



# TRAINING FOR A BETTER FUTURE

Providing training solutions to  
Australian employers and  
individuals since 1999



RTO: 90294  
**Applied Training  
Solutions**

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## ABOUT THIS HANDBOOK

The purpose of this handbook is to provide you with an overview of Applied Training Solutions (ATS) and to assist you with information you will need to successfully complete your training with us.

### You will find out about:

- ◆ your responsibilities as a student
- ◆ our responsibilities to you
- ◆ our approach to enrolment
- ◆ relevant policies and procedures
- ◆ how to access student support services
- ◆ how to prepare and plan for your studies

and other information that will help you make the most of your course.

We may amend this handbook and related policies and procedures from time to time.

The most current version is always available on our website.



Please take your time reading through this handbook. If you still have questions or if there is anything within this handbook that you wish to discuss, please reach out to us.

**DISCLAIMER:** We makes every attempt to ensure that information distributed is accurate and up to date. However, from time to time, sections of this Student Handbook may be amended to reflect changes in ATS Policies and Procedures or other matters related to the operations of the RTO.

The Student Handbook, available on the ATS website, is the most current version. Anyone intending to act on any information contained in the Student Handbook should first check the ATS website: <https://www.appliedtraining.edu.au>.

The information provided in this Handbook is provided in good faith but without express or implied warranty. ATS, its agents, and employees, will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this Handbook

## ABOUT APPLIED TRAINING SOLUTIONS PTY LTD

Applied Training Solutions Pty Ltd referred into this document as "ATS", is a registered training organisation (RTO) that complies with the quality assurance and assessment standards agreed by Federal, State and Territory governments in Australia, under the Australian Quality Framework.

Our RTO ID is 90294. You can view our registration details at <https://training.gov.au/Organisation/Details/90294>

ATS offers a range of nationally recognised qualifications, skillsets and individual units. From time to time, ATS also offers personal and professional development training in other subjects.

ATS makes it clear in its marketing information which courses lead to nationally recognised outcomes by including the Nationally Recognised Training logo.



This logo, where it appears on the ATS website, indicates that the certificate issued upon successful completion of the course is nationally recognised.

**We wish you every success in your studies!**

## CONTACT INFORMATION

Phone: **1800 287 960**  
General enquiries: **info@appliedtraining.edu.au**  
Student support: **support@appliedtraining.edu.au**  
Payment enquiries: **accounts@appliedtraining.edu.au**

## ADDRESS

Main Office:  
**327 Woodpark Rd  
Smithfield  
NSW, 2164**

Wollongong:  
**4/8-10 Victoria St  
Wollongong  
NSW, 2500**


Hobart, Tasmania:  
**Level 2, 73 Murray Street,  
Hobart  
Tasmania, 7000**





## OUR OBLIGATIONS

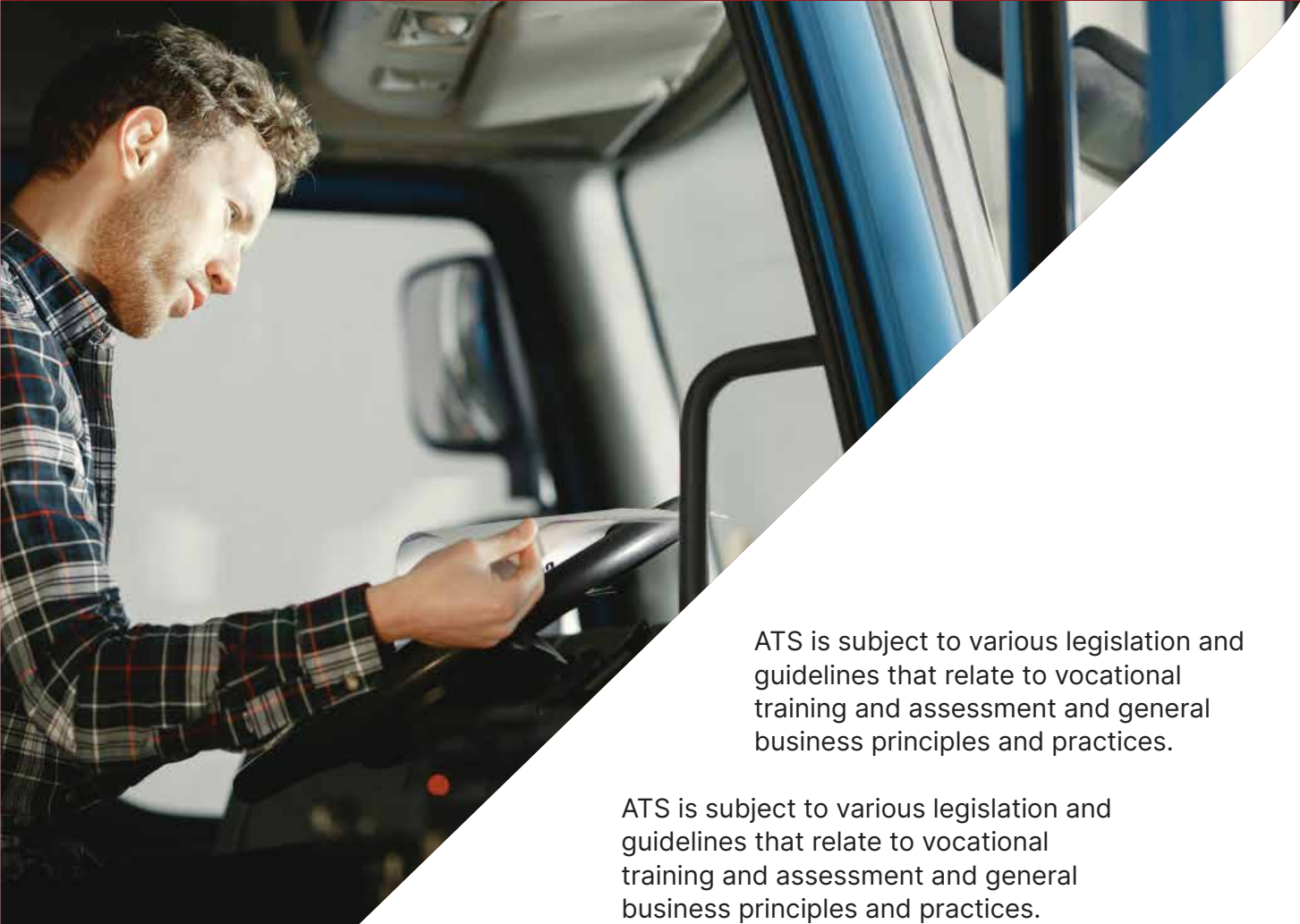
We want you to enjoy your experience with Applied Training Solutions. Your success is our success. As a Registered Training Organisation (RTO) we also have a legal and ethical obligation to ensure the quality of the training and assessment services we provide.



