



AUSTRALASIAN
— TRAINING COLLEGE —

**AUSTRALASIAN TRAINING
COLLEGE
2024 - 2027
STUDENT HANDBOOK**

Confidentiality Statement

The information contained in this document is confidential and is distributed by Australasian Training College (ATC) for the purposes of explaining the policy and procedures that the student is to understand and follow whilst enrolled with Australasian Training College. The content of this document and any attachments shall not be disclosed to any other party / entity without the written permission of the recipient of this document and/or Australasian Training College Pty Ltd.

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Australasian Training College's Welcome Note

The ATC's management and staff would like to welcome you to Australasian Training College (Registration Code [46174](#)).

During your study here, we will endeavour to make sure your learning journey is a rewarding and exciting experience and of program, we expect you to try your best to achieve the results and goals you are aiming for.

This information contained within this student handbook will enable you to familiarise yourself with the requirements for the program you are about to undertake and to become aware of our terms, conditions, and services offered here at Australasian Training College.

Please read the following information very carefully and contact ATC's administration staff if you have any questions.

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AUSTRALASIAN TRAINING COLLEGE'S DETAILS

Registration Code: [46174](#)

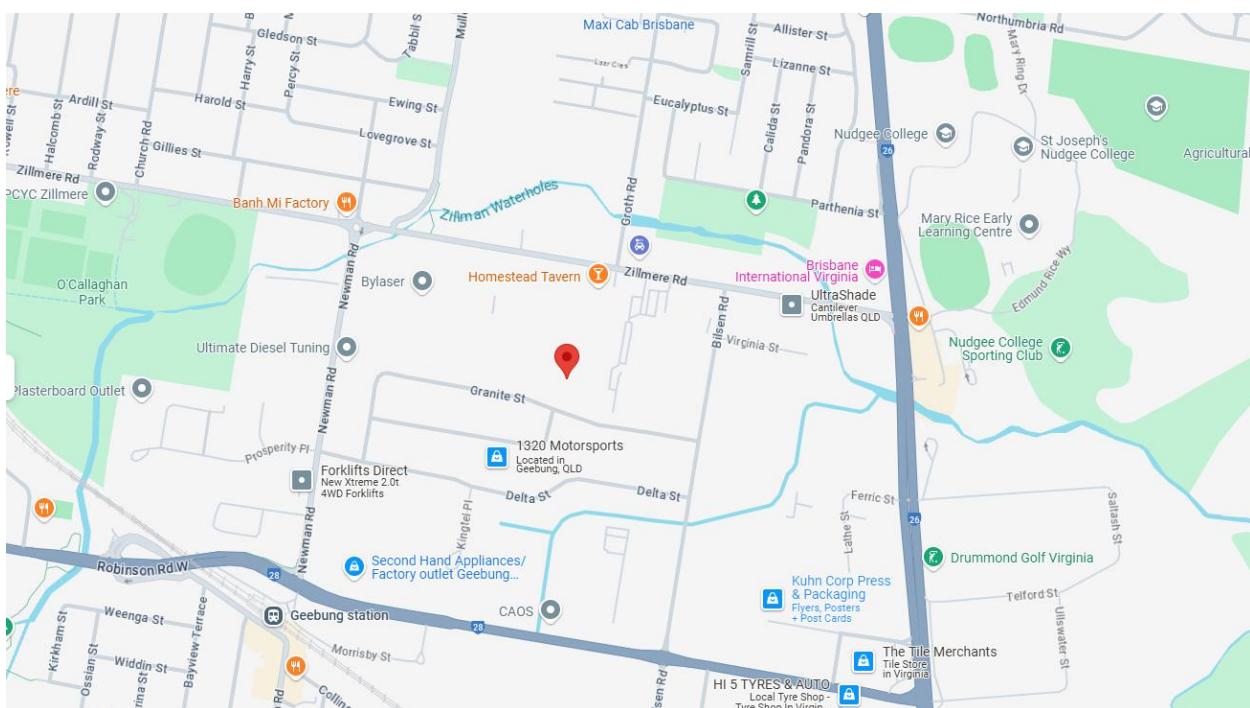
Address : Unit 2 186 Granite St, Geebung, Brisbane, Queensland, 4034

Phone : [1300 846 211](#)

Email : admin@atcollege.edu.au

Website: <https://atcollege.edu.au>

Location Map: Head Office (Brisbane)



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PROGRAM ENTRY REQUIREMENTS

Australasian Training College knows to succeed in anything it pays to understand what is expected, the following information is to help prospective students understand what each program requires them to have prior to enrolling. More detailed information is also found on the Australasian Training College's website, see the links below for each qualification on Australasian Training College's scope of registration.

