



Australian Training Management Pty Ltd



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Purpose

This Student Information handout has been prepared to outline details of the training, assessment and support services available through Australian Training Management Pty Ltd as a means of ensuring that clients:

- ❖ receive timely and correct information, advice and course guidance that enables them to make appropriate choices in relation to the selection of relevant training that meets their needs;
- ❖ are aware of their rights and obligations, both financial and behavioural when participating in training managed and delivered by Australian Training Management Pty Ltd.

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Code of Practice

Australian Training Management Pty Ltd has a comprehensive Code of Practice (see Pages 6 - 8) outlining our commitment to:

- ❖ the provision of quality training and assessment services
- ❖ ensuring our clients financial investment in their training

If you experience any difficulties in relation to your training or the services provided by Australian Training Management Pty Ltd, you are invited to contact the RTO Manager personally.

Mr Alan Gregory
RTO Manager

Phone: (08) 9274 1277

Fax: (08) 9274 0299

Email alan.gregory@australiantraining.com.au

STUDENT INFORMATION

Course Information

For course information, schedules, bookings and payments students should contact our office on:

Phone: (08) 9274 1277

Fax: (08) 9274 0299

info@australiantraining.com.au

Individual course outlines and enrolment forms are also available from our website at www.australiantraining.com.au

Fees, Charges and Payments**Public Courses**

For current course pricing please refer to the individual course outlines and enrolment forms available on our website at www.australiantraining.com.au



or speak with one of our course advisors on 08 9274 1277.

Payment for a public course booking is required not less than 5 working days prior to course commencement unless other payment arrangements have been arranged with a participant's employer. Course bookings made less than 5 days from the course commencement date must be paid in full at the time of booking.

Places will not be reserved on public courses if payment has not been received by the agreed time, or if the payment method had not been confirmed, and another person books and pays for that place.

Traineeships

Australian Traineeships are funded by the State and Federal Governments and are available to eligible new employees and existing workers. The level of funding varies in each State. In accordance with User Choice fees and charges policies in each State compulsory Government fees are chargeable; the amount being based upon the nominal hours of the Units selected for the chosen qualification. Concessions are available to eligible trainees. Australian Training Management Pty Ltd will provide a quotation that clearly outlines the fees and charges involved upon request.

STUDENT INFORMATION	
Fees, Charges and Payments (cont.)	<p><u>Parchment / certificate issue and replacement</u></p> <p>The cost of the issue of an original parchment / certificate is covered in the fees paid for short courses.</p> <p>Individual Statements of Attainment are issued for each Unit completed.</p> <p>Where a Qualification has been completed a Statement of Academic Record, listing all Units completed, is printed on the reverse side of the parchment.</p> <p><i><u>Replacement parchments / certificates</u></i></p> <p>Replacement / duplicate parchments can be obtained at a cost of \$30.00 each.</p> <p>Due to the need for authentication markings on parchments and to reduce fraudulent use, photocopies, faxes or electronically generated versions of certification will not be provided.</p>
Completion Guarantee	<p>To protect the financial interests of students, Australian Training Management Pty Ltd will not accept payment of more than \$1000 prior to the commencement of a course and not more than \$1,500 for tuition that is yet to be provided.</p> <p>Once a student commences a course, our qualified Trainers and Assessors will provide assistance to enable completion, including, for example, the provision of flexible assessment modes, such as oral questioning in lieu of written assessment.</p> <p>Students who are unable to achieve full competence as a result of attendance on any of our training courses are invited to re-attend a future course; at an agreed time, at no additional cost.</p>
Course Changes, Cancellation and Refunds	<p>Australian Training Management Pty Ltd reserves the right to cancel any course. Should this occur, a full refund will be offered, or the participant will be re-scheduled to attend a future course at no extra charge. Australian Training Management Pty Ltd will not be liable for any claims arising from course cancellation.</p> <p>Trainees and clients who make advance payment of training fees will receive a refund of fees for any service not provided. No refund will apply to resources once supplied.</p> <p>There will be no refund for non-attendance on a public course, or for cancellations made within 2 working days prior to the commencement of a course. An alternate person may be substituted prior to commencement of a course at no additional cost.</p> <p>There will be no refund to participants who do not achieve competence.</p>

STUDENT INFORMATION

Complaints and Appeals

If a student has reason for complaint, or wishes to appeal an assessment decision, a formal complaint / appeal must be lodged, in the first instance, with their course facilitator. Students can contact the RTO Manager directly if they wish.

Australian Training Management Pty Ltd will ensure concerns are handled promptly and impartially with the aim of reaching a resolution within a 7 day timeframe. Australian Training Management Pty Ltd reserves the right to effect remedial action. Such action may include the redevelopment of a product, presentation of a course by an alternate Trainer, or conduct a competency assessment with an alternate Assessor.