We take these obligations and our commitment to you seriously. Our policies, procedures and organisational practices are developed to ensure we comply with all our obligations, as well as providing you the opportunity and support to successfully complete your course.

As a Registered Training Organisation (RTO), ATS complies with the VET Quality Framework (VQF), the Australian Qualifications Framework (AQF) and any directions, guidelines and frameworks provided by the national regulator - the Australian Skills Quality Authority (ASQA).

ATS ensures that all its nationally recognised courses comply with relevant Commonwealth, State, or Territory legislation and regulatory requirements. All staff and students are made aware of the legislative and regulatory requirements affecting their responsibilities or participation in Vocational Education and Training (VET).



ATS is subject to various legislation and guidelines that relate to vocational training and assessment and general business principles and practices.

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**You will find out about:**

- ◆ Innovation, quality, and excellence in education
- ◆ Flexibility and continuous improvement in training and assessment design and practice
- ◆ Equitable and fair approaches for the access of training and assessment by students
- ◆ Application of the principles of recognition under the AQF
- ◆ Ongoing professional development of trainers and assessors
- ◆ Internal and external industry and academic consultation

**There is legislation that explicitly affects your participation in Vocational Education and Training (VET) as a student and your engagement with your ATS includes.**

- ◆ Competition and Consumer Act 2010
- ◆ Government Information (Public Access) Act 2009 (GIPA Act)
- ◆ National Vocational Education and Training Regulator Act 2011 (Cth)(NVETR Act)
- ◆ Privacy Act 1988 (Cth) (Privacy Act)
- ◆ Australian Consumer Law (ACL) that applies to all education and training services,
- ◆ The VET Quality Framework: including

— Standards for Registered Training Organisations (RTOs) 2015

— Australian Qualifications Framework (AQF)



## YOUR RIGHTS AND RESPONSIBILITIES

### As a student, you have the right to:

- ✓ Expect the education and training you receive will be at a quality consistent with the Standards for Registered Training Organisations (RTOs) 2015.
- ✓ Be informed about personal information ATS collects about you, the right to review and correct that information and who ATS may share that information with.
- ✓ Be able to access ATS' complaints and appeals processes.

### Your responsibilities include, but aren't limited to:

- ✓ Complying with the Student Code of Conduct, as described both within this Student Handbook and at the training venues themselves. These rules may be updated from time to time.
- ✓ Providing accurate personal information to ATS, such as your contact details.
- ✓ Complying with ATS' Academic Conduct Policy.
- ✓ Complying with any other policy of ATS.
- ✓ Behaving in a responsible and ethical manner.





# YOUR RIGHTS AND RESPONSIBILITIES

## Application of the Code of Conduct

Applied Training Solutions has a code of conduct for its staff and students that must be always adhered to. The Chief Executive Officer is responsible for ensuring this code of is adhered to by all staff and students.

## Basic Principles of Conduct

It is expected that staff and students will work in a manner which demonstrates respect for others and for personal and company property. Under this code Staff and students will conduct themselves in a manner which respect Australian and state and territory laws, and the regulations of statutory bodies. Complying with Applied Training Solutions' policies and procedures also forms an important part of the code of conduct.

### General Misconduct

#### General misconduct is where a student:

- ◆ acts dishonestly
- ◆ harasses, bullies or intimidates other students or staff
- ◆ prevents or disrupts the learning of others
- ◆ disobeys/fails to comply with contractual or legal requirements
- ◆ damages or steals the property or Intellectual Property (IP) of ATS, or the property of others.
- ◆ alters, defaces or improperly accesses ATS documents or records
- ◆ prejudices the reputation of ATS or otherwise acts in an improper manner.

