

# Student Information Handbook

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# Welcome to the Australian Trade Training College

The Australian Trade Training College is a Registered Training Organisation (RTO) National Code 31399, committed to providing quality learning across multiple disciplines. We are able to offer the following study options for our participants:

- Automotive
- Business
- Beauty Therapy
- Building & Construction
- Bricklaying
- Cabinet Making
- Career Development
- Commercial Cookery
- Electrotechnology
- Engineering
- Frontline Management
- Hospitality
- Plumbing
- Project Management
- Training

The purpose of this handbook is to outline our responsibilities as an RTO. Please read and retain this handbook for future reference.

## Contacts

Training Services (07) 3414 5999  
Email [training@mrael.com.au](mailto:training@mrael.com.au)  
Website [www.mrael.com.au](http://www.mrael.com.au)

## Code of Practice for Training

The Australian Trade Training College adopts policies and procedures which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of participants.

All Australian Trade Training College employees maintain a learning environment that is conducive to the success of the participants. The Australian Trade Training College will have the capacity to deliver the nominated qualification(s), provide adequate facilities and use appropriate methods and materials.

## Access and Equity

The Access and Equity principles upheld within MRAEL allow equity for all people through the fair allocation of resources, allow equality of opportunity and ensure access for all people to appropriate, quality vocational education and training programs and services.

These principles will facilitate the following outcomes:

- Increased opportunities for people to participate in apprenticeships and traineeships
- Increased participation within the vocational education and training system for people for under-represented groups
- The development of quality support services which enhance clients' chances to achieve positive outcomes.

These principles include the following groups of people:

- Aboriginal and Torres Strait Islander people
- Australian South Sea Islander people
- Mature aged people
- People in custody
- People who live in rural or remote areas
- People with a disability
- People who want to improve their language, reading, writing or number skills
- People from a culturally and linguistically diverse background
- Women

Further information is available in MRAEL's Bullying, Harassment and Discrimination Policy at [www.mrael.com.au](http://www.mrael.com.au).

## Appeals and Complaints Procedures

If at any time during your study with The Australian Trade Training College you are dissatisfied with any decisions, procedures or any issues that directly relate to the successful completion of your program, you are able to make an appeal or complaint.

Firstly discuss the issue immediately with your Trainer. If the issue is not resolved, the matter will be referred to the Training Services Manager.

Alternatively when the situation requires, complaints may be referred directly to the Manager by the participant. In this instance please contact the manager on (07) 3414 5999.

If lodging an appeal it must be done within 14 days of notification of the result. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision. Should the outcome from the appeals panel of independent persons not resolve the appeal the appellant has the right to lodge a further appeal with the Department of Education, Training and Employment. Contact DETE on 1800 210 210.

MRAEL's Complaints Handling Policy is available at [www.mrael.com.au](http://www.mrael.com.au).

## Fees

### Fee for Service enrolments (Individual or Company)

A non-refundable fee of \$200.00 is required in order to assess a participants' enrolment application. This fee will be deducted from the total costs, should the participant decide to progress with enrolment. This fee is an upfront one-off payment that cannot be paid off through a payment plan.

Participants undertaking training, including apprentices/trainees who are not completely funded through User Choice may be required to pay Course Fees.

Course fees include items such as; tuition fees and resource costs associated with the training as well as student services. Course fees are invoiced at time of enrolment and a number of payment options are available.

The participant will be liable for all fees due should enrolment progress past the initial enrolment assessment. Fee payment (excluding the initial enrolment application fee) will commence once a unit of competency has been started, acknowledging the participant will be progressing with the qualification with the view of completing it.

For training conducted in excess of 400km travel from the primary ATTC office (Scarborough, 4020), cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred.

Australian Trade Training College has documented and implemented systems to protect fees paid in advance. For accredited training and/or assessment, no more than \$1000 will be payable by the student prior to the commencement of the course. Following course commencement, Australian Trade Training College may require payment of additional fees in advance from the student, but at any given time the total amount payable in advance will not exceed \$1500.00.

If the participant is choosing to enrol through the RPL pathway, completing all or most units through Recognition of Prior Learning, additional fees will be charged on a per unit basis for any gap training. Participants will be liable for a fee of \$250.00 per unit of competency in addition to the price quoted for the full qualification through RPL.