Client Support

Australian Training Management Pty Ltd respects the rights and beliefs of all staff, consultants and participants, and will always endeavour to ensure access and equity to all of its clients, by applying the principles of Equal Employment Opportunity. We shall always endeavour to maintain a training environment free of discrimination based on age, sex, race, disability, religion and political conviction to the extent possible and within our control.

Persons needing assistance to complete their training will be offered additional support to an extent possible, and within the confines of the course facilitators' competence. If specialist needs that can not be supported by the course facilitator are identified, alternate support / programs will be recommended to participants. Participants will be liable to fund the cost of any external support measures that they engage.

Personal training records

Anyone who wishes to gain access to their own records should contact the Training Coordinator. Course outcomes and certification will be forwarded to private participants, or to employers who have paid for the training. Australian Training Management Pty Ltd not provide any personal information to a third party unless permission is provided by the student.

Skills Recognition / Recognition of Prior Learning

Australian Training Management Pty Ltd extends the opportunity for students to undertake Recognition of Prior Learning (RPL) assessments as a means to evaluate the impact of related lifelong learning and thereby identify opportunities for credits; potentially reducing the need for formal training in some areas. Recognition of Current Competencies (RCC), which involves evaluating the potential for credit for existing non-accredited competencies / certificates, is also available.

CODE OF PRACTICE	
Overview	This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services supplied by Australian Training Management Pty Ltd, ABN 04 093 634 345, a Registered Training Organisation, registered in Western Australia by the Australian Skills Quality Authority.
Marketing	<p>Australian Training Management Pty Ltd markets and advertises its products and services in an ethical manner. The organisation accurately represents recognised training products and services to prospective trainees and clients.</p> <p>Trainees and clients are provided with full details of conditions in any contract arrangements with the organisation, and no false or misleading comparisons are drawn with any other training organisation, or qualification.</p> <p>We will obtain written permission from a trainee or client before using information about that individual or organisation in any marketing materials.</p>
Provision of Services	<p>Australian Training Management Pty Ltd has policies and management practices that maintain high professional standards in the delivery of training and assessment services, and that safeguard the interests and welfare of trainees and / or clients. Our objective is to foster a learning environment that is conducive to the success of trainees and their employers.</p> <p>We will ensure that staff who provide training and assessment have competence at least to the vocational qualification level for which training and assessment is being provided, and they use methods and materials appropriate to the learning and assessment needs of all trainees. Australian Training Management Pty Ltd ensures that training staff are not only suitably qualified, but are also sensitive to the cultural and individual learning needs of all participants. Our organisation is committed to access and equity principles and processes in the delivery of its services.</p> <p>Trainers constantly monitor the progress of trainees and ensure that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and / or accredited courses.</p>
National Recognition	In accordance with the Australian Qualifications Framework (AQF) principle of national recognition, Australian Training Management Pty Ltd recognises and accepts AQF Qualifications or Statements of Attainment issued by any other RTO.

CODE OF PRACTICE	
Financial Standards	<p>A fair and equitable refund policy is made available to all trainees and clients.</p> <p>The contractual and financial relationship between the trainee / client and the organisation is fully documented, and copies of the documentation are made available to the trainee / client. Documentation includes: the rights and responsibilities of trainees; costs of training and assessment services, the issuance of Qualifications, payment arrangements and any other matters that place obligations on trainees or clients.</p>
Issuance of Qualifications	<p>Nationally recognised Qualifications and Statements of Attainment are issued to trainees who meet the required outcomes of a Qualification or unit of competency in accordance with all appropriate National Guidelines.</p> <p>Persons who are not yet competent to the standard required by the endorsed Training Package Unit of Competence for the issue of a Statement of Attainment for mobile equipment operations will, if deemed competent at least to the minimum national standards for operators of load-shifting equipment, be issued with a Certificate of Competence to the NOHSC7019 competence standard.</p>
Provision of Information	<p>Accurate, relevant and up-to-date information is given to prospective trainees and clients before either party enters into written agreements. Information provided is regularly reviewed to ensure its accuracy and relevance.</p>
Support Services	<p>As a safety training organisation, Australian Training Management Pty Ltd provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.</p>
Record Keeping	<p>Complete and accurate records are maintained of the attendance and progress of trainees.</p> <p>Financial records that reflect all payments and charges and the balance due are maintained, copies of which are available on request.</p>
Quality Control and Continuous Improvement	<p>The management and staff at Australian Training Management Pty Ltd seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.</p>



PETER LEWIS
Founding Director