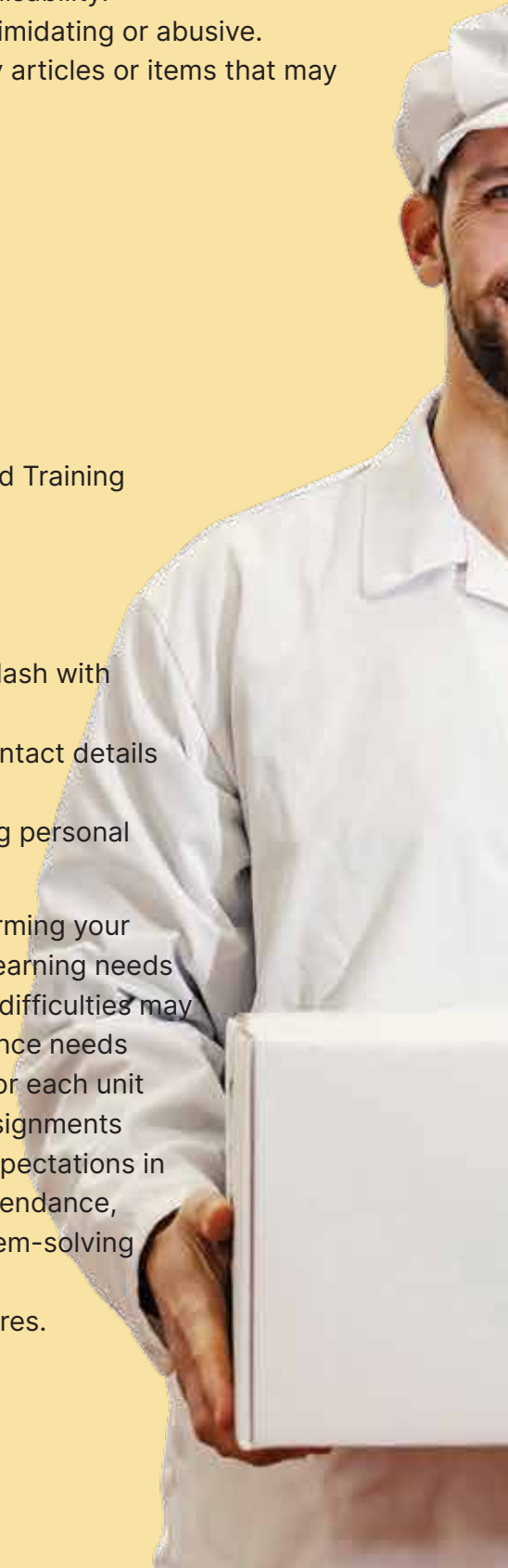
General misconduct includes the misuse of any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or the manner in which students are able to access to those systems. It also includes the sharing of logins and passwords.

General misconduct is deemed to be a breach of the Student Code of Conduct.

All students are required to adhere to ATS Student Code of Conduct, at all times. Breaches of the Student Code of Conduct may result in a written warning, being reported to the student's agent or even suspension or cancellation of a student's enrolment, at the discretion of the General Manager or Chief Executive Office

**Under the Student Code of Conduct, students are expected to:**

- ◆ Treat all others with fairness, dignity and respect at all times, especially when there is disagreement
- ◆ Not initiate or participate in the harassment, victimisation, or disruption of the learning or work others.
- ◆ Not discriminate against others, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- ◆ Not behave in such a way that may be interpreted as bullying, intimidating or abusive.
- ◆ Not bring into any premises being used for training purposes, any articles or items that may threaten or compromise the safety of self or others.
- ◆ Respect differences in people, their ideas and opinions.
- ◆ Act with honesty and integrity
- ◆ Provide accurate information for enrolment and payments.
- ◆ Be considerate, polite and courteous at all times.
- ◆ Take responsibility for their actions.
- ◆ Respect the privacy and confidentiality of staff and students.
- ◆ Show care and regard for the property and safety of others.
  - ◆ Follow dress and safety guidelines.
  - ◆ Respect copyright and intellectual property of Applied Training Solutions
  - ◆ Be punctual at training
  - ◆ Keep training venues clean and tidy
  - ◆ Understand the course requirements
  - ◆ Check holidays, business commitments etc. do not clash with assessment dates
  - ◆ Notify Applied Training Solutions of any change in contact details
  - ◆ Maintain the training equipment in good conditions
  - ◆ Focus on work safety requirements, including wearing personal protective equipment (PPE) and dressing properly
    - ◆ Be responsible for identifying and informing your trainer or ATS staff of your individual learning needs
    - ◆ Inform your trainer or ATS staff of any difficulties may interfere your learning or extra assistance needs
    - ◆ Check the assessment requirements for each unit including due dates and number of assignments
    - ◆ Be aware of, and meet, the trainers' expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies
    - ◆ Comply with ATS policies and procedures.





## **Application of the Code of Conduct**

Applied Training Solutions endorses a substance-free learning environment. Possession, consumption and/or provision of alcohol and/or illicit drugs is not permitted in the classroom. You cannot not come to class if you are affected by alcohol and/or drugs (whether legal or illegal) as this presents a WHS risk to yourself and others in the class. You cannot return to class if you have consumed illicit drugs and/or alcohol during a class break (including lunch).