Australasian Training College's **current** scope includes:

- **BSB50120 – Diploma of Business**
 - **TGA Link:** <https://training.gov.au/Training/Details/BSB50120>
 - **Entry requirement:** Year 10 LLN (ACSF level 2), minimum of 1year's work experience, plus basic computer skills for online learning and assessment submission
 - **Australasian Training College's web link:** [BSB50120](#)

- **BSB50420 – Diploma of Leadership and Management**
 - **TGA Link:** <https://training.gov.au/Training/Details/BSB50420>
 - **Entry requirement:** Year 10 LLN (ACSF level 2), minimum of 1year's work experience, plus basic computer skills for online learning and assessment submission
 - **Australasian Training College's web link:** [BSB50420](#)

Generally; all programs (Qualifications and/or Individual Units) will have an **entry requirement** (pre-requisite skills and knowledge) that are expected to be held prior to commencing (enrolling) into the program, so please take the time to visit our website (www.atcollege.edu.au) and become familiar with your chosen program's structure (unit/s required to be completed) and entry requirements.

Other relevant information you will find within the individual program's link above are:

- Formal 'Code and Title'
- Entry requirements
- Mode of delivery
- Duration
- Frequency of delivery
- Assessment type and methods used
- Investment
- Possible employment outcomes (what position you could apply, for with your new skills and knowledge gained)
- Articulation pathway (what further qualification does your program lead into)

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PROGRAM DATES & TIMES

On enquiry and then enrolment into to a scheduled class-based program, you will be provided with the dates and times for the commencement of your program. For programs that are supported with a mentor, the assigned mentor will establish a schedule with you.

To help students, we also provide a reminder service (SMS) for our classes scheduled at our training centre.

If your program includes this reminder service and you receive an SMS, please respond with confirmation of your attendance and/or your non-attendance.

If your program does not include the SMS reminder service, please contact us on 1300 846 211 and/or send an email to our administration team (admin@atcollege.edu.au) should you not be attending the a class as listed on the program schedule provided to you.

SPECIAL NEEDS and ASSISTANCE

Should you have any special needs that will assist you in participating in this study program, please contact us as soon as possible. Below is a list of some of the ways we may be able to assist you. This information summarises some of the information provided within the ATC's 'Student Handbook'. If your need is not identified/listed below, please contact Australasian Training College administration staff:

Assistance required	Whom to contact	What they can do	How to make contact
General English (Language Literacy / Numeracy) Support	ATC's Admin staff and/or Program Assessor	They can talk to you about the individual program's LLN requirement, they will put you through an LLN Assessment to help gauge of you will be able to successfully complete the program. If currently unable to entry into the program, they will help by pointing you in the right direction for your special need.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Enrolment process	ATC's Admin staff	Admin can walk you through the different ways to enrol and what is expected for program commencement.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au

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Your Privacy	ATC's Admin staff and/or ATC's Management	They can walk you through why it is required and how it is used and/or stored.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Applying for your USI	ATC's Admin staff and/or ATC's Management	Admin can walk you through the USI process and/or with your permission they can help create a USI for you.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Assessment Difficulty	Your Assessor and/or ATC's Admin	Your assessor can take you through your assessment, explain what is expected but cannot give you the answer. The assessor can also help customise	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Assessment Decisions	Your Assessor and/or ATC's Management	Your assessor can take you through your assessment decision, explain how you went and what to do moving forward The FQ management will speak to both you and your assessor to find out what the issue is and then make a decision on moving forward	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Results	Your Assessor and/or ATC's Admin	They can take you through your results, explain why and how you then and what to do (if possible) to improve.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au
Lost property	Your Assessor and/or ATC's Admin	They can go through the Lost and Found to see if anyone has handed your item in.	At Australasian Training College reception and/or by phone or email Ph: 1300 846 211 Em: admin@atcollege.edu.au

Specialist Agencies: The following agencies have been identified as being able to help within specific special needs, their contact details are below.

