



ATA TRAINING

Student Handbook 2017

Abstract

ATA Training place a strong focus on offering hands-on and practically focused aged care training. In this way, we aim to give our students the skills and knowledge necessary for a rewarding career in the aged and healthcare industries.

Michelle Tilley

RTO Manager: RTO 52359



STUDENT HANDBOOK

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Welcome

Welcome to ATA Training, we are looking forward to supporting you in your course choice and study journey. ATA Training is a Registered Training Organisation (RTO) registered with Western Australian Training Accreditation Council (WA TAC) since initial registration date: 27th January 2011. Current registration is from 22nd February 2016 until 22nd February 2023.

Quality Assurance

ATA Training operates as an enterprise RTO, meaning ATA Training predominantly provides accredited training for the employees of St Ives Home Care. St Ives Home Care is committed to maintaining the highest possible standards of service for our clients and their families, as well as providing a safe working environment for our staff.

<https://www.stiveshomecare.com.au/about/quality-assurance/>

ATA Training also accept enrolments from the general public into Nationally Recognised scoped qualifications and / or units of competence and non-accredited industry led professional development courses.

Please read this information handbook carefully so you are aware of your rights and responsibilities as a student and understand various ATA Training policies and procedures.

General Information

Modes of delivery and assessment:

- face to face classes
- practical observation
- role play
- written assessments
- post course assignments

Mandatory workplace assessment

To achieve qualification CHC33015 Certificate III Individual Support & CHC43015 Certificate IV Ageing Support, you must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Qualifications and Statements of Attainment issued by ATA Training are recognised nationally by other Registered Training Organisations and meet the national Australian Qualifications Framework (AQF). ATA Training recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations. RTO Code: 52359

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We do encourage your feedback throughout all your training experience and you will be invited to complete feedback forms at each face to face delivery, so that you can provide formal feedback about our programs, training, staff and facilities.

Customer service charter

This customer service charter policy and procedure outlines our commitment to our stakeholders, demonstrating ATA Training's approach to conducting a sound, ethical and quality service. ATA Training is focused on meeting the needs of each person and business with which we are involved.

We will:

- Develop an understanding of the specific needs of each person and business we work with
- Maintain a strong connection within the industry in which we are involved
- Be flexible in our approach to dealing with you and protect your rights to privacy
- Always conduct business in a sound, ethical and fair manner
- Employ staff who are appropriately qualified for and experienced in their role and who are objective and act with integrity
- Ensure the accuracy and integrity of the information we keep about you
- Always provide you with information on our fees, charges and refunds prior to entering into an agreement with you
- Ensure our policies in relation to fees, charges and refunds are fair, clear and transparent
- Treat all people fairly and equitably and have a systematic and planned approach to the management of our operations
- Are committed to total quality management and continuous improvement in all aspects of the business
- Provide the opportunity for our stakeholders, including employees, students, employers and industry, to provide feedback on any aspect of our performance at any time
- Collect and use feedback as measure of business performance to identify opportunities for improvement

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- Market and advertise our services with honesty, accuracy and integrity avoiding vague and ambiguous statements
- Foster an environment free from discrimination and harassment
- Apply access and equity principles through all of our systems to promote full and equal participation of all people

*A copy of the full ATA Training Policy and Procedure Customer Charter is available upon request

The Enrolment Process and Administration

Enrolling in a Course

Once you have chosen the course in which you would like to participate, you may commence the enrolment process by various means:

- By phoning ATA Training on 1300 7070 01 during business hours;
- Accessing an enrolment form on the ATA Training website www.atatraining.com.au;
- Emailing ATA Training on adminata@stives.com.au, or
- Visiting our premises at Level 1, 27-31 Troode St, West Leederville during business hours.

Selection and admission

Employers can nominate employees to participate in courses or individuals can enrol in any of the courses provided by ATA Training, subject to satisfying any pre-requisite and / or enrolment requirements. All students are required to provide a Unique Student Identifier (USI) number at the time of enrolment.

Unique student identifier (USI)

The USI is a reference number made up of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia. This would be from all Nationally Recognised Training providers that you undertake Nationally Recognised Training with. A USI will give you access to your training records and transcripts and can be accessed online, anytime and anywhere. It is free and stays with you for life.

If you are a new or a continuing student undertaking Nationally Recognised Training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. For further information you can visit the Australian Government USI website: <https://www.usi.gov.au/>

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Course hours and course attendance

Course delivery days vary depending on the course. A proposed training schedule will be conveyed to you by the Compliance / Training Coordinator at the course information session. Office hours of opening are generally 8:00am until 5:00pm. Classes are generally scheduled 8.30am - 4.30pm on weekdays Monday through to Friday. We do try to offer units of competence on different days as we cycle classes based upon numbers and allow for attendance for people who have client work commitments on a specific day every week.

Lunch breaks are 30 minutes to an hour depending on the course. Students are required to sign a register to record their attendance. Absence from class, late arrival and leaving early is recorded. Independent study and engagement is required on a regular basis. Any specific attendance details for your course will be provided by the ATA Training Compliance/Training Coordinator.

Duration, mode of delivery and assessment

CHC33015 Certificate III Individual Support Home and Community specialisation is offered at a pace to suit the individual with attendance required at face to face classes with additional workplace simulation and actual workplace assessment. The CHC Community Services Training Package WA Nominal Hours guide indicates to complete this qualification 555 nominal hours are to be completed. Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency. Nominal hours may vary for a qualification depending on the selection of units of competence. In Western Australia, nominal hours are used as a mechanism for funding allocation.

The course duration reflects the nominal hours. The general expected time in hours to complete this course are 555 which includes personal study time, work placement and independent assessment completion. The Department of Training and Workforce Development funding for Preferred Providers expects classroom attendance over the course duration to be no less than 389 hours approximately which is termed 70% face to face. ATA Training follow this model for delivery of CHC33015 Certificate III Individual Support Home and Community specialisation in line with best practice and industry quality.

Mode of delivery and assessment

- course duration 6 – 12 months
- face to face classes
- practical observation, role play and written assessments
- post course assignments, and
- mandatory workplace assessment (to achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the assessment requirements of the units of competency).

Course cost \$2100 includes \$100 learning resource fee - Deposit required \$1000

(The above cost is a non-subsidised or government funded fee for service – for VET Fees and Charges Policy 2017 – Government of Western Australia Department of Training and Workforce Development see Pg. 17)

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CHC33015 Certificate III Individual Support – Ageing specialisation is offered at a pace to suit the individual with attendance required at face to face classes with additional workplace simulation and actual workplace assessment. The CHC Community Services Training Package WA Nominal Hours guide indicates to complete this qualification 555 nominal hours are to be completed. Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency. Nominal hours may vary for a qualification depending on the selection of units of competence. In Western Australia, nominal hours are used as a mechanism for funding allocation.

Course duration reflects the general nominal hours. The expected time in hours to complete this course are 555 which includes personal study time, work placement and independent assessment completion. The Department of Training and Workforce Development funding for preferred providers expects classroom attendance over the course duration to be no less than 389 hrs approximately or termed 70% face to face. ATA Training follow this model for delivery of CHC33015 Certificate III Individual Support – Ageing specialisation in line with best practice and industry quality.

Mode of delivery and assessment

- course duration 6 – 12 months
- face to face classes
- practical observation, role play and written assessments
- post course assignments, and
- mandatory workplace assessment (To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the assessment requirements of the units of competency).