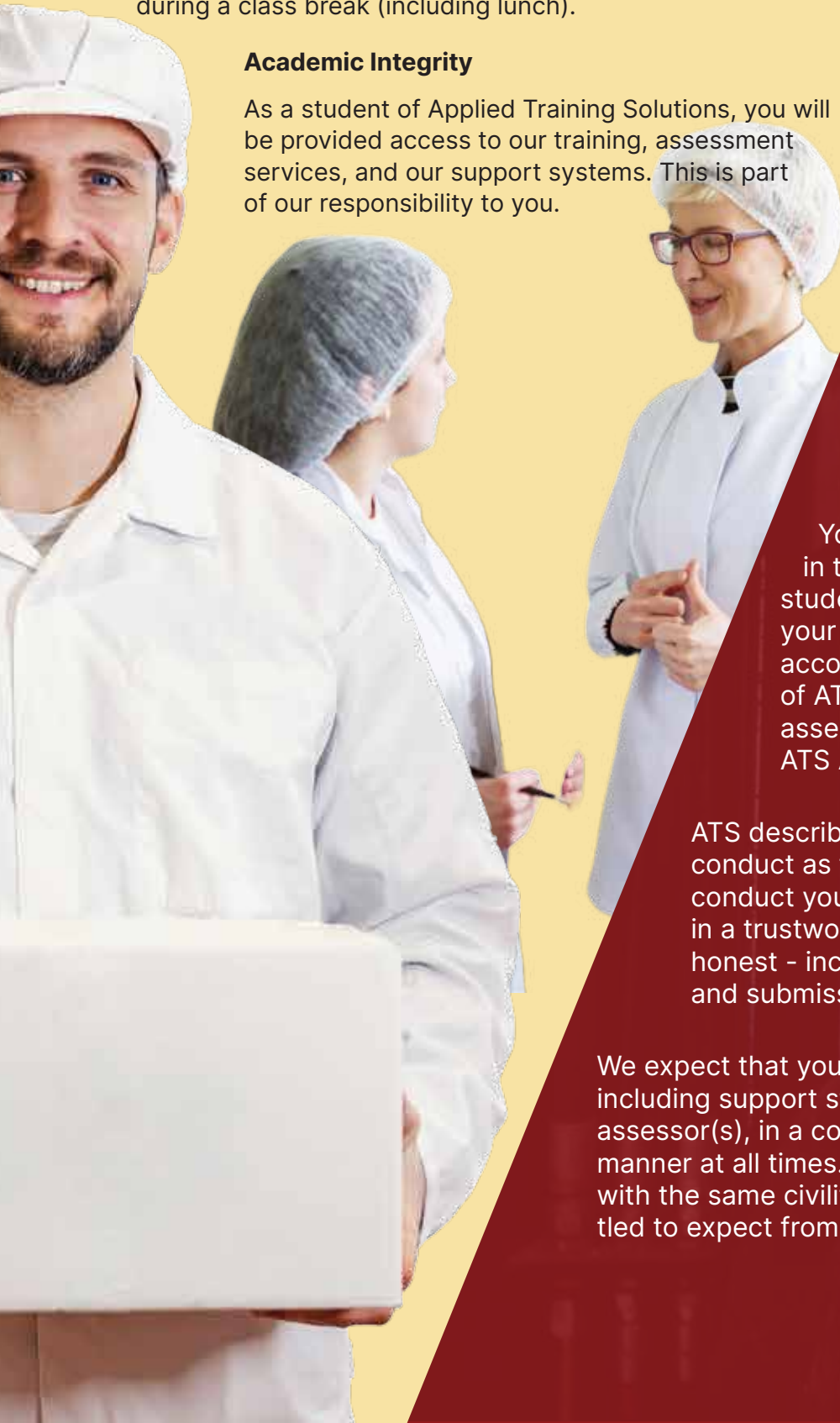
## **Academic Integrity**

As a student of Applied Training Solutions, you will be provided access to our training, assessment services, and our support systems. This is part of our responsibility to you.

You also have responsibilities in terms of your integrity as a student. This includes undertaking your assessments activities in accordance with the expectations of ATS, the instructions of your assessor, and complying with the ATS Academic Conduct Policy.

ATS describes academic integrity and conduct as the manner in which you conduct yourself as a student – behaving in a trustworthy and being respectful and honest - including in your preparation and submission of your assessments.

We expect that you will interact with ATS staff, including support staff and your trainers and assessor(s), in a courteous and respectful manner at all times. They should be treated with the same civility and respect you are entitled to expect from us.



We are required to and will take reasonable steps to prevent harassment and bullying from occurring. Any student or employer who is abusive, insulting, or uses offensive language or comments towards any staff or student of ATS, or conducts themselves in a manner which is aggressive or intimidating, risks cancellation of the student's enrolment, without refund.

It's not only students who are required to show academic integrity, however. Our staff and contractors must also show integrity in their conduct by respecting your needs as a student and by marking your assessment submissions in accordance with documented marking criteria, to ensure all students are marked validly, reliably and fairly.

**Academic integrity also relates to your assessment submissions.  
ATS will not tolerate:**

- ◆ Never transpose, copy and paste or paraphrase someone else's work, without referencing the source material. This can include images or diagrams that weren't created by you.
- ◆ Never use passages of text from other sources – even with referencing – in place of your own work. You must demonstrate your knowledge and understanding – not your ability to look up the answers.
- ◆ Never allow another student to use your work in their assessments.
- ◆ Plan your studies in advance. Allow enough time to review your learning materials and any recommended reading and complete your assessments without rushing.
- ◆ Maintain a list of your sources when taking notes, so you can include them as references, if required.





## What is plagiarism?

Plagiarism can be described as:

- ◆ Intentionally using of the work of another author and representing it as your own.
- ◆ Failing to reference or acknowledge work taken from another source.
- ◆ Duplicating or copying someone's else's work, with or without authorisation.
- ◆ Presenting an assessment as your own work when it was completed by others.

Your assessment submissions must be an authentic demonstration of your own knowledge or skills - not just your ability to look up the answers.

If all or part of your assessment submission is identified as being plagiarised – and is not a reflection of your own knowledge or skills, it will be returned to you as **'Not Yet Satisfactory'** and must be resubmitted.

