course by writing an email or filling the form, ATMC will cancel the student enrolment and do the refund according to the refund policy and procedure.



RECEIPT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will always follow these rules and requirements.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:.....

Signature

Date.....