Our finance team is able to offer flexible payment arrangements upon enrolment.

### Apprentices/Trainees

User Choice Funded Apprentices/Trainees are exempt from the Enrolment Fee.

Student Contribution Fees are a participant's contribution to the cost of tuition. Student Contribution Fees under The User Choice program funded by the Queensland Government, are set at \$1.60 per nominal hour for each Unit of Competency. These are calculated and to be paid at the commencement of each unit.

Employer Contribution Fees, if applicable, are listed within the Employer Contribution Fee form provided and acknowledged upon enrolment of the participant.

Australian Trade Training College may refuse to provide training and assessment services to an Apprentice/Trainee if the Apprentice/Trainee does not pay their Student Contribution Fee despite being advised of the fees policy prior to enrolment.

Participants who commence training into a high priority qualification within twelve months of completing Year 12 will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through [www.training.qld.gov.au](http://www.training.qld.gov.au)

### **Certificate 3 Guarantee & Higher Level Skills**

The total co-contribution fee will be charged upfront and prior to commencement of the qualification. Participants will be sent an invoice once eligibility and qualification commencement has been confirmed.

Participants who commence training into a high priority qualification within twelve months of completing Year 12 will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through [www.training.qld.gov.au](http://www.training.qld.gov.au)

### **Vocational Education and Training in Schools (VETiS)**

This training is provided fee-free to students and additional costs including course costs are to be met by the school. The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. The participant's school as stated on the Eligibility Form – VET in Schools will be sent an invoice once participant eligibility has been confirmed. Additional fees may be incurred due to a variation in the standard delivery model (Eg. delivery method or resource requirements). Any additional fees will be specified within a written agreement between ATTC and the school.

### **CSQ Skills Assessment and Gap Training – General Construction Program**

The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. Participants will be sent an invoice for the co-contribution fee only after eligibility has been confirmed through an Eligibility Checklist and once a signed Tuition Fees Agreement and Enrolment Form have been returned to Australian Trade Training College.

## **Fee Exemptions**

### **Apprentices/Trainees**

#### **Partial Exemption**

The participant may be entitled to a partial exemption of 60% off the Student Contribution Fees if the participant falls into one or more of the following exemption categories:

- a) The participant was or will be under 17 at the end of February in the year in which training is being provided and the participant is not at school and has not completed grade 12;
- b) The participant holds a health care card, pensioner card or is the partner or dependent of a person who holds a health care card or pensioner concession card and is named on the card
- c) You are an Aboriginal or Torres Strait Islander person.

Participants who commence training into a high priority qualification within twelve months of completing Year 12 will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through [www.training.qld.gov.au](http://www.training.qld.gov.au)

#### **Full Exemption**

The training organisation may apply full exemption from the Student Contribution Fee where the participant falls into the following exemption categories:

- a) Where payment of the participant contribution fee would cause the Participant extreme financial hardship, then the Training Organisation may exempt the Participant from these fees;
- b) The exemption process should be in place at the time of the participant's enrolment
- c) Where the State, as represented by the Departmental office responsible for the User Choice budget, advises in writing that fees are options.

The Training Organisation must apply full exemption from the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- a) Where credit transfer/national recognition has been applied to a Unit of Competency/Module
- b) Where the Participant is a School-based Apprentice or Trainee.

The PQS Must not charge a Student Contribution Fee effective from 1 January 2014 to a Year 12 Graduate who:

- a) Commences an Apprentices/Traineeship within twelve months of completing Year 12; and
- b) Meets participant eligibility as advised through the Department's website; and
- c) Enrols in a High Priority qualification identified by the Department

### **Credit Transfer**

Any participant who has been granted Credit Transfer for prior learning will not be charged for the unit.

### **Terms and Conditions**

Enrolment in any training program is subject to positions being available.

## **Invoicing/Payment Policy**

Fee invoicing and payment arrangements will be dependent on the qualification being delivered. Invoicing information specific to each qualification is contained within the Schedule of Fees. This document is available via Australian Trade Training College's website or by request.

Third party invoicing is permitted when notification is made by employers via an authorised Tuition Fee payment form or upon receipt of a purchase order providing details of service requested for provision by an authorised delegate of third party.