## Tips to avoid plagiarism:

- ◆ Never transpose, copy and paste or paraphrase someone else's work, without referencing the source material. This can include images or diagrams that weren't created by you.
- ◆ Never use passages of text from other sources – even with referencing – in place of your own work. You must demonstrate your knowledge and understanding – not your ability to look up the answers.
- ◆ Never allow another student to use your work in their assessments.

Plan your studies in advance. Allow enough time to review your

- ◆ learning materials and any recommended reading and complete your assessments without rushing.

Maintain a list of your sources when taking notes, so you can include them as references, if required.



## LEARNING WITH APPLIED TRAINING SOLUTIONS

To participate in any of the courses delivered by ATS students will be required to have access to a working computer (desktop or laptop) with:

- ◆ Internet access
- ◆ Microsoft Office or equivalent software
- ◆ Web browser such as Google Chrome, Microsoft Edge or Safari

Printing and scanning facilities are available at some ATS delivery sites, for a small fee. If you will need access to printing and scanning for your course, please check with the student support team on 1800 287 960, to confirm if these will be available at your delivery location - before you apply to enrol.

Some courses, or parts of courses may be delivered in a real-time, instructor-led online virtual classroom environment. Your PC, laptop or other device will need internet access, a functional webcam and microphone, to participate in these classes.

### **Working within a Competency-Based Training and Assessment Framework for Accredited Qualifications**

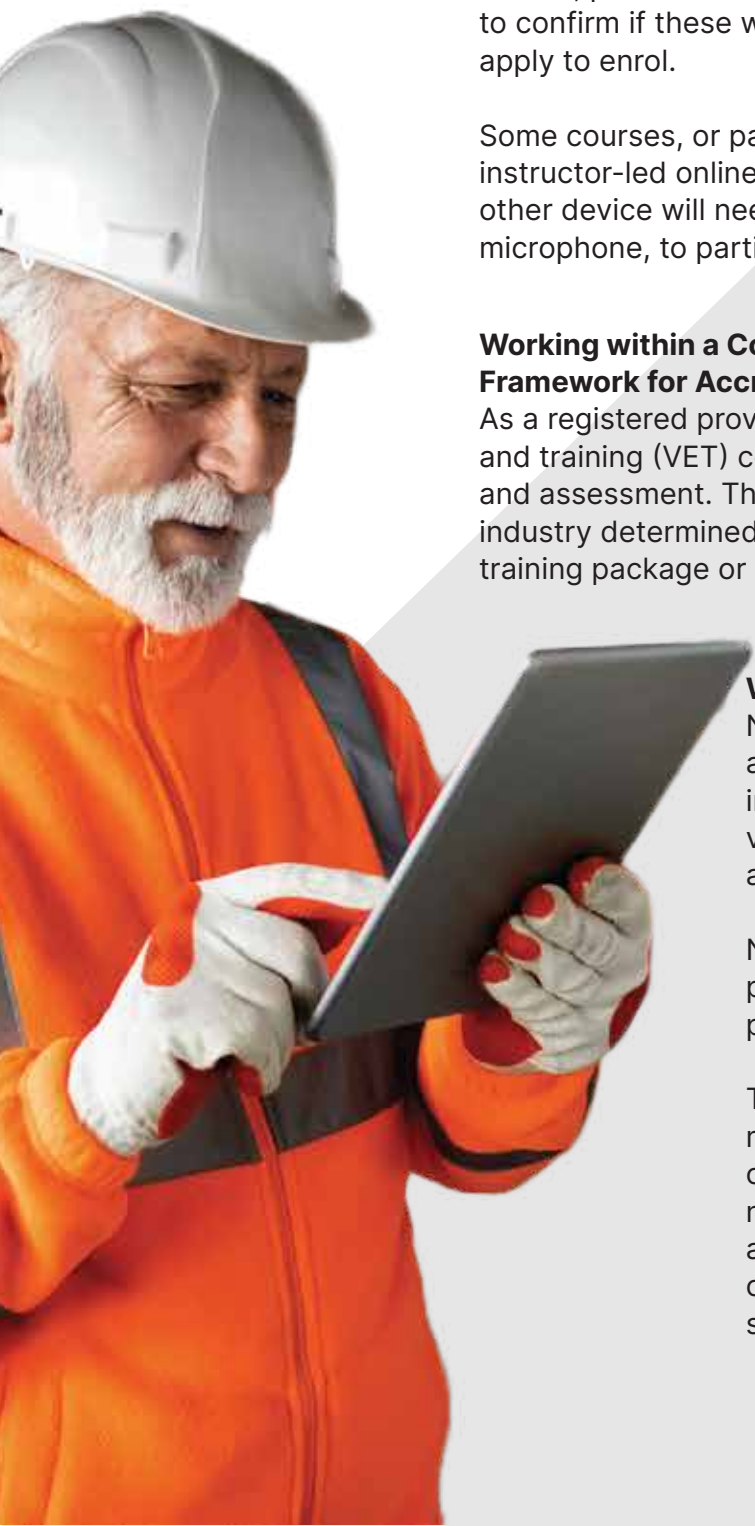
As a registered provider of nationally recognised vocational education and training (VET) courses, ATS delivers 'competency-based' training and assessment. This means that you are assessed against the formal industry determined competency standards as defined in the related training package or accredited course.