Course cost \$2100 – includes \$100 learning resource fee

(The above cost is a non-subsidised or government funded fee for service – for VET Fees and Charges Policy 2017 – Government of Western Australia Department of Training and Workforce Development see Pg. 17)

Deposit required \$1000

ATA Training welcomes in 2017 expressions of interest from individuals wishing to enrol in the CHC33015 Certificate III in Individual Support – Disability specialisation.

This specialisation has unique units of competence designed to focus on skills development in empowerment and support of people with disability.

- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS002 Follow established person-centred behaviour supports
- CHCDIS003 Support community participation and social inclusion
- CHCDIS007 Facilitate the empowerment of people with disability

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CHC43015 Certificate IV Ageing Support is offered at a pace to suit the individual with attendance required at face to face classes with additional workplace simulation and actual workplace assessment. The CHC Community Services Training Package WA Nominal Hours guide indicates to complete this qualification 830 approx. nominal hours are to be completed. Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency. Nominal hours may vary for a qualification depending on the selection of units of competence. In Western Australia, nominal hours are used as a mechanism for funding allocation.

Course duration reflects the general nominal hours. The expected time in hours to complete this course are 830 which includes personal study time, work placement and independent assessment completion. The Department of Training and Workforce Development funding for Preferred Providers expects classroom attendance over the course duration to be no less than 596 hours approximately which is termed 70% face to face. ATA Training follow this model for delivery of CHC43015 Certificate IV Ageing Support in line with best practice and industry quality.

Mode of delivery and assessment

- course duration 12 – 18 months
- face to face classes
- practical observation, role play and written assessments
- post course assignments, and
- mandatory workplace assessment

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Course cost \$5000 – includes \$100 learning resource fee

(The above cost is a non-subsidised or government funded fee for service – for VET Fees and Charges Policy 2017 – Government of Western Australia Department of Training and Workforce Development see Pg. 17)

Deposit required \$1000

Change of details

It is essential that students advise ATA Training promptly in writing of change of address, phone number, email address or other details. Failure to do this may result in important information not reaching the student. Note that it is a requirement for all courses that all students maintain a current email address and mobile number for contact purposes.

A change of details form can be accessed through the Compliance/Training Coordinator. The details on our database will NOT be amended by alternative means of notification for example; writing new details on a submitted assignment. Certificates are issued to the address held by ATA Training.

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Public holidays

ATA Training is closed on all WA Public Holidays. Classes and work placements are not scheduled on these dates.

Note: ATA Training will be closed between Christmas and New Year period.

Work placements

All ATA Training qualification courses require students to undertake a practical placement in the workplace so as to enhance their knowledge, proficiency and competence under guidance from mentors and clinical educators. Students are required to attend a minimum of 120 hours of work placement. ATA Training will facilitate work placement provision within the St Ives Home Care where possible or practicable.

ATA Training do NOT guarantee work placement places. Students are to arrange their own suitable work placement in consultation / approval of the Compliance/Training Coordinator.

Aged Care programs of study require students on placement to wear an ATA Training or organisation identification badge. This is to ensure students can easily identify as learners requiring supervision and support.

During work placement, students are required to:

- become familiar with the policies and procedures of the organisation including emergency procedures and the dress and nail code
- maintain confidentiality at all times
- be appropriately equipped and prepared (e.g. assessment, pens, log book etc.)
- take an active part in work activities within the boundaries of your placement completing tasks that are in line with to course competencies and skill level
- understand and respect client rights
- discuss any proposed absence from the service with staffing management to ensure client care is not compromised
- be punctual at all times and advise the trainer assessor/mentor or buddy if late or unable to attend a service

A student undertaking work placement may be required to participate in a review at any stage to assess their suitability to participate or continue in the work placement. Suitability to continue in the course of study might also need to be reviewed.

Work placement and WHS - Long nails

We do not accept students on work placement with painted / point filed / long nails. This is to safe guard clients from skin tears and or scratching. Nails should be kept neat, clean and fingertip short. This is also part of an infection control management process.

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Police check

Police checks are a requirement of all work placement venues. Students will need to apply individually (and pay any associated cost). The form can be collected from Compliance/Training Coordinator or downloaded from

<https://www.police.wa.gov.au/Police-Direct/National-Police-Certificates>

Students will be required to provide their police check for review by the Compliance/Training Coordinator as part of their student record. If students do not have a current acceptable police check, they will risk being ineligible for work placement.

Working with children check

Occasionally ATA Training out sources work placement to an external work placement provider who may require a working with children check. This would be necessary if you are working in a public or private hospital / facility for an extended period of time.

Generally speaking, you will not be required to obtain a working with children check as you will be directly supervised in your work as a student and the placement is of a temporary nature.

Immunisation

ATA Training students are at risk of direct contact with blood or body substances. As such, ATA Training encourages students to review their own personal vaccination status. Applicants are strongly advised to address immunisation requirements prior to enrolment.

They include:

- Measles/Mumps/Rubella
- Chicken Pox (Varicella)
- Tetanus
- The vaccination for TB (tuberculosis)
- Annual Influenza Vaccination
- Pertussis (Whooping Cough) Other vaccinations such as Hepatitis A & B

The cost of this vaccination is to be met by the student. If students do not have an accurate written record of their vaccination history or are unsure of their level of immunization coverage, they are encouraged to consult a General Practitioner who may order a blood test to check Antibody levels in each case.

A full vaccination program may not be necessary. For more information, please go to the Department of Health website

<http://www.health.gov.au/>

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Workplace health and safety

We consider the workplace health and safety (WHS) of our staff, clients and students at St Ives Home Care to be of the utmost importance. We take all “reasonably practicable” steps to provide and maintain a safe and healthy workplace and learning environment and assist students to safely achieve educational outcomes during the completion of course requirements.

A successful WHS program is dependent upon all persons on work placement and at the ATA Training premises sharing responsibility for ensuring a safe and healthy environment.

ATA Training is Smoke Free and smoking is not permitted in the buildings and grounds. Students are not permitted to bring or consume alcohol, drugs (excluding medications prescribed by a doctor) or other substances.

If you identify a hazard at our training facility or on work placement that may pose a risk to others (probability of injury, illness, or damage resulting from exposure to a hazard) please report this immediately. If you are undertaking a work placement, report any hazards to your supervisor or trainer assessor / mentor.

If you notice spills on the floor, particularly in the student kitchen area please wipe it up immediately to prevent individuals slipping and injuring themselves.

All students and staff have the right to study and work in an environment free from offensive behaviour, bullying, sexual intimidation, racial vilification, or other forms of harassment or discrimination. Students are required to notify the Compliance/Training Coordinator as soon as practicable of the implications of any illness, disability or other circumstances that may impact upon their physical or cognitive capacity to safely complete the course including work placement. Students must notify their Compliance/Training Coordinator immediately if they are involved in an accident or are injured in the course of study or whilst on work placement. There are inherent risks in working within the health and community aged care environment including biological waste, manual tasks, ergonomics, slips, trips and falls. Many courses at ATA Training include learning about WHS and it is important that you know how to keep yourself safe and healthy during work placement.