**Australian Trade Training College has documented and implemented systems to protect fees paid in advance.** For accredited training and/or assessment, no more than \$1000 will be payable by the participant prior to the commencement of the qualification. Following commencement, The Australian Trade Training College may require payment of additional fees in advance from the participant, but at any given time the total amount payable in advance will not exceed \$1500.00.

## **Refund Policy**

### **Fee for Service enrolments (individual or company)**

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email to [training@mrael.com.au](mailto:training@mrael.com.au).
- A full refund minus a \$200.00 administration fee will be made to those candidates who cancel before any training or assessment takes place.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises.
  - c) For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
- Consideration will be provided to any written request for refunds based on personal or financial hardship.
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.

- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the student.
- The amount will be paid directly to the person who completes the Tuition Fee Agreement with Australian Trade Training College in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.
- Australian Trade Training College will refund within 28 calendar days, all fees paid where the student's application for enrolment is refused by Australian Trade Training College if applicable.
- In the unlikely event that Australian Trade Training College is unable to deliver the qualification, the student may choose to have all fees paid refunded within 28 days of notification OR be placed in an alternative qualification of equal value with Australian Trade Training College. If the student chooses placement in an alternative qualification, this must be communicated to Australian Trade Training College in writing by the student.
- For training conducted in excess of 400km travel from the primary ATTC office (Scarborough, 4020), cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred
- This policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

## Apprentices/Trainees

- Withdrawal is determined once notification of cancellation of training contract has been received from the Department of Education, Training and Employment to Australian Trade Training College.
- Student Contribution Fees for units started although not completed, and therefore withdrawn, will be refunded on a pro-rata basis. This is calculated by the actual hours of training and assessment undertaken by the participant, as compared to the nominal hours previously charged for upon commencement of that unit.
- Full refund of Student Contribution Fees will be provided to participants who have been charged for training delivery that has not yet commenced at the time of cancellation of enrolment.
- Where applicable, full refund of Employer Contribution Fees will be provided on a per unit of competency basis for units where training has not yet commenced at the time of cancellation of a participant's enrolment.
- Where applicable, no refund of Employer Contribution Fees will be forthcoming for units of competency where training has commenced.
- All refund amounts will be paid within 28 calendar days after written confirmation of cancellation of training contract has been received by Australian Trade Training College.
- The refund amount will be paid directly to the person who completes the Tuition Fee Agreement and/or was issued with an invoice in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.

## Certificate 3 Guarantee & Higher Level Skills

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email at [training@mrael.com.au](mailto:training@mrael.com.au).
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises.
  - c) For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the student.



- The refund amount will be paid directly to the person who completes the Tuition Fee Agreement and/or was issued with an invoice in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount

### Vocational Education and Training in Schools (VETiS)

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email at [training@mrael.com.au](mailto:training@mrael.com.au).
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises.
  - c) Any other alternate delivery methods will specify details of the refund policy within a written agreement between the school and ATTC
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the school.
- The refund amount will be paid directly to the school in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.

### CSQ Skills Assessment and Gap Training – General Construction Program

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email at [training@mrael.com.au](mailto:training@mrael.com.au).
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
  - a) Training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises
  - b) For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the student.
- The refund amount will be paid directly to the person who completes the Tuition Fee Agreement and/or was issued with an invoice in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.

### Language, Literacy and Numeracy

As part of your enrolment process, you may be requested to undertake an assessment of your language, literacy and numeracy skills. Should this process identify any areas of concern, the Australian Trade Training College will provide the assistance you require. Your Trainer will discuss options with you based on outcomes of the language, literacy and numeracy assessment.

Any individual who wants to get help with their literacy and numeracy can access information about the nearest LLN provider by calling HOTLINE: 1300 655 506.

### Qualification/Statement of Attainment

On the successful completion of a training program, participants will be issued with a Qualification. In the event of cancellation of a training contract, or withdrawal from a training program the participant will be issued a Statement of Attainment listing all units of competency which have been completed successfully.

A Statement of Attainment may also be issued for training programs which do not lead to a Qualification but includes completion of accredited unit(s) of competency such as Responsible Service of Alcohol (RSA).