### **What are 'nationally recognised' courses?**

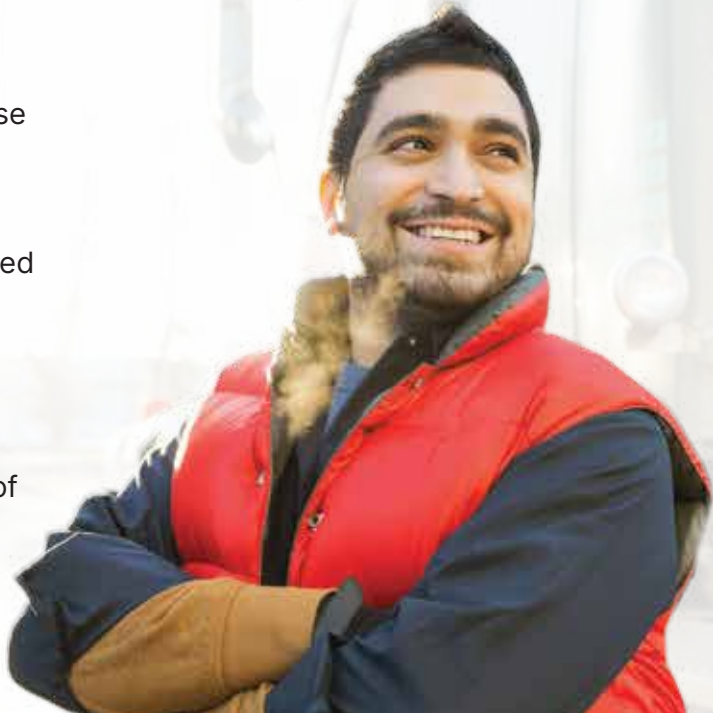
Nationally recognised training (NRT) courses are any program or training, based on the applicable industry-endorsed training package, that leads to vocational outcomes, specifically - qualifications and other recognised credentials.

NRT courses are delivered by registered public providers (e.g. TAFE) or registered private training providers, such as ATS.

The courses themselves are comprised of one or more 'Units of Competency' (UoC), which are based on nationally endorsed training standards. These national 'training packages' are endorsed by industry and approved by government and define the specific combinations of units of competency that form skill-set or full qualifications.







The UoCs, of which your nationally recognised course is comprised, have been developed in close consultation with technical experts that include training providers and the applicable industry sectors, essentially describe specific workplace activities and the standard of performance required in terms of both knowledge and skills (including foundation skills) applicable to those activities.

Under the Australian Qualifications Framework (AQF), graduates of NRT courses are issued AQF certification documents. Depending on the type of course, certificates can include a Statement of Attainment or a Testamur and Record of Results.

**Your ability to perform tasks in a range of situations forms part of your assessment and these skills are referred to collectively as the 'dimensions of competency', where you must be able to demonstrate:**



**Task skills** – completing tasks to the required standard



**Task management skills** – managing several different tasks at once to complete the whole jobfunction



**Transfer skills** – transferring the skills and knowledge to different contexts/environments



**Contingency management skills** – appropriately responding to problems and unforeseen events when completing a task



**Contingency management skills** – dealing with the responsibility and expectations of the work environment, such as working with others, interacting with clients and following procedures



**Foundation skills** - a set of skills that also forms part of the assessment decision. These skills are those generic skills gained throughout work and life experiences that are required in most jobs by most of today's employers.

You must show you have these skills and can perform at a certain level as outlined in the competency standards.

The employability skills are:

- o Communication
- o Teamwork
- o Problem-solving
- o Initiative and enterprise
- o Planning and organising
- o Self-management
- o Learning and technology.

## Are you entering into an apprenticeship/traineeship?

If you have entered into an Apprenticeship/Traineeship Contract with your employer, you must know the following:

1. The Apprenticeship/Traineeship is a legally binding agreement between you, your employer and the state training authority.
2. Under your Apprenticeship/Traineeship you are committing to:
  - i. Developing the required skills and knowledge applicable for the qualification you are working to attain.
  - ii. Undertaking the training delivered to you on and off the job
  - iii. Study and undertake all learning and assessments assigned to by Applied Training
  - iv. Comply with the terms and conditions of your ontract, including scheduled start and end dates.
3. Under the training contract your employer must:
  - i. Employ and train as agreed to in the training contract and Training Plan
  - ii. Provide opportunities during work hours to undertake the required learning and assessment, including access to appropriate facilities
  - iii. Provide competent supervision in the workplace to assist in the training detailed in the training plan.

Some ATS courses are delivered face-to-face. Some are delivered through a blend of face-to-face and online. Some courses are 100% online.

If your course is online, other than some expectations around the pace at which you progress through your course, the time you commit to your learning and assessment is entirely up to you. This is sometimes referre`d to as 'self paced', or 'asynchronous' learning. We will monitor your progress and reach out to you if you appear to be not progressing through your course.

All ATS courses are based around commonly understood adult learning principles. Within the context of 'adult learning, self-paced, asynchronous learning allows you to set the time, place and pace of your course. Unlike high school, it is up to you to let us know if you're not likely to meet the expected deadlines or if you are falling behind in your studies. This helps us to work with you and provide appropriate support.





As part of your course information (website and course brochure) and within the enrolment communications from ATS, you will already know your course duration and expected 'course deadline'. This deadline is the date by which you are expected to have completed all learning and submitted all required assessment activities.

If you need to confirm your deadline, please call us on 1800 287 960, Monday - Friday, 9 am - 5 pm (AEST ) or email [helpdesk@appliedtraining.edu.au](mailto:helpdesk@appliedtraining.edu.au) and someone from our friendly support team will get back to you.