Emergency procedures

Whilst attending classes at 27-31 Troode Street West Perth, please raise the alarm and report to the nearest staff member or Reception if there is an emergency, building structure collapse or if you detect a fire. If you are feeling unwell and/or witness another person on site who appears to be unwell, please report this to the nearest staff member or Reception.

If you hear an evacuation announcement, alarm or fire alarm, please listen carefully to the announcement or to your Compliance/Training Coordinator / trainer assessor instructions and swiftly but calmly follow the instructions.

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Privacy and confidentiality

The following information is provided consistent with the requirements of the Commonwealth's Privacy Act 1988 which requires private sector organisations to protect and safeguard their collection and use of personal information.

Student assessment records

ATA Training has a policy and procedure for the collection, storage and protection of all assessment records of individual students.

- All information relating to attendance, course progress and assessment outcomes is kept in individual student files
- All records are securely stored
- Upon completion of your course, your assessment outcomes and qualification issued are recorded in the computer system and kept on file
- Records are kept confidential and written permission by the student is required prior to the release of any information
- Access by officers from Authorised Agencies or their representatives may be required under the Standards of Registration for Registered Training Organisations [RTO's] 2015 and funding agreements.

Collection of personal information

ATA Training is committed to protecting the privacy and security of personal information collected and held by ATA Training about its clients and students. The minimum requisite information will be collected as well as any external requirements, for example a government funding body.

The type of personal information that ATA Training will collect about you will include your name, your current address, next of kin/emergency contact, telephone number, email address, evidence to support RPL, RCC and or credit transfer.

Generally, the purpose of collection and the information required will be indicated at the time of collection.

The accuracy and currency of your personal information which ATA Training holds is dependent to a large extent on the information you provide. Please advise us of any errors or changes to your personal information.

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Use of personal information and student records

Your personal information and academic records may be used to:

- Provide the ATA Training services you require
- Administer the services and provide appropriate support to you. This will include processes involving charging and collection of debts and facilitating emergency health assistance
- To inform you of other and new ATA Training services

ATA Training will only disclose your personal information to:

- Authorised ATA Training staff for the purposes of providing a service
- Government and funding/regulatory authorities and other organisations as required or authorised by law eg. for audit purposes.
- Ambulance or medical personnel in an emergency situation
- When reasonably necessary to protect or enforce ATA Trainings legal rights or interests or to defend any claims made against ATA Training by any person

ATA Training will not otherwise, without your consent; use or disclose your personal information for any other purpose.

Access to your records

ATA Training will, on request, inform you about the nature of the personal information that it holds relating to you, the main purposes for which the information is used, and your entitlement to gain access to that information.

Access to individual training records must meet Commonwealth and State Privacy legislation. Students do have access to their records of results and progress through either the Compliance/Training Coordinator or your assigned Trainer / Assessor.

Students may have access to their training records at any time by making a request to the Compliance/Training Coordinator.

You may access your personal information, subject to some exemptions under law, by placing your request in writing to the RTO Manager. Once you have completed your study and are no longer enrolled, your written request must be accompanied with two forms of identification.

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Course information session

ALL students as part of RTO Standards for Registration 2015 must attend an information session.

At the commencement of each ATA Training course you will be invited to attend an information session where ATA Training staff are available to answer any questions you may have about your upcoming study and subsequent qualification. Course induction covers the following topics:

- Course content and an outline of each of the units of competency in the course
- Course delivery and assessment methods and training schedule
- Contacting the Compliance/Training Coordinator
- Introduction to training staff
- The assessment submission process
- Marking and turn-around time for marking
- Extension process
- Not Yet Satisfactory (NYS) / Not Yet Competent (NYC) and appeal procedure
- Workplace training/work placement experience arrangements
- Workplace mandatory hours' arrangements
- Learning resources available and course reader provision
- Certification process
- General information about the building lay out including parking & transport options
- What to do in an emergency
- What to do if you are unwell
- Food / refreshment options at ATA Training Level 1, 27-31 Troode Street, West Perth

Student feedback

At various times during the course you will be asked to complete an evaluation questionnaire. This gives students an opportunity to provide suggestions and feedback regarding trainers, course material and our facilities. Students can also access a feedback form at any time through the Compliance/Training Coordinator.

We value your input so that we can continually improve our service.

Employer feedback

As part of our compliance under the VET Quality Framework, each year we contact employers to obtain feedback about our courses and programs.

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Language, literacy and numeracy assessment and support

As part of the course information and induction process, students will be asked to undertake a language, literacy and numeracy assessment. The purpose of the assessment is not to determine course entry but gain a bench mark so as to inform what reasonable adjustment to assessment is required. Please advise ATA Training prior to course commencement if you feel that you may require assistance with language, literacy and numeracy or you have a specific learning need so that we can support by modifying / reasonably adjusting the course assessment to meet your needs.

Read write now:

Tel:1800 018 802 - <http://www.read-write-now.org/>

Read Write Now is a volunteer group that was set up in Western Australia in 1977. Volunteer tutors provide free one-to-one assistance to adults wanting to improve their reading, writing, spelling, maths and/or IT skills.

Recognition of prior learning (RPL) and recognition of current competency (RCC)

When enrolling in your ATA Training Qualification, you may apply to have study and/ or skills and knowledge assessed for Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC).

The ATA Training RPL / RCC process recognises that you may already have undertaken some formal study in the past or possess the skills or knowledge to be assessed without the need to attend a course in full.

Awards of Nationally Recognised Training qualifications under VET RPL/RCC relies upon an evidence assessment of competence. Competence is the demonstration of skills and knowledge gained through life and work experiences as well as any training successfully completed that can be matched against industry performance standards. These standards are called units of competency. Units can be grouped together to form specific industry qualifications.

To apply for RPL/RCC, a RPL/RCC application form must be completed. An ATA Training compliance staff member can assist with identifying the units for which you may be eligible for recognition and advise on gathering the necessary evidence to support the application. Please contact adminata@atatraining.com.au or phone 1300 7070 01 (during business hours) if you wish to obtain an application form.

Credit transfer

Under the principles of Nationally Recognised Training a student is granted an automatic credit for any unit that they successfully completed at any other Registered Training Organisation (RTO) in Australia:

- When the unit has exactly the same code and title
- When the unit has been deemed superseded and equivalent in the circumstance of a training package upgrade

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Fee Payment Options

ATA Training offer a variety of fee payment methods.

Fee for service

Course fees can be paid by:

- Credit card - Master Card or Visa (a 1.5% fee is charged)
- Cash or EFTPOS in person at the St Ives Home Care main office - Level 1, 27-31 Troode St, West Perth, WA, 6005
- Personal cheque
- *Electronic Funds Transfer (EFT).

*Please note that a \$50 administration charge is payable if there are insufficient funds available for EFT payments.

Payment plans

ATA Training can also offer payment plans on a case by case basis.

ATA Training acknowledges that students may incur financial stress and hardship. Students having difficulty should contact the Compliance and Training Coordinator as soon as possible so that suitable arrangements can be made.

Instalment payments will only be considered if a written request is made to the RTO Manager. These will attract a 5% administration fee calculated on the full course fee payable.

Apprenticeships and traineeships - understand the fees

The Department of Training and Workforce Development (DTWD) has appointed ATA Training to the Preferred Provider Panel for Priority Industry Training places to deliver funded training services to CHC33015 Individual Support and CHC43015 Ageing Support. ATA Training also offers traineeships through DTWD preferred provider places and employer partnership agreements. The following government funded programs have specific eligibility requirements and are governed under payment fee structures.