The following information is provided on the Qualification along with other NVR requirements:

- Name of participant
- Code and Name of qualification
- Date of issuance
- Listing of successfully completed units of competency
- Nationally Recognised Training Logo
- The Australian Trade Training College address and contact details

At any time during your enrolment you may request any of your assessment records or results. This is to be arranged through the Training Services team. An administration fee of \$25 will apply to issue a replacement original testimonial.

Your qualification or statement of attainment will be issued to your nominated postal address within 30 days of successful completion of your training program, providing all agreed fees owing have been paid.

## Recognition of Prior Learning (RPL)

Recognition of prior learning provides a way to formally recognise your existing skills, sometimes referred to by a number of other terms, such as recognition of current competencies, or simply RPL.

These skills could be recognised through:

- Formal or informal training and education
- Work experience
- General life experience
- Any combination of the above.

## FAQ's

Q Who is a suitable candidate to have prior learning recognised?

A Any person who is skilled and wants to gain formal recognition of their abilities.

Q Is RPL the same as credit transfer?

A No. Credit transfer is about looking at units of competency you have successfully completed previously and assessing if units are equivalent to your current training so therefore can be credited against that training.

Q How can I show my skills and knowledge?

A Depending on the skills and knowledge required in each qualification, you may be able to provide evidence such as:

- work samples
- practical demonstrations in the workplace
- assessment interviews
- references and support from your supervisors or others in your community
- a variety of documents including:
  - Training certificates, photos of work examples, resumes, performance reviews.

Q Will recognition of prior learning save me money?

A There will be a cost involved for the skills assessment and this may vary from case to case. Recognition of prior may save you money, time and help you to get to your career goals faster.

Q Can I receive recognition of prior learning for an entire qualification?

A Yes. If your assessor believes that you have demonstrated competence in all units, you may be able to receive recognition for an entire qualification. This does not apply to qualifications being achieved through an apprenticeship or traineeship pathway.

- Q What if I don't receive recognition for an entire qualification?
- A If you do not receive recognition for an entire qualification, you may receive a statement of attainment for part of the qualification. You can then undergo gap training to complete the rest. Gap training may involve flexible, workplace-based or classroom-based training, or any combination of these.
- Q Do studies completed at TAFE, another private registered training organisation or university count?
- A Studies completed in a field similar to the area in which you are seeking recognition may receive credit transfer. Units of competency may be able to be used as part of recognition of prior learning if a credit transfer is not possible due to units not being equivalent. Documented evidence of your studies and details about the units and assessment will be required.
- Q I am currently unemployed. Am I eligible for recognition of prior learning?
- A Yes. Recognition of prior learning is the formal recognition of a person's current skills and knowledge, no matter how, when or where the learning occurred. You will need to be able to show your skills are up to date. Think about who can verify your claims for currently held skills.

Further information in regard to RPL is available on the internet:

<http://www.training.qld.gov.au/training-careers/recognition-existing-skills/index.html>

To apply for RPL with the Australian Trade Training College:

- Contact our Administration Office on 07 3414 5999 to discuss your options and to organise an interview with the relevant Trainer. You will be provided with the application form and RPL Kit which includes examples of the type of information and evidence you will be required to submit with your RPL application.

Your Trainer will also be available to provide you with ongoing support throughout the process.

## Flexible Learning

The Australian Trade Training College offers a number of programs through flexible delivery arrangements. Flexible delivery is designed to enable you to study at your own pace. The programs we offer through this mode of study are constantly being refined and developed so check with your Trainer to make sure you have the most up-to-date information.

## Inclusive Practice

The Australian Trade Training College uses inclusive practice strategies for its participants and is committed to ensuring that students gain the most from their learning. With this as a focus the Australian Trade Training College developed a number of strategies to ensure students are engaged in their own learning, have access to learning material and support when required.

It is acknowledged that each student will learn differently, have different levels of core skills, and require a different level of learning support from the trainer, the RTO administration and the employer, if applicable.

With this in mind the Australian Trade Training College acknowledges that all trainers must assist learners to take responsibility for their own learning by providing appropriate support and learning tools that assist the student to develop to their full potential within their chosen field of study and industry.