Agency	Contact details
AUSPELD	www.auspeld.mediacloud.com.au Ph: (08) 9217 2500
Adult learning Australia	https://ala.asn.au/ Ph: (03) 9689 8623

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Australian Council for Adult Literacy	http://acal.edu.au/
Vision Planet Australia	http://visionplanet.com.au/contacts/ Ph: +61 70801353 / +61 0429069975
Reading Writing hotline	https://www.readingwritinghotline.edu.au/ Ph: 1300 655 506
DASSA - Drug and Alcohol Services Australia	https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us Ph: (08) 8226 6000

STUDENT RESPONSIBILITIES

Whilst studying here at Australasian Training College (ATC) and/or at any site that Australasian Training College is delivering within, you must ensure you understand and adhere to all Australasian Training College's student responsibilities, these are outlined below:

ATTENDANCE – **Full attendance** is mandatory for all Australasian Training College's programs, this includes being on time for the beginning of the program, and coming back in at the allocated time after each break. **PLEASE** be aware that if you do not make it in on time, this may stop you from completing the program on your agreed scheduled time, this could also have you pay a fee to transfer into another program at a later date.

If you are attending a 'self-paced' program, you will need to abide by the program's delivery schedule and/or speak to your assigned mentor if you are requiring a program extension.

MOBILE PHONES – All phones are to be put on silent and/or switched off during the delivery and assessment of all Australasian Training College programs. If for any reason you are expecting an urgent telephone call, please switch the telephone to silent, let your trainer/assessor know prior to program commencement and leave the room to take your call. **PLEASE** be aware that if you have missed a major section of the program due to the length of your time taking your call, this may impact on your ability to receive a formal judgment of completion for your enrolled program.

DRESS CODE – For the safety of everyone, whilst in an Australasian Training College's program, students must wear enclosed shoes. **PLEASE** be aware if you are not wearing appropriate clothing, you maybe refused entry into the program and/or site which could also have you pay a fee to transfer into another program for a later date.

FACILITIES – Australasian Training College promises to provide you with an orientation of the facilities that will be used during your program. While using these facilities, you are asked to respect property, plant and to ensure that safe practices are used whereby the facilities and/or the people using them are

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protected from damage and/or abuse. Similarly, it is expected that you conduct your activities in a manner that minimises risk of accident/injury to yourself and others at all times.

ACCESS and EQUITY – Every person should be treated with respect and shown an understanding of their differences. At no time will it be tolerated that a student and/or a Australasian Training College staff member be treated in a way that could be considered a breach of the Discrimination Act.

PAYMENT of FEES – It is Australasian Training College's policy that payment of fees related to your program are payable in full prior to entry, this may be waived if your program is being paid by an approved entity.

Australasian Training College accept cash, EFTPOS, and credit cards (master card and visa). Should you be paying by credit card, a 2.5% surcharge will be added to the total.

It is noted that full payment for a study program will be required prior to receiving your credential Statement of Attainment and/or your Notice of Assessment.

ASSESSMENTS – You will be advised of the conditions and methods of assessment of your program prior to enrolment and again throughout your study. The specifics of the assessment will be provided to you in the form of an assessment booklet for each unit(s) and/or module within your program.

In the event that you undertake an assessment and are found to be (NYC) 'not yet competent', you will be counselled on the additional requirements and provided with a further opportunity to practice and apply for re-assessment.

There are (4) assessment decisions that can be made by your assessor, these are:

- **Not Yet Satisfactory (NYS)** – This refers to the unsuccessful completion of individual activity/ies within a unit
- **Satisfactory (S)** – This refers to the successful completion of individual activity/ies within a unit
- **Not Yet Competent (NYC)** – This refers to the unsuccessful completion of a full unit's assessment
- **Competent (C)** – This refers to the successful completion of a full unit's assessment

PROGRAM COMPLETION – You must satisfactorily complete all relevant components of learning, together with required assessments to successfully complete your enrolled program (qualification) thus being able to be issued with a formal parchment (Certificate - Full Qualification completion and/or Statement of Attainment - Stand Alone Unit/s).