- Priority Industry Training Programs
- Apprenticeships and Traineeships

Funded Fees (Government of Western Australia DTWD places) are subject to change of government policy and this may occur during your course. Invoices for student tuition fees are issued on a calendar year basis. Student tuition fees may be varied/ increased in line with government fees and funding changes.

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VET Fees and Charges Policy 2017 – Government of Western Australia Department of Training and Workforce Development

Reference: <http://www.dtwd.wa.gov.au/sites/default/files/uploads/VETFeesandChargesPolicy2017v2.0.pdf>

Policy suggests fees and charges for students undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the Vocational Education and Training Act 1996, Vocational Education and Training (Colleges) Regulations 1996 and / or as specified in contractual training providers for example RTOs

The background to publicly funded VET is to contribute towards the cost of training. The fees provided as a government subsidy are not set to achieve full cost recovery.

Calculating fees is based upon nominal hours to each unit commenced in 2017. Trainees are required to pay course fees. The course fees are the sum of fees for all units that a student enrolls in.

2017 DTWD Fee Payment Tables

Category of Enrolment	Fee Rate per Nominal Hour
Non – concession Student	
Traineeships and Priority Industry Qualifications (up to Certificate IV)	\$3.25
Existing Worker Traineeships	\$5.79
Concession Student	
*Traineeships and Priority Industry Qualifications (up to Certificate IV)	\$0.97

* Excludes existing worker traineeships – Existing worker trainees at any qualification level are charged at the \$5.79 fee rate and are not eligible for fee concessions.

Concessions on DTWD funded courses –

- The following students are entitled to the concession rate on course fees:
- Persons and dependents of persons holding:
 - A pensioner Concession Card
 - A repatriation Health Benefits Card issued by the Department of Veteran Affairs
 - A Health Care Card
- Person and dependents of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependents of persons who are inmates of a custodial institution
- Secondary school aged persons, not enrolled at school

Note: If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

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CCHC33015 Certificate III Individual Support Home and Community Specialisation				
Unit of Competency	WA Nominal Hours	Non Concession \$3.25	Non Concession (Existing Worker) \$5.79	Concession \$0.97
CHCCCS015 Provide individualised support	75	243.75	434.25	72.75
CHCCCS023 Support independence and well being	40	130.00	231.60	38.80
CHCCOM005 Communicate and work in health or community services	50	162.50	289.50	48.50
CHCDIV001 Work with diverse people	30	97.50	173.70	29.10
CHCLEG001 Work legally and ethically	50	162.50	289.50	48.50
HLTAAP001 Recognise healthy body systems	20	65.00	115.80	19.40
HLTWHS002 Follow safe work practices for direct client care	25	81.25	144.75	24.25
CHCAGE001 Facilitate the empowerment of older people	50	162.50	289.50	48.50
CHCCCS011 Meet personal support needs	35	113.75	202.65	33.95
CHCCCS025 Support relationship with carers and families	40	130.00	231.60	38.80
CHCHCS001 Provide home and community support services	40	130.00	231.60	38.80
CHCCCS009 Facilitate responsible behaviour	35	113.75	202.65	33.95
HLTINF001 Comply with infection prevention and control policies and procedures	30	97.50	173.70	29.10
Subsidised Course Fee Total	520	\$1690	\$3010.80	\$504.40

STUDENT HANDBOOK

CCHC33015 Certificate III Individual Support Ageing Specialisation				
Unit of Competency	WA Nominal Hours	Non Concession \$3.25	Non Concession (Existing Worker) \$5.79	Concession \$0.97
CHCCCS015 Provide individualised support	75	243.75	434.25	72.75
CHCCCS023 Support independence and wellbeing	40	130.00	231.60	38.80
CHCCOM005 Communicate and work in health or community services	50	162.50	289.50	48.50
CHCDIV001 Work with diverse people	30	97.50	173.70	29.10
CHCLEG001 Work legally and ethically	50	162.50	289.50	48.50
HLTAAP001 Recognise healthy body systems	20	65.00	115.80	19.40
HLTWHS002 Follow safe work practices for direct client care	25	81.25	144.75	24.25
CHCAGE001 Facilitate the empowerment of older people	50	162.50	289.50	48.50
CHCAGE005 Provide support to people living with dementia	60	195.00	347.40	58.20
CHCCCS011 Meet personal support needs	35	113.75	202.65	33.95
CHCCCS009 Facilitate responsible behaviour	35	113.75	202.65	33.95
HLTINF001 Comply with infection prevention and control policies and procedures	30	97.50	173.70	29.10
CHCAGE002 Implement falls prevention strategies	40	130.00	231.60	38.80
Subsidised Course Totals	540	\$1755	\$3126.60	\$523.80

STUDENT HANDBOOK

CCHC33015 Certificate III Individual Support Disability Specialisation				
Unit of Competency	WA Nominal Hours	Non Concession \$3.25	Non Concession (Existing Worker) \$5.79	Concession \$0.97
CHCCCS015 Provide individualised support	75	243.75	434.25	72.75
CHCCCS023 Support independence and well being	40	130.00	231.60	38.80
CHCCOM005 Communicate and work in health or community services	50	162.50	289.50	48.50
CHCDIV001 Work with diverse people	30	97.50	173.70	29.10
CHCLEG001 Work legally and ethically	50	162.50	289.50	48.50
HLTAAP001 Recognise healthy body systems	20	65.00	115.80	19.40
HLTWHS002 Follow safe work practices for direct client care	25	81.25	144.75	24.25
CHCDIS001 Contribute to ongoing skills development using a strengths-based approach	40	130.00	231.60	38.80
CHCDIS002 Follow established person-centred behaviour supports	35	113.75	202.65	33.95
CHCDIS003 Support community participation and social inclusion	55	178.75	318.45	53.35
CHCDIS007 Facilitate the empowerment of people with disability	85	276.25	492.15	82.45
HLTINF001 Comply with infection prevention and control policies and procedures	30	97.50	173.70	29.10
CHCAGE001 Facilitate the empowerment of older people	50	162.50	289.50	48.50
Subsidised Course Fee Total	585	\$1901.25	\$3387.15	\$567.45

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CHC43015 Certificate IV Ageing Support				
Unit of Competency	WA Nominal Hours	Non Concession \$3.25	Non Concession (Existing Worker) \$5.79	Concession \$0.97
CHCADV001 Facilitate the interests and rights of clients	55	178.75	318.45	53.35
CHCAGE001 Facilitate the empowerment of older people	50	162.50	289.50	48.50
CHCAGE003 Coordinate services for older people	55	178.75	318.45	53.35
CHCAGE004 Implement interventions with older people at risk	70	227.50	405.30	67.90
CHCAGE005 Provide support to people living with dementia	60	195.00	347.40	58.20
CHCCCS006 Facilitate individual service planning and delivery	60	195.00	347.40	58.20
CHCCCS011 Meet personal support needs	35	113.75	202.65	33.95
CHCCCS023 Support independence and well being	40	130.00	231.60	38.80
CHCCCS025 Support relationships with carers and families	40	130.00	231.60	38.80
CHCDIV001 Work with diverse people	30	97.50	173.70	29.10
CHCLEG003 Manage legal and ethical compliance	70	227.50	405.30	67.90
CHCPAL001 Deliver care services using a palliative approach	45	146.25	260.55	43.65
CHCPRP001 Develop and maintain networks and collaborative partnerships	55	178.75	318.45	53.35
HLTAAP001 Recognise healthy body systems	20	65.00	115.80	19.40
HLTWHS002 Follow safe work practices for direct client care	25	81.25	144.75	24.25
CHCAGE002 Implement falls prevention strategies	40	130.00	231.60	38.80
CHCCCS015 Provide individualised support	75	243.75	434.25	72.75
CHCDIS008 Facilitate community participation and social inclusion	40	130.00	231.60	38.80
Subsidised Course Fee Total	865	\$2811.25	\$5008.35	\$839.05