## Credit Transfer

A Credit Transfer means the participant holds a successful result in the same or similar qualification from another registered training provider. It can also mean the participant has successfully completed the same or similar qualification with a different code and name, as long as the content is the same. As the participant does not need to repeat the qualification or parts thereof then a Credit Transfer can be requested to recognise the previous qualifications.

To initiate this process your Trainer will provide you with a credit transfer application form. To support this application a copy of the certificate listing the qualification and/or unit(s) of competency must be provided. Upon validation of information provided and completion of the form the data will be recorded on your Australian Trade Training College participant records. Any fees paid in advance for relevant unit(s) of competency will be refunded or credited on your account.

This process is best initiated as soon as possible after enrolling, so please speak to your Trainer about any prior training you feel may be applicable for credit transfer during your induction or on the first day of attendance for training.

## Assessment Procedures

To achieve competency you must satisfactorily complete all the requirements of the program in which you enrolled. This means you are assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given as either competent or not yet competent. Your Trainer will provide further information on how to achieve competency.

Assessments will meet the national assessment principles (including RPL and Credit Transfer). Assessments will be conducted professionally to ensure their validity, reliability, flexibility and fairness.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the participant prior to the commencement of a unit of competency.

Assessments require a variety of assessment methods, additional to the training record book provided to apprentices and trainees. Your trainer may collect three (3) or more of the following methods to demonstrate competency:

- Oral Presentation
- Written Formal Assignment/written reports
- Question and Answer
- Projects or Assignments
- Portfolio
- Gathered Evidence
- Third party reports
- Work logs
- Work place observations.

The Australian Trade Training College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training offered.

### Reasonable adjustment

Reasonable adjustment will be provided for participants with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

Students may appeal against an assessment result if they are not satisfied with a decision. See Appeals and Complaints on page 4 of this handbook.

## Assessment/Evidence Requirements

Assessments and any written evidence must:

- If in hand written form must be legible and free from errors (or have any mistakes neatly corrected). It is preferable that written assessments are word processed using a 12 point readable font. Written assessments are to be submitted single sided; do not use both sides of the paper.
- have a margin down the left-hand side of each page
- have each page numbered, name clearly stated, subject titled and dated
- be securely submitted with all attachments
- You must take a copy of all assessment submitted for your records as no assessment will be returned and should assessment fail to be received by The Australian Trade Training College you will be asked to re-submit
- Cases of plagiarism will be returned

**If you are unsure about the presentation and preparation of your assessments including being able to Word process your assessments, discuss this with your trainer.**

## Student Rules

Students are to be considerate of the rights of others at all times and respect the Australian Trade Training College's commitment to provide a learning environment conducive to comfort, respect and requirements of all participants for successful outcomes in training.

**Mobile phones and audio devices** must be switched off at all times whilst in training rooms and only be used in allotted breaks. If employers need to contact their employee a message can be left on the Training officer's phone or at reception.

**Food and drinks** must not be consumed in the training room.

**Smoking** is only permitted in assigned areas for which information will be provided during the orientation process.

## Disciplinary Procedures

Any actions which place persons at risk or impact negatively on your own or other participants' ability to achieve successful outcomes will be dealt with via the Australian Trade Training College's processes to manage and deal with disciplinary matters. At your orientation you will be given information regarding discipline and misconduct.

Consequences for inappropriate behaviour may result in Australian Trade Training College's refusal to allow participants to continue in the program.

For apprentices and trainees, the Australian Trade Training College is responsible for ensuring that participants continue to follow time lines established in the Training Plan. If the participant fails to make reasonable progress relating to training components delivered, the Australian Trade Training College will advise the Department of Education and Training and your employer.

## Zero Tolerance to Alcohol and Drugs

MRAEL has a 'zero tolerance' to alcohol and drugs for all staff, participants and visitors on all premises including car park areas and within the MRAEL grounds.

MRAEL's Drug and Alcohol Policy is available at [www.mrael.com.au](http://www.mrael.com.au).

Please also refer to your 'Information for Apprentices and Trainees' in your training record book, if applicable.

## Dress Code

Students are requested to wear neat, clean casual clothing and enclosed footwear at all times. In addition you may be required to wear specific items to comply with requirements for Work Health and Safety legislation. This information will be provided prior to commencement.