Each unit/module is designed for completion within a certain time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Trainer/Assessor immediately. Every opportunity will be given for you to complete the assessment

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requirements at a later date. Please be aware that a few may be connected for Re-scheduling of your required assessment.

PARCHMENT (CERTIFICATE) ISSUANCE – Australasian Training College will issue your parchment (Certificate and/or Statement of Attainment) within 30 days of completion of your program which is in done so in accordance with the ASQA ‘Standards for RTO 2015’ specifically ‘Clause 3.3’, but generally parchments will be done within (3) three business days). If at any time you require a reprint of your issued parchment, you only need to contact Australasian Training College admin team and pay the small fee of \$20 and they will have that sent to you as quickly as possible (generally done within a 4hr timeframe).

PROGRAM WITHDRAWAL - If you decide you are unable to come to your scheduled program, you will be required to contact Australasian Training College immediately to allow them to back fill your position. Fees apply for cancelling and/or transferring into another program (see below):

- Program cancellation more than 7 days of program commencement - Nil fee
- Program cancellation less than 3 days of program commencement - 50% of the program fee
- Program transfer more than 7 days of program commencement - \$25
- Program transfer less than 3 days of program commencement - 25% of program fee

Australasian Training College understands that things happen, please contact us as soon as possible to see how we can help.

NATIONAL RECOGNITION - As a nationally Registered Training Organisation, we are required to recognise Qualifications and Statements of Attainment issued by other registered training organisations.

What this means to you; If you have been issued with a nationally recognised qualifications and/or units of competence that are found within the qualification/module you are about to undertake, we will be (If allowed by the State Licencing) recognised these unit/s and put credit towards your enrolled qualification. Please see Australasian Training College administration regarding any CT (Credit Transfer) you may think you are entitled to.

RECOGNITION OF PRIOR LEARNING – As a nationally Registered Training Organisation Australasian Training College’s is required to offer RPL to all enrolling students, any student wishing to apply for RPL must do so in writing and prior to commencing their program. The RPL process has a number of steps, these are:

- **Student to do:**
 - Speak to our friendly staff at Australasian Training College and see if you would be eligible for RPL
 - If yes, you will need to complete the Formal RPL application form for the qualification/unit you are trying to RPL

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- Complete the RPL Self-Assessment and hand it in to Australasian Training College admin staff so an Assessor may start to assess at you possible RPL
- **Australasian Training College Administration to do:**
 - Contact you to arrange a time to book into an 'Assessment Only' (RPL) class
 - Australasian Training College Approved HRWL Assessor to do:
 - An Approved Assessor will take you through the written assessment and then if this is passed you will be then taken through the skill assessment.
 - If all goes well and you are found competent, you will be issued with your 'Statement of Attainment' within 30days of the Assessor's assessment decision.

If you are not found competent you may either be put through a re-assessment and/or asked to sit through the full program.

COMPLAINTS AND APPEALS – As a nationally Registered Training Organisation, Australasian Training College's must have an 'Complaints and Appeals process', and does so willingly; so if you are ever not satisfied with your enrolment, your program, the assessment, the assessment decision and/or for any other reason, you have the right to bring your concern to our (Australasian Training College's) attention.