Although it may vary for some units, you should be able to progress through your course at around one (1) complete unit per month. To maintain this progress, you will need to dedicate around 20-25 hours of study per week and prepare or practice for any assessments prior to your assessment submission. This includes any scheduled onsite training, classroom work and online study. Although ATS will reach out to you from time to time to remind you about the need to progress through the course at a suitable pace, it remains your responsibility, to undertake the required learning and submit the required assessments within the time frames indicated.

If you do not complete all units within the maximum time-frame, you will receive a Statement of Attainment listing the units they have successfully completed, provided all outstanding course fees have been paid.

Sometimes, due to circumstances outside their control, some students find they unable to complete their course within the specified duration. Generally, we can arrange an extension, but you will need to contact us to discuss your individual situation and needs. There are occasions however, where an extension may not be possible. This is usually because the specific training package into which you enrolled may have been superseded at some point during your course and has entered a teach-out phase.

The Government has specific legislation in place preventing a qualification from being issued beyond a specified 'teach-out' period. In these situations, it may be the case that failing to complete your course within the specified deadline will result in you needing to re-enrol into the new version of the course, possibly attracting additional fees and charges and potentially needing to repeat some work you have already completed. It's important that to ensure you complete your studies before any deadlines you must keep in contact with the ATS support team and respond to our communications with you.



## What is 'competency-based' assessment?

During your course, you will be required to demonstrate you have gained the knowledge and skills required to be deemed as competent. This process is broadly called "Competency-based Assessment".

Competency-based assessment is a process used by training providers to collect evidence of an individual's knowledge and skills and making judgements on whether that evidence is sufficient to demonstrate the individual has attained the required level of competence. These judgements seek to confirm that an individual can perform to the standard expected in the workplace and as described in the nationally endorsed training package.

Similar to a learner driver demonstrating that they can competently drive a car by allowing the examiner to observe them actually driving, ATS students demonstrate competency by participating in formal assessment processes.

Assessment processes can vary - depending on the competency to be assessed, the required knowledge and performance elements, and the prescribed assessment conditions. Assessment methods may include:

- ◆ Written assessment activities, including short-answer questions or reports.
- ◆ Practical activities to demonstrate specific skills. Sometimes the practical activity must be observed in the workplace. Sometimes, the activity must be recorded on audio/video and may require participation or direct observation by the assessor or your work-place supervisor.
- ◆ Role-plays with others. These may be actual workplace-based role-plays with colleagues or may be simulated role-plays using friends or family. Generally, these role-plays will also need to be recorded using audio/video and submitted with your assessment for marking.
- ◆ Portfolios to demonstrate carrying out a range of activities over a period of time. This can include attendance logbooks, photos or other recordings, checklists and other documents signed by thirdparties and work-place reports or other documentation prepared by you.
- ◆ Interview/Oral assessments may be used to fill any gaps in the assessment submission or to confirm your acquired knowledge of the subject matter.

Completing and submitting assessments, in the manner required by ATS, is a mandatory part of each course. In some situations, reasonable adjustment of the assessment process may be required. However, any adjustment will only be approved with the express approval of the assessor and the Compliance and Operations Manager, and only where the adjustment does not invalidate the principles of the assessment or contradict the 'rules of evidence'. (see below)



If you feel you are not ready to complete the assessment at the assigned time, a future assessment date may be organised.

You will need to reach out to us by contacting the student support team [support@appliedtraining.edu.au](mailto:support@appliedtraining.edu.au) prior to the assessment date. You will also need to notify your employer/supervisor if the assessment is to be conducted in the workplace.

### What are the Rules of Evidence

Evidence collected as part of an assessment process, that is used to confirm a student's competency must meet the four 'Rules of Evidence.'



#### VALIDITY

For assessment evidence and the associated assessment judgement to be 'valid', the assessor must be able to confirm that the student has acquired the skills, knowledge, and other attributes as described in the applicable unit of competency, including any associated assessment criteria or conditions.



#### SUFFICIENCY

A sufficient quantity of relevant assessment evidence must be available to enable a judgement to be made as to the student's competency. This may mean multiple demonstrations of a particular activity or certain knowledge or skills being demonstrated in a number of contexts.



#### AUTHENTICITY

The Assessor must be able to confirm that the evidence presented for assessment is the student's own original work and an authentic demonstration of their actual knowledge or skill. For more information, please refer to the ATS Academic Conduct Policy.



#### CURRENCY

The Assessor must be assured that the assessment evidence, upon which they make a judgment, demonstrates current competency. To meet the requirement for 'currency', the assessment evidence must be from the immediate present or the very recent past. This is particularly applicable during any assessment related to the 'Recognition of Prior Learning'.



## What are my assessment requirements?

Successful completion of all assessments is necessary for a student to meet each Unit's requirements and to enable accredited certification documents such as a Qualification (testamur) or Statement of Attainment to be issued.

As a student, it is your responsibility to attend your scheduled classes, study the learning materials provided, practice any practical task, and adequately demonstrate your knowledge and skills according to the instructions provided, before you can be deemed competent.

Support in completing assessments is available to Students by their trainers where required. However, trainers and assessors will not 'provide the answers' to students. Instead, the student will be referred to the relevant parts of their learning or encouraged to undertake additional reading or practice, to help them acquire the required skills or knowledge.

We encourage you to put 100% effort into your assessments. We want you to progress smoothly and complete your course successfully so you can graduate and be awarded your certification documentation.

No student is ever judged to be not competent. They may be judged as not 'yet' competent - which simply means they haven't yet provided sufficient evidence of their competence.

You will have an opportunity to re-submit, or submit additional evidence, so that competency can be confirmed.