## Orientation/Induction

### Trainees/Apprentices

Upon receipt and processing of enrolment documentation apprentices/trainees will be contacted by an Australian Trade Training College staff member to arrange a suitable time for all relevant parties (trainee, employer, Partner Organisation and/or workplace supervisor and guardian, where applicable) to participate in a formal induction.

Through this process you will be provided with important information which will assist you achieve successful outcomes from your training and assist you and your employer and/or workplace supervisor to create your training plan. This process must be completed within your probation period.

### All other Australian Trade Training College students

Orientation sessions will be conducted upon first day of attendance and/or prior to commencement. It is compulsory that you attend these sessions, as they will provide you with an outline of training requirements, a comprehensive overview of the health and safety requirements as well as facilities and services available to you during your time with the Australian Trade Training College.

## Service and Support

The Australian Trade Training College is committed to supporting your study by providing and/or referring a range of support services inclusive of:

- Learning support
- Disability services
- Career and program counselling
- Computer access
- Library access
- On-site parking
- Internet access
- Student dining area
- Indigenous participant support
- Photocopy and print facilities
- Welfare issued and referral

For further information on these support services please speak to our Administration Officer, your Trainer or the Training Services Manager. Contact details are listed in the front of this handbook.

## Useful Internet Sites

You are able to access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

The Department of Education and Training contains a great deal of information for participants, trainers and employers. This information ranges from jobs and careers, training courses, apprenticeships, traineeships, funding and incentives. <http://training.qld.gov.au/>

Australian Apprenticeship Information is available on: <http://www.aatinfo.com.au/>

To assist you with easier access to the latest information on education, employment and workplace relations as well as assistance with information on apprenticeships and many useful links to other informative sites:

<http://education.gov.au/>

The Australian Qualifications Framework (commonly known as the AQF) website can assist you with information on national qualifications in schools, vocational education and training (TAFE's and private providers) and the higher education sector (mainly universities). Valuable information is also provided on learning and employment pathways: <http://www.aqf.edu.au/>

Our own MRAEL website can assist you with positions vacant and further information on our training programs: <http://www.mrael.com.au>

## First Aid

If you require first aid, please ask any Australian Trade Training College staff member for assistance.

## Safety and Security

Every effort is made to ensure safety and security of participants whilst on The Australian Trade Training College's premises and premises hired by the Australian Trade Training College. Students are required to carry out directions given by Australian Trade Training College staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding Emergency Procedures will be provided through orientation process. The Australian Trade Training College does not accept responsibility for the loss of personal possessions. You are therefore urged to take suitable precautions to protect your personal belongings.

## Legislative Information

The Australian Trade Training College adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

- Work Health and Safety – Students have an obligation to ensure their activities do not place at risk the health or safety of others and themselves at our facilities. Health and safety of yourself and other participants whilst undertaking training with the Australian Trade Training College and throughout your career is imperative. To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit: <http://www.comlaw.gov.au/Details/C2011A00137>

- Hospitality participants need to be aware of HACCP Safety requirements, these will be explained further during your studies and further information is available at: [www.foodstandards.gov.au](http://www.foodstandards.gov.au)
- Anti-discrimination – Consideration and respect for others must be observed at all times. For more information, please refer to the Anti-discrimination Act (including racial vilification and disability discrimination). The Anti-discrimination Commission can be contacted on 1300 130 670 or visit the commission's website at: [www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)
- For a copy of the relevant legislation please visit:  
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>
- Sexual Harassment – This is any form of sexual attention that is unwelcomed. It may be unsolicited touching or other physical contact, remarks with sexual connotations, smutty jokes, unsolicited demands or request for sexual favours, leering or the display of offensive material. The Queensland *Anti-Discrimination Act 1991* prohibits sexual harassment
- Workplace Bullying – This is not tolerated. For further information and valuable links, visit:  
<http://www.bullyonline.org/workbully/oz.htm>

## Privacy Policy

MRAEL only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed.

Training Services' Privacy Policy is available upon request.

## Unique Student Identifier (USI)

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- Is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;



- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

## Privacy policies and complaints

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

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

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how the Australian Trade Training College collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please contact the Australian Trade Training College via the contact details found on page 3 of this document (Student Information Handbook).