- **Australasian Training College has a procedure in place to ensure we:**
 - Make it easy for you to speak to someone about your concerns and/or lodge a written formal complaint with Australasian Training College staff and/or management without charge or penalty to the person making the complaint
 - Take the time to understand your concerns, and treat you will courtesy and respect throughout the process
 - Provide accurate information and advice
 - Remain open and honest with you about your rights and responsibilities
 - Deal with your concerns fairly and promptly
 - Escalate your concerns to our Chief Executive Officer if you are not happy with our response
 - Let you know if we cannot resolve your concerns in under 60 days, making sure we explain why and giving you an indication of the resolution time frame
 - Direct you to the appropriate external individual authority if you are not satisfied with how we have attempted to resolve your concern

Please refer to the 'SPECIAL NEEDS AND ASSISTANCE' section of this student handbook for information regarding who best to contact about your concerns and/or, if you are still unsure, you could start by calling our friendly staff on 1300 846 211 and/or by sending us an email to - admin@atcollege.edu.au

YOUR RIGHTS – You have the following rights as an Australasian Training College Student:

- Have access to 'Quality' instruction
- Have complaints/appeals dealt with in confidence - fairly and promptly
- Be assessed under a framework that is fair, reliable, flexible, and valid

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- Be treated with consideration and courtesy by all staff and fellow students
- Access your assessment materials and your results promptly
- Be free from any form of harassment and/or unfair treatment
- Be free from discrimination on grounds of ethnicity, marital status, age, gender, or disability
- Be provided with a learning environment that protects your safety, health, and well-being at all times.

TRAINING PROVIDER'S RIGHTS AND RESPONSIBILITIES

As a Nationally Registered Training Provider, we have the right to and the responsibility for the following:

- **We Have the right to:**
 - Ask for, expect, and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures from the students
 - Ask for access to your information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.
 - Ask you to leave a program if you do not adhere to Australasian Training College's policy and procedures
 - Inform the appropriate authorities if and when the issue should arise
- **We have the responsibility to:**
 - Inform you of each programs entry requirements
 - Supply you with our Policy and Procedures (Found with the Student Handbook)
 - Supply student support so you have the best chance of successfully completing your enrolled program
 - Provide a safe training environment
 - Provide a quality training product
 - Adhere to all legislative requirements throughout our organisational operations
 - Provide prompt and equitable resolution to any raised complaint and/or appeal
 - Provide you with your chosen program's articulation pathway

REFUND POLICY

Cooling Off Period – A cooling-off period is a safeguard designed to give consumers the opportunity to change their minds about a purchase and/or agreement they have entered into. It is both Australasian Training College's responsibility to give you the necessary information for the product you are purchasing, and it your responsibility to confirm the product you are purchasing is fit for purpose.

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Refund - A request for refund must be made in writing, either by way of; email to admin@atcollege.edu.au and/or handed into Australasian Training College administration staff explaining the reason for the request of your refund.

As a general policy, where a student cancels/withdraws during the enrolment process, a refund may be provided.

However, if a student cancels/withdraws at the completion of enrolment and prior to commencing a program a fees will be charged to cover administrative costs and the cost of your place within the program.

See fees below:

- Program cancellation more than 7 days of program commencement - Nil fee
- Program cancellation less than 3 days of program commencement - 50% of program fee
- Program transfer more than 7 days of program commencement - \$25
- Program transfer less than 3 days of program commencement - 25% of program fee

ACCESS, EQUITY AND CLIENT SERVICES

All participants to our programs/services deserve the best of tuition and support irrespective of their personal circumstance. Australasian Training College have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of your study program will provide you with every opportunity for a success outcome.

If at any time you require additional support to complete your program i.e. in the form of individual tuition, reasonable adjustment for assessments, please speak directly with your facilitator they will endeavour to facilitate your needs.

Everyone has access to the same resources and information in order to undertake their studies.

Everyone will be treated equitably in all aspects, and treat others with courtesy and respect

All staff at Australasian Training College are responsible to ensure the working and learning environment is free from any discrimination and harassment.

ARTICULATION PATHWAY

Generally each program will lead into another program, this maybe at the same level just a more specific industry pathway and/or could lead to a higher program.

All of the Australasian Training College individual program's marketing will highlight where your enrolled programs pathways may lead into i.e.

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After successfully completing either of the 'Diploma' level programs, you will be eligible to either enter into the other Diploma program and/or enter into an Advanced Diploma and/or even a Bachelor program. Speak to our friendly team to see where your enrolled program can lead to.

HARRASSMENT AND BULLYING

Australasian Training College has no tolerance for harassment and bullying of any kind. If you believe that you are being or have been harassed there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser in a calm but stern voice.
- Make a written note of the nature of the harassment including the identity of the person harassing you and/or another.
- If the harassment continues, report the behaviour and/or incident to your facilitator or Australasian Training College staff and/or management.