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CHC43015 Certificate IV Ageing Support - Alternative Electives are available

CHC43015 Certificate IV Ageing Support				
Unit of Competency	WA Nominal Hours	Non Concession \$3.25	Non Concession (Existing Worker) \$5.79	Concession \$0.97
CHCDIS007 Facilitate the empowerment of people with disability	85	276.25	492.15	82.45
HLTAID003 Provide First Aid	20	65.00	115.80	19.40
Subsidised Course Fee Total	855	\$2778.75	\$4950.45	\$829.35

DTWD Training Place Restrictions and Availability

Under Future Skills WA, there is no upper age limit and no restrictions based on your previous level of awarded qualification. <http://www.dtwd.wa.gov.au/future-skills-wa>

You are eligible for a guaranteed training place if you have left school, your primary place of residence is in Western Australia and you are:

- an Australian citizen; or
- a permanent visa holder or holder of visa subclass 309, 820 or 826; or
- a dependent or spouse of the primary holder of a visa subclass 457.

Your place in the course will be guaranteed and your training subsidised if:

- the course has been identified as a State priority course;
- a preferred private training provider has a training place available; and
- you meet the normal entrance requirements for the course.

You can access the full VET Fees and Charges Policy 2017

<http://www.dtwd.wa.gov.au/sites/default/files/uploads/VETFeesandChargesPolicy2017v2.0.pdf>

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Additional requirements

CHC33015 Certificate III Individual Support & CHC43015 Certificate IV Ageing Support have a required text book.

Course reader

You will be required to obtain the following as a course text book:

The Australian Carer: a training manual for aged care workers / Helen Croft, Sarah Croft. Edition: 3rd or 4th edition. Published: South Melbourne, Victoria Cengage Learning, [2017]

Refunds

For all Nationally Recognised Training courses the following refunds apply according to the date that the written notification of withdrawal is received.

If written notification of withdrawal is received:

- 7 or more working days prior to course commencement - full refund less \$50 administration fee
- Less than 7 days prior to course commencement – Refund subject to extenuating circumstances

Extenuating circumstances

In the following extenuating circumstances prior to course commencement you may be entitled to receive a full or partial refund of course fees:

- An overpayment was made
- Extended hospitalisation or illness preventing you from attending classes. These circumstances need be supported by a medical certificate or other documented evidence
- Other extenuating circumstances which will be considered on a case by case basis by ATA Training.

ATA Training do not accept a fee refund responsibility for changes in personal circumstances or work commitments which may occur after the commencement of a course that require you to withdraw from a course.

If you wish to claim a full or partial refund you will need to complete a Withdrawal/Refund Application Form and provide it to ATA Training in writing to the RTO Manager. All refunds are at the absolute discretion of ATA Training.

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Course cancellations

If a course is cancelled in its entirety by ATA Training at any time during the period of your enrolment, ATA Training will refund the tuition fee (less any fees for which you can achieve Credit Transfer through partial completion being a Statement of Attainment).

If you withdraw from only part of a course or if only part of a course is cancelled, ATA Training is required to only refund the portion of the tuition fee applicable to that part of the course.

In the case of a course cancellation you will be notified as soon as practicable.

Deferring your studies

Deferment means you remain enrolled as a fee-paying student but your study is stopped until you take this up again at the same place in the next course intake.

Deferment can only be granted to enrolled students who have commenced their studies. Individuals who have accepted a position in a course and are no longer able to commence will need to reapply.

Students who wish to apply for deferment of a position in a course should contact the Compliance/Training Coordinator in writing outlining the exceptional personal, work or professional commitments that are preventing successful completion. This email / letter should include any circumstance that need to be considered and should have support information attached. A nominated return to study date should be supplied.

Student Code of Conduct

The student code of conduct aims to provide a safe and productive learning environment by encouraging ethical and sensible behaviour of all students.

All students must:

- Respect each other's needs
- Maintain a clean and safe learning environment
- Contribute positively in class and refrain from any disrupting behaviour
- Treat staff, trainers, assessors, managers and other students in a courteous manner
- Respect the equal rights for all students regardless of gender, race, culture, age, religion, gender preference and abilities including their right to participate
- Care for each other's property and the property of ATA Training
- Respond to any reasonable instruction from a member of staff
- Conduct themselves in a professional manner (including neat and clean attire)
- Not attend class or other student activities under the influence of alcohol, drugs or other substances

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- Switch off Mobile phones or put on 'silent' during class times. Phone calls or text messages are not to be made or answered at any stage during class time except in extenuating circumstances that have been approved in advance with the session leader and/or Compliance/Training Coordinator. These calls and messages are to be undertaken outside of the classroom so as not to disrupt other learners
- Respect each other's organisation and refrain from disclosing confidential and or sensitive information including client details and or organisation private information
- Wear appropriate clothing, comfortable pants, slacks and flat closed in shoes
Appropriate Clothing Note: Attendance in some units of competency can be excluded on the grounds of WHS if the above are not observed.

ATA Training promotes fair and equitable interaction and relationships. We believe all students and staff have the right to study and work in an environment which protects them from any form of offensive behaviour based on racial vilification, bullying, sexual discrimination, disability discrimination, or other forms of general harassment or discrimination. This includes participating in all modes of learning including activities organised as part of your course.

Discrimination

Discrimination occurs when a person is treated less favourably on the grounds of a personal characteristic, such as a person's age, ethnicity or cultural background, marital or parental status, gender identity, sexual preference, physical features, impairment or disability, criminal record, political or religious beliefs, pregnancy or breastfeeding.

Bullying

Bullying is repeated unreasonable behaviour directed towards a person or group of people that creates a risk to health and safety.

Examples of bullying are:

- Ongoing verbal abuse
- Constant humiliation of another person through sarcasm, insults or belittling someone's opinion
- Regularly excluding or isolating a person
- Psychological/emotional harassment
- Regular intimidation
- Spreading rumours about a person
- Continual negative comments about a person's age, ethnicity or cultural background, marital status, gender identity, sexual preference, physical features, impairment or disability, political or religious beliefs, pregnancy or breastfeeding
- Consistently and deliberately withholding information that is required for effective work performance without reasonable grounds for doing so

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Most definitions of bullying include an element of reasonableness. Reasonableness means bullying has to be repeated and in context. It does not include one-off incidents for example where a normally subdued employer has lost their temper resulted in a worker being offended.

Reporting discrimination and bullying

ATA Training strongly encourages any victims of discrimination, racial vilification, bullying or other form of harassment to report the incident and seek redress.

We recognise rights of students to complain without adverse effect on assessment or competency results. Furthermore, ATA Training understands the necessity for a thorough and careful resolution of all reported cases. It is illegal and contrary to ATA Training policy for any individual to engage either directly or indirectly in retaliatory conduct against a person who files a complaint.