## Additional Student Information

### Repeating Formal Training

#### Fee for Service

Students who do not achieve competence are able to re-sit the assessment within one (1) month at no further cost. Additional re-sits will incur a cost.

#### Apprentices/Trainees

The User Choice Policy dictates that participants who do not achieve competence for a unit of competency are able to re-sit the assessment at no cost until the assessment is completed successfully.

### Apprentice/Trainee Travel and Accommodation

Financial assistance is available to Queensland Apprentices and Trainees to help meet the costs of travelling to and from their off-the-job training and to assist those who are required to live away from home during this attendance. A Training Officer will discuss eligibility for travel and accommodation subsidy during your induction.

### Attendance

#### Fee for Service

Training arrangements must be adhered to according to the individual training arrangements. Formal training sessions must be attended if prior arrangements with the trainer, participant/s and employer have been scheduled.

Flexible training delivery means that formal training sessions may not be required. Self-paced training will still be monitored by the trainer to ensure progression occurs consistently throughout the qualification or training program.

Attendance at off-the-job training will be negotiated during the training plan/training program development. It is your responsibility to adhere to this agreement.

#### Apprentices/Trainees

The participant is to ensure that attendance at off-the-job training is maintained throughout the apprenticeship/traineeship. The employer is to contact the Trainer if there are any issues relating to the participant not being



released from work, so that alternative training arrangements can be made. The Trainer must be notified if the participant is sick on a training day. It is also important for the Trainer to be notified if there is an unavoidable delay.

Contact details are provided on page 3 of this handbook.

## Training Record Books for Apprentices/Trainees

The apprentice or trainee must keep the training record book in their possession except when it is required for inspection or updating.

A representative from DETE can visit the workplace or training facility to check the Training Record Book at their discretion. Penalties may apply to participants who do not have this available.

## MRAEL Policies Relevant to Students

- Complaints Handling Policy
- Drug and Alcohol Policy
- Bullying, Harassment and Discrimination Policy
- Privacy Policy
- Social Networking Policy
- Workplace Health and Safety Policy.

Policies relevant to participants are available at [www.mrael.com.au](http://www.mrael.com.au).

## The Australian Trade Training College Code of Conduct

### Introduction

Training Services' Code of Conduct outlines standards of acceptable behaviour required by all learners.

Within the RTO/School environment, staff and learners have both expectations and responsibilities. These expectations and responsibilities are intended to assist us in providing learners with access to educational resources that will enable them to successfully complete their program of study.

### Expectations

As members of a training environment learners are expected to:

- Treat all others with respect and courtesy;
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- Respect the opinions and views of others;
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating;
- Attend classes, maintain consistent levels of study, and submit assessments on time;
- Familiarise themselves with, and abide by, Training Services' policies and procedures;
- Maintain high standards and a professional approach to their study program; and
- Adhere to Work Health & Safety Legislation.

### Student Expectations

As individuals, learners can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- To rely on the protection of personal information;

- To be able to access personal records, subject to the provisions of the Freedom of Information Act [1992];
- To be provided with timely and accurate information as it pertains to qualifications[s], enrolment, and all administrative matters;
- That assessment within qualification[s] will be equitably and appropriately implemented;
- That the facilities and equipment they use are safe, and comply with occupational health and safety guidelines.

### **Classroom Behaviour**

All learners are expected to comply with the following rules of behaviour whilst enrolled at the College/RTO:

- Demonstrate mutual respect for College/RTO staff, and fellow learners;
- Turn off all mobile and paging devices during class times and examinations;
- Do not eat or drink in classrooms;
- Prepare for each class by undertaking the required reading, and completing all necessary prep work;
- Attend all classes, workshops, and other contact sessions;
- Arrive at classes at the scheduled time;
- Work to the best of their ability;
- Participate actively in learning activities;
- Avoid all forms of academic misconduct;
- Provide constructive feedback when evaluating training and members of teaching staff;
- Refrain from activities that might negatively impact on other members of the College/RTO or campus community;
- Be aware of their responsibilities within their program of study, and
- Any other rules of classroom and examination behaviour as determined by, and/or negotiated with, their trainer.