Australasian Training College has a legal responsibility, and we take this responsibility very seriously, for this reason, Australasian Training College has taken reasonable steps to prevent harassment from happening in and/or around Australasian Training College. This involves educating employees and facilitators about harassment, implementing complaints procedures, and ensuring compliance by all within the learning environment.

HEALTH AND SAFETY

Australasian Training College has a responsibility under the WHS Act and the WHS Regulations both of which are supported by Approved Codes of Practice which aligns with the Commonwealth's WHS Act 2011.

The Work Health and Safety Regulations identify the control measures that must be applied to specific work activities and potential hazards. For the health and comfort of all students and staff, you are asked to maintain an acceptable standard of personal hygiene and the use all facilities provided correctly and safely.

Things to be mindful of are:

- Put all rubbish in the appropriate bin
- Leave the facilities in a clean and orderly state
- If you do smoke, please ensure you are only smoking within the designated smoking area and you dispose of your cigarette butts in the appropriate manner

While engaged in any of Australasian Training College activities (Programs), you must not be adversely affected by alcohol and/or other drugs. **Under no circumstances** are you to offer or administer

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prescription drugs to any other person unless you have had the appropriate education and/or State and/or Federal authority to do so and/or it is done so accordingly to law.

You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance and/or the safety and wellbeing of other staff, students and visitors.

Identifying and Reporting Hazards - The WHS Act outlines the responsibility of all persons in and/or around a workplace, it is your responsibility to report any hazard that may cause injury and/or damage as soon possible. Please report any identified hazard/s to your facilitator and/or other Australasian Training College staff as soon as possible.

Incidents and Accidents - Safety is paramount to Australasian Training College and it is important to have you understand the all incident and/or accidents need to be reported immediately to a Australasian Training College staff person, this is so the appropriate action can take place as soon as possible. If it is an accident (and where possible), provide comfort and assistance to the injured person(s), send someone to notify a Australasian Training College staff member and stay with the injured person until assistance arrives.

Please remember to adhere to the First Aid protocols at all times, these are:

- **D** – Danger to yourself, the bystander, and the casualty/ies
- **R** – Response, is the injured casualty/ies conscious/alert and/or unconscious
- **S** – Send for help (Call the emergency services 000 or 112)
- **A** – Airway - Check the casualty's airway, clear as required
- **B** – Breathing, is the casual breathing (check chest and/or listen) and is it regular
- **C** – CPR, Start compressions (CPR) 30 compressions to 2 breaths
- **D** – Defibrillation, if a defib is available use as required, follow the pictures and prompts given by the AED (Semi-Automated)

Remember. The life you save may one-day save your own and/or the life of a loved one!

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Evacuation Plan – Please make yourself aware of the access and egress areas of your worksite, you trainer will make themselves aware of your worksite evacuation plan prior to arriving and confirm the plan on arrival.

Each approved venue that ATC utilises will have it's own specific evacuation floor plan, on enrolment into any of ATC's programs, you will be sent an welcome email which identifies the location of your chosen program training venue and a site plane of which your assigned Trainer/Assessor will take you through as part of the courses introduction.

AUSTRALASIAN TRAINING COLLEGE'S FINAL PRIVACY STATEMENT

Your privacy is important to Australasian Training College management and staff, and we will always act in the best interest to protect your personal information. Australasian Training College is incredibly careful about how and when your information is collected, used, and shared, this is to protect your privacy and to adhere to the Australian Privacy Act and the 13 Privacy Principles.

Australasian Training College collects your personal information to help facilitate your learning and to adhere to Australian government legislation. We are required to collect certain personal information enabling us to create your personal file and be aware of any special needs that you may have.

When you undertake nationally accredited training, we are required to provide your details to a National Reporting System (NCVER). If you have any questions relating to how your personal information is collect and/or managed by Australasian Training College, please see our administration team, and/or ask to speak to Australasian Training College management.

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Endorsed by: ATC's CEO – Dr. Terry O'Hanlon-Rose

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