Any person who files a complaint and believes that retaliatory actions have been taken against them must seek redress through the RTO Manager who will escalate to the Chief Executive Officer St Ives Home Care if deemed appropriate.

Since the aim of lodging a complaint is to achieve a satisfactory resolution, complaints are to be made in writing and referred first to the Compliance / Training Coordinator and then, if not resolved satisfactorily, in writing to the RTO Manager. Complaints may be lodged in writing via a letter or on the appropriate complaint form.

Student performance management and disciplinary action

In circumstances where performance management and/or disciplinary action are required, the student can expect the following steps to occur:

- The Compliance / Training Coordinator will discuss the issues of concern with the student and outline/confirm these discussions in writing to the student
- If the issues remain unresolved a meeting with the Compliance / Training Coordinator and the RTO Manager will be arranged with the student
- At the meeting parameters for management of the issues will be discussed and specific actions, outcomes and time frames will be agreed
- These parameters will be closely monitored and if not adhered to by the student course termination may ensue

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Course termination

Grounds for terminating a student from a course include:

- Failure to comply with any instruction given by a member of staff relating to work health safety on our premises or on supervised work placement
- Unsafe WHS practice
- Continued absence from training
- Continued non-submission of course assessments by the required date and no extension obtained or medical certification provided
- Cheating and plagiarism in assignments or workbooks (submitting copied material which is represented as the student's own work)
- Non-attendance at practical assessment without prior notification and no provision of adequate evidence of special circumstances (a medical certificate or statutory declaration)
- Harassment, assault or bullying including violent, offensive or disruptive language, gestures or behaviour towards fellow students, trainers, staff or other persons
- Bringing or consuming alcohol, drugs or other illegal substances on the premises or being adversely affected by the influence of drugs, alcohol or other substances
- Damage to the property of ATA Training or other students
- Criminal activity including stealing or other inappropriate behaviours

Compliance / Training Coordinator will discuss the grounds for termination with the student and put a recommendation forward to the RTO Manager. The final decision to terminate a student lies with the RTO Manager. A meeting with the RTO Manager and the Compliance / Training Coordinator may be arranged to discuss the course termination. The student will be advised by letter that they are no longer enrolled in the course and that their file has been closed.

Grievance Policy and Procedures – Assessment Appeal Process

ATA Training is a customer focused organisation and uses the feedback from the Grievance Process as an opportunity to improve the services ATA Training offers. The RTO Manager is responsible for overseeing the Grievance Process. The RTO Manager is responsible for educating trainers and staff in the Grievance Process.

ATA Training is committed to ensuring strategies and procedures are in place to action student appeals and grievances. Students with a grievance regarding their course of study including an appeal to an assessment decision have the opportunity to follow the process as below.

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Grievance Procedure

- In the first instance the student should try to resolve the problem directly with the person or people involved.
- If this is unsuccessful or the student prefers, they should make a verbal complaint to the trainer/assessor of the course in which they are participating or the RTO Manager. The Trainer / Assessor or RTO Manager will help with obtaining information, assist the student in deciding the best way to deal with the problem, on request accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem. The Trainer / Assessor or the RTO Manager is not to take any step without the consent of the student.
- The aim of the grievance procedure is, in the first instance, to try to resolve problems informally. After discussing options with the Trainer / Assessor or RTO Manager, the student may choose to resolve his or her grievance informally through the Trainer / Assessor.
- If an informal process is inappropriate, or if the student is unhappy with the outcome of an informal approach, he or she may make a formal complaint to the RTO Manager. Formalisation can occur at any stage of the resolution process. A full description of the grievance and any supporting documents should be sent to the RTO Manager: ATA Training, PO Box 1216, West Leederville. WA 6901 email: adminata@atatraining.com.au

The RTO Manager will then attempt to resolve the complaint.

- Each complaint and / or grievance and its outcome will be recorded in writing (using the ATA Training Appeals / Grievance Form). The student will be given a written statement of any appeal outcome including the reasons for the decision. An accelerated resolve is sort in all grievances to manage student satisfaction.
- In the event that the complainant is not satisfied with the outcome of the Grievance Process at ATA Training they may request to have the matter addressed independently by an appropriate arbitrator agreed upon by all parties.
- Should the escalation of the complaint be considered vexatious and/or unfounded by the independent arbitrator the student will be liable for the cost of their consultation in the matter.

*A copy of the ATA Training Policy and Procedure Grievance is available upon request

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Assessment Information

Assessment of competence

All students need to demonstrate they have acquired the skills and knowledge necessary to obtain a certificate (Testamur). When a certificate is granted, it indicates a student is competent and able to carry out the tasks associated with their course to the standard required in the workplace.

The broad concept of competency covers all aspects of work performance including:

- being able to perform certain tasks at an acceptable level of skill (to an industry specified standard) consistently over time
- being able to manage a number of different tasks within the job to an industry specified standard consistently over time
- being able to transfer skills and knowledge to new situations and contexts
- being able to solve predictable problems that arise.
- responding and reacting appropriately to unexpected problems, changes in routine and incidents
- being able to fulfil the responsibilities and expectations of the workplace in a range of situations and with a range of other people in the workplace

Competency is use of skills and knowledge to perform tasks and duties appropriately in workplace situations to the standard expected in the workplace and by industry consistently over time.

ATA Training utilises a range of assessment methods during its courses so students have a number of opportunities to demonstrate their competence. The units allocated to the assessment are listed on the cover sheet for each assessment. All forms of assessment for the subject are also listed. These may / may not include:

- Verbal presentations
- Written question and answer assignments
- A variety of knowledge assessment methods such as true and false questions, multiple choice, short answer questions, and labelling diagrams
- Group discussions
- Case studies
- Role plays
- Individual or group project work
- Essays and assignments
- Research assignments
- Record of client attendance at the workplace
- Third Party Report

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Assessment of employability skills

Employability Skills describe employers' requirements for non-technical generic competencies which form an important part of effective and successful participation in the workplace.

Vocational qualifications incorporate learning and assessment strategies within the training package to cover employability skills. This ensures that skills and knowledge obtained have industry application.

The eight key employability skills are:

- communication e.g. listening to and understanding instructions
- teamwork e.g. working with diverse individuals and groups
- problem solving e.g. using practical solutions in response to workplace issues/changes
- initiative and enterprise e.g. being creative or responsive to work requirements and challenges
- planning and organising e.g. working to meet workplace goals
- self-management e.g. monitoring and evaluating your performance
- learning e.g. seeking out and learning new techniques
- technology e.g. choosing, using and maintaining equipment

When studying at ATA Training it is important for you to think about how you will incorporate the knowledge and skills acquired into a range of workplace setting.

Assignments

ATA Training aims to have students successfully complete their courses in the timeframe advised. Time for completion of a course is based on following an agreed schedule for all components of the course including post course assessment and work placement.

If you are having difficulty understanding assignment requirements contact your Trainer / Assessor in the first instance and / or the ATA Training Compliance / Training Coordinator as early as possible.

Marking of assignments/assessments will usually be completed with results advised 2 weeks after the submission due date.