### **Discrimination and Harassment**

We are committed to providing access to learning aids and an equitable approach in dealing with all learners. We recognise the right of all learners and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Discrimination or harassment of staff or learners, by any member of the training and learning environment, is unacceptable, and contrary to the core educational and employment values that we uphold. All members of the College/RTO are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in academic life, free from all discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment.

We will treat claims of discrimination and/or harassment seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

For further information, refer to Training Services' **Bullying, Harassment and Discrimination Policy** at [www.mrael.com.au](http://www.mrael.com.au)

### **Smoking**

From 1 January 2015, smoking is banned at all Queensland educational institutions, and for 5 metres beyond their boundaries.

The law applies at all times—during and after hours, on weekends and during term break. It includes the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes.

### **Five metre buffer**

The buffer is a 5 metre no-smoking area around the perimeter of the campus, beyond the campus land boundary; including all structures in this area, such as bus shelters and car parks. This area does not extend into residential or business premises that share a boundary with the campus land.

### **Complaints, Appeals and Grievances**

Learners who have a complaint about either a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right to raise their complaint. All complaints are considered with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment.

For further information, refer to Training Services at [www.mrael.com.au](http://www.mrael.com.au).

### **Misconduct**

Learners who breach any of the guidelines outlined in this Code of Conduct may be considered to have engaged in official misconduct.

In addition, a participant who engages in any of the following activities may also be considered to have engaged in misconduct:

- Endangers the health or safety of any person at the College/RTO campus;
- Unlawfully assaults, or attempt to assault another member of the College/RTO or campus community;
- Engages in dishonest behaviour;
- Damages or abuses Training Services' property.

### **Penalties for Misconduct**

If it is able to be shown that a learner has engaged in misconduct, he or she will be asked to attend an interview with the Principal or Training Services Manager. During the interview learners will be asked to provide an explanation for their behaviour.

The following penalties or a combination of the following penalties may apply:

- Officially reprimand the participant;
- Exclude the participant for a period of time;
- Expel the participant from the College/RTO campus without refund.

## **Terms and Conditions**

By signing the Australian Trade Training College ("ATTC") enrolment form, you (including parent/guardian of underage participant) agree that on acceptance of the Application by ATTC the Application will become the Contract of Enrolment ("the Contract") and further, you agree to abide by the following terms and conditions of enrolment.

### **Entry Requirements**

Some qualifications at ATTC require a prerequisite for entry. Upon commencement you may be tested and placed in a different qualification of the appropriate level.

### **Attendance**

You must agree to attend the scheduled classes except where there is a legitimate reason for non-attendance which is acceptable to ATTC (for example, illness supported by a Doctor's Certificate).

### **Behaviour**

You must agree to follow the rules and regulations of ATTC. If you breach any of ATTC's rules or your behaviour is deemed unacceptable by ATTC, your enrolment may be cancelled and you may not be entitled to any refund of the tuition fees or other charges paid to ATTC.

### **Materials/WHS Requirements**

In some instances tuition fees do not include textbooks or materials. It is your responsibility to purchase the required materials for study as instructed. For safety reasons whilst in the workshop, all apprentices must wear steel toe capped boots or shoes, and trade appropriate clothing.

### **Fee for Service Payments**

You must pay fees and other charges applicable for your qualification on the due dates.

### **Tuition Fee/Contribution Fees Payments**

You must pay fees and other charges applicable for your qualification on the due dates and acknowledge and agree that contribution fees may alter from time to time in line with Pre Qualified Supplier/User Choice Policy.

**Change of address**

It is the responsibility of the participant to inform the Australian Trade Training College in writing of a change of address within seven days of such a change. If this written advice is not received, the Australian Trade Training College will not accept responsibility for correspondence that does not reach the recipient.

**Indemnity**

The Australian Trade Training College and its staff shall not be held responsible for any personal items that are lost or damaged at ATTC. ATTC may need to obtain medical treatment for you if it is deemed necessary by ATTC or a staff member acting on behalf of ATTC. Neither ATTC nor its staff will be held responsible for any expense, loss, damage or liability of whatever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

**Assessment**

It is the responsibility of the participant to take a copy of all assessment submitted for your records as no assessment will be returned and should assessment fail to be received by the Australian Trade Training College you will be asked to re-submit. The Australian Trade Training College takes no responsibility for loss of assessment in transit including electronic transmission.