Reasonable adjustment

In circumstances where a student has undertaken an assessment on more than three occasions and been deemed Not Yet Satisfactory, the Compliance / Training Coordinator will arrange for an alternative mode of assessment to be undertaken. If subsequent to this, the student is deemed Not Yet Satisfactory they will be required to discontinue the unit/subject and re-enrol subject to an agreed student learning plan.

Students are able to reapply and re-enrol in single units/subjects of a course subject to the course availability. Applications can be made to the Compliance / Training Coordinator and standard fees apply.

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Plagiarism and copyright

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

Whilst assignment work carries an expectation for you to read, research and refer to experts and authorities, you are also expected to produce 'original' work. Therefore, your work may in some part be based on interpreting and summarising the words, information and ideas of other writers.

Any material from the internet used within your assignment must be referenced. It may be tempting, but DO NOT 'cut and paste' text directly from an electronic resource into your assignment. You should rewrite any information in your own words.

Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from so it is important to learn how to reference properly. Avoid plagiarism and copyright breaches by following the suggestions outlined in the ATA Training Study and Assignment Writing Guide.

Most text in print is under copyright protection and failure to acknowledge the source of information used also constitutes a breach of copyright, whether it is unintentional or deliberate.

Plagiarism

- Copying a section of a book or an article and submitting it as your own work.
- Quoting from a source 'word for word', without using quotation marks or using the words of someone else and presenting them
- Copying, cutting and pasting text from an electronic source and submitting it as your own work
- Downloading an assignment from an online source and submitting it as your own work
- Buying, stealing or borrowing an assignment and submitting it as your own work
- Using significant ideas from someone else and presenting them as your own or putting someone else's ideas into your own words and not acknowledging the source of the ideas

Plagiarism carries heavy penalties, including exclusion from your ATA Training course.

All classes, work placement and other facilitated sessions are copyrighted by ATA Training. Unauthorised recording, videotaping, photographs, etc., is strictly prohibited. If you have reasonable, medical and/or authorised grounds to record, etc., training, you must let the trainer know and you may be required to provide proof. The trainer also has an obligation to seek the verbal consent of all others present if this is the case.

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Providing certificates (Testamurs) and statements of attainment (SOAs)

To be eligible to receive a course certificate (Testamur) or statement of attainment (SOA) students must have met the study requirements AND all other requirements including financial and administrative (e.g. fees paid).

The creation of certificates (Testamurs) and records of results follows a thorough process to comply with the requirements of various authorities, funding bodies and other parties such as the Australian Skills Quality Authority, the VET Quality Framework, DTWD and the Training Accreditation Council WA.

The process requires a number of checks and authorisations to take place and signatures to be obtained.

ATA Training gives a priority to issuing certificates (Testamurs) quickly and efficiently whilst complying with all requirements and ensuring integrity and quality during the process. Once all requirements have been met, (including payment of fees, and traineeship employer sign-off - as required), it may take up to four weeks for certificates to be sent out. Holiday periods may increase the time taken to process certificates.

Please note that this timeframe is a guide only and is from the time results are recorded and not the last day of class. Usually there are a number of assignments and examinations that need to be marked and recorded after classes have concluded before the certification process can commence.

Partial completion

Vocational Education and Training Courses (VET)

Provided all requirements have been met, students who exit from qualification courses prior to completion will be issued with a statement of attainment (SOA) which lists the units in which competency have been attained.

Individual units of competence such as:

- HLTAID003 Provide First Aid
- HLTAID001 Provide Cardiopulmonary Resuscitation

Are issued under a statement of attainment (SOA)

Replacement of certificates (Testamurs) / record of results

Requests for replacement of damaged/lost certificates (Testamurs) should be in writing (letter or email) addressed to the: RTO Manager 27-31 Troode Street West Perth WA 6005 – admin@atatraining.com.au

An administrative fee of \$50 for searching, validation and processing applies. However, if the original certificate was issued more than 5 years ago the fee is \$85. This is to cover the cost of retrieving the archived certification documentation. No processing of the certificate can be made until payment has been received. A fee of \$25 is charged if a transcript or statement of results only is requested.

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STUDENT HANDBOOK

Resources and Services

Health Direct Australia:

1800 022 222 - <http://www.healthdirect.gov.au>

National Disability Insurance Scheme:

1800 800 110 - www.ndis.gov.au

Centrelink

<https://www.humanservices.gov.au/customer/subjects/payments-students-and-trainees>

Read Write Now:

1800018 802 - <http://www.read-write-now.org/>

Read Write Now is a volunteer group that was set up in Western Australia in 1977. Volunteer tutors provide free one-to-one assistance to adults wanting to improve their reading, writing, spelling, maths and/or IT skills.

Emergency Contacts

Lifeline Phone:

13 11 14 - <http://www.lifelinewa.org.au>

Beyond Blue Phone:

1300 22 4636 - <https://www.beyondblue.org.au/>

Joondalup Health Campus:

08 9400 9400 - <http://www.joondaluphealthcampus.com.au/>

Princess M Hospital:

08 93408222 - http://www.pmh.health.wa.gov.au/general/contact_us.php

Fiona Stanley Hospital:

0861524013 - <http://www.fsh.health.wa.gov.au/About-us/Contact-us>

Armadale Health Service:

0893912000 - <http://www.ahs.health.wa.gov.au/About-us/Contact-us>

Peel Health Campus:

0895318000 - <http://www.peelhealthcampus.com.au> (No A&E)

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STUDENT HANDBOOK

LOCATION AND PARKING

Book-a-bay offers customers the Early bird rate of \$8.00 (Prices may vary check with provider) with booked entry times between 5am-10am and exit 2pm – 10pm at our 216 Roe Street Car park. Book-a-bay gives customers 1 entry and exit for every booking made. Once entry and exit times have been booked, customers must enter within a 1 hr period of the entry time. Customers can exit any time **before** the exit time **OR** up to 1 hr **after** the exit time.

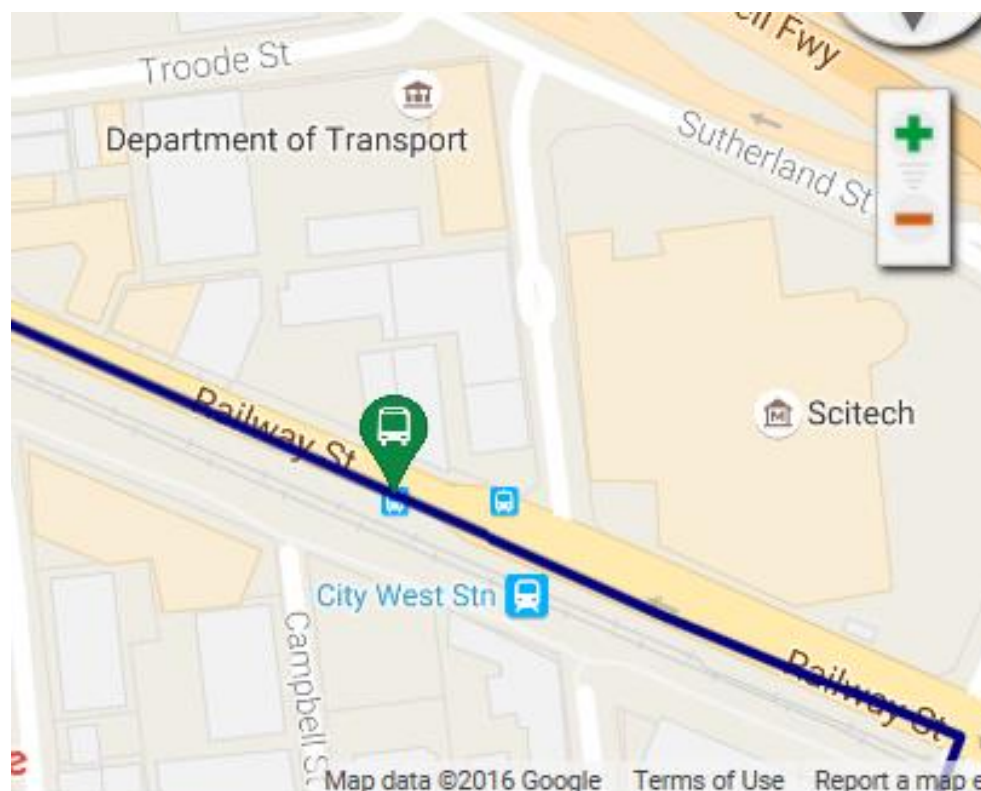
For example:

Booking entry : 8am Enter between 7am-9am
 Booking exit: 10pm Exit before 10pm or until 11pm.

For more information, please visit our website www.bookabay.com.au for more information.

Perth green CAT

Travels between Leederville Station and Elizabeth Quay Bus Station via City West, West Perth and St Georges Terrace. Railway St City West Station Green Cat 10 ([Stop No: 12932](#))

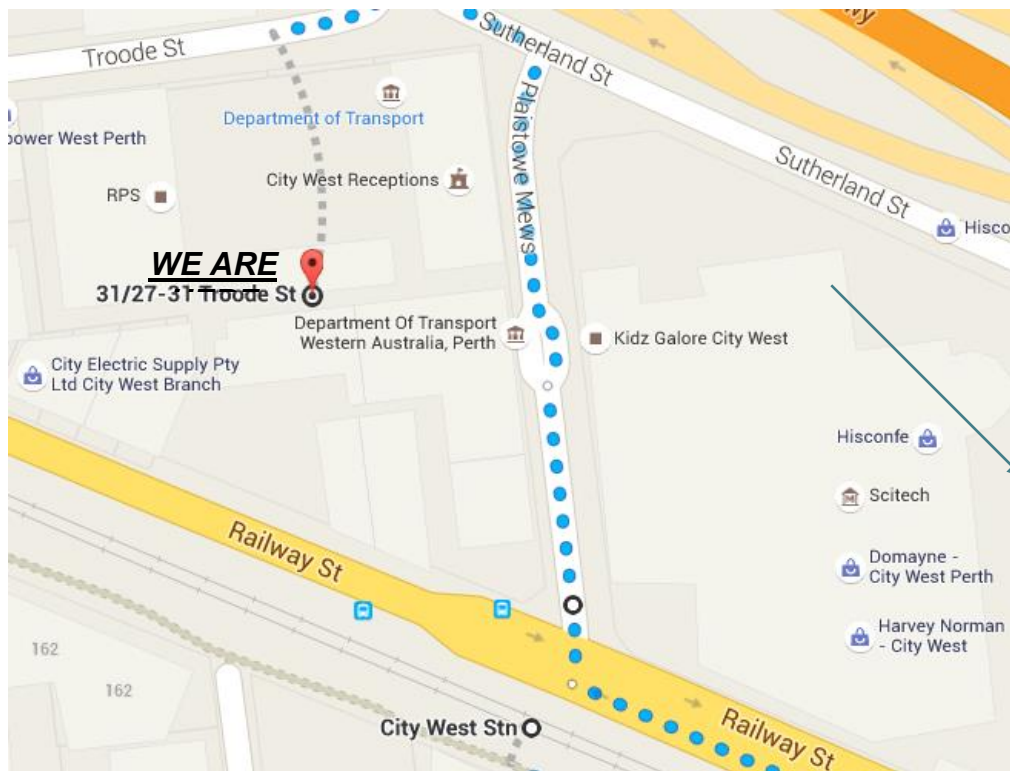


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STUDENT HANDBOOK

Please note: If using the train on the Fremantle line City West Station is the closest to our location.

Directions if walking from City West Train Station.



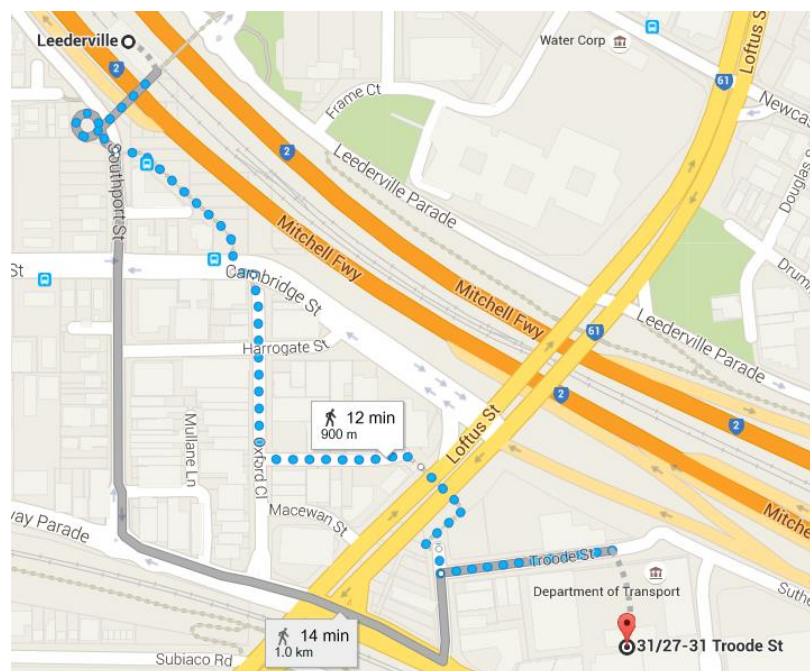
There is a small crossing over the rail

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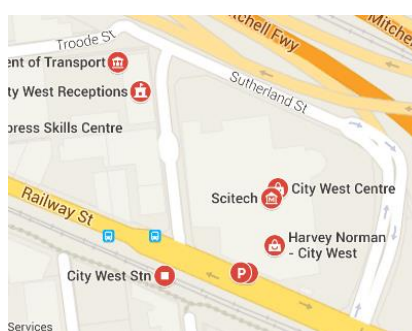
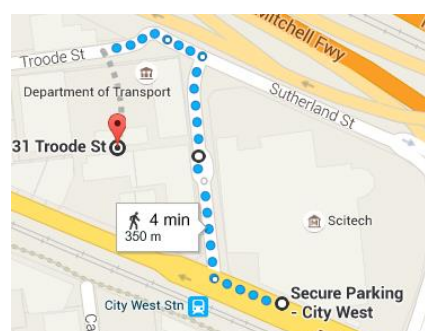
Please note: If using the train on the Joondalup line Leederville Station is the closest to our location.

Directions if walking from Leederville Station.



Secure Parking:

City West Parking Lot - 61 Railway Street, West Perth is the closest to our location, there is a short walk to the building.



Travel Arrangements

ATA Training does not provide or arrange travel for students who take part in scheduled activities as part of a course.

We hope you enjoy and benefit from the course that you are undertaking with ATA Training and look forward to congratulating you on successful completion of your studies.

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