If you receive a result of Not Satisfactory (NS) or Not Yet Competent (NYC) for any submission, your assessor will provide you specific feedback to help you understand the areas you need to review or apply additional focus. It may be the case that you didn't read, understand or correctly follow the assessment instructions, or you may not have yet demonstrated the required knowledge or skill.

In this situation, you will be provided individualised feedback and be required to resubmit some or all of your assessment.

Generally, you will have two opportunities to resubmit any assessment for which you have received an NS or NYC result. After that, you may be required to re-undertake the applicable unit again and additional fees may apply.

**Any student attempting to coerce the trainer/assessor into providing the answers or otherwise evade the assessment process will be in breach of the Academic Conduct Policy, and penalties may apply.**

**Appealing your assessment** If you are not satisfied with the outcome of your assessment and believe your submission has not been marked correctly, you are entitled to appeal the assessment decision.

Appeals must be made in writing to [appeals@appliedtraining.edu.au](mailto:appeals@appliedtraining.edu.au) within thirty (30) calendar days of the original assessment decision being made.

Please refer to the ATS Complaints and Appeals Policy and Procedure for further details.

## **STUDENT SUPPORT, WELFARE AND GUIDANCE SERVICES**

Our trainers and student support staff are available to guide you towards your learning success. If you are having difficulties with the course material, managing your time, commitment your course, or any other academic related matter, do not hesitate to speak with our staff.

Support is provided to all students. The aim of this support may, within reason, include monitoring your progress, assisting with any learning or technical issues that may be hindering your progress, reviewing your training plan timelines and discussing planned activities.

If you are away from your studies, our Student Support Officer will contact you, usually via telephone, to determine the reason. Please use the opportunity to advise them of any barriers or concerns that may be hindering your attendance.

Remember, we are here to support you moving closer to achieving your career goal by completing this course.



Trainees undertaking their training in the workplace will be regularly monitored by their trainer or supervisor. Trainers may conduct over-the-phone oral interviews or assessments and may schedule face-to-face workplace visits

We allow reasonable adjustment, where appropriate. Adjustments may be made for students with:

- ◆ English as a second language
- ◆ Language, literacy or numeracy needs
- ◆ Sensory diminished capacity
- ◆ Physical or intellectual disabilities.
- ◆ Modification or adjustments may be made to the:
  - ◆ Learning materials and methods suitable to the student
  - ◆ Physical environment and equipment
  - ◆ Procedures for conducting assessment
  - ◆ Evidence gathering techniques
  - ◆ Number of opportunities to submit assessments
  - ◆ Timing of assessment.

If you require support during your learning journey, please [support@appliedtraining.edu.au](mailto:support@appliedtraining.edu.au) or your trainer as soon as possible.

### Student Support Services – Important Contacts

For assistance, please contact Applied Training Solutions' staff:

|   |   |
|---|---|
| <p><b>Support to achieve your study goals.</b><br/>e.g. Study skills, Language/Literacy/<br/>Numeracy Support</p> | <p>Applied Training Solutions Student Support Officer <a href="mailto:support@appliedtraining.edu.au">support@appliedtraining.edu.au</a><br/>Phone 1800 287 960<br/>(Mon - Fri 9:00am – 5:00pm)</p> |
| <p><b>Making a complaint</b></p>  | <p><a href="mailto:complaints@appliedtraining.edu.au">complaints@appliedtraining.edu.au</a><br/>Phone 1800 287 960<br/>(Mon - Fri 9:00am - 5:00pm)</p>  |
| <p><b>Requesting an assessment appeal</b></p>   | <p><a href="mailto:appeals@appliedtraining.edu.au">appeals@appliedtraining.edu.au</a><br/>Phone: 1800 287 960<br/>(Mon - Fri 9:00am - 5:00pm)</p>   |



For assistance, please contact Applied Training Solutions' staff:

- ◆ Australian Council of Adult Literacy on (03) 9469 2950.  
<http://www.acal.edu.au> or email [acal@pacific.net.au](mailto:acal@pacific.net.au)
- ◆ NSW Adult Literacy and Numeracy Council on 1300 655 506
- ◆ Reading Writing Hotline 1300 6 555 06 <https://www.readingwritinghotline.edu.au/>

Students requiring urgent non-academic help may consider accessing the following services:

- ◆ Emergency Services (Police, Ambulance, Fire) on 000
- ◆ 24-hour Telephone Counselling Distress Call on 1300 364 454
- ◆ Lifeline on 131 114
- ◆ Salvo Care Line on (02) 9331 6000 or outside Sydney 1300 36 3622
- ◆ Salvo Prevention Crisis Line on (02) 9331 2000
- ◆ Men's Line Australia on 1300 789 978
- ◆ Sexual Assault Helpline on 1800 010 120
- ◆ Domestic Violence DV LINE on 1300363 550
- ◆ Alcohol and Drug Information Service on 1800 177 833
- ◆ Victims of Crime Support Line Victims Support Service on (02) 8688 551/1800 633 063 (8am – 5pm)
- ◆ Student Handbook v4.0 Last updated August 2022
- ◆ Applied Training Solutions Pty Ltd | RTO ID 90294 | ABN 43 089 948 952 Page 16 of 28
- ◆ Mental Health Services telephone the Mental Health Access Line on 1800 636 825 (free call)
- ◆ Centrelink 13 10 21 or <http://www.centrelink.gov.au>

## Supporting Australian Indigenous Students

The following services may be of assistance to Indigenous students:

**Link-Up NSW** <https://www.linkupnsw.org.au/>

Link-Up (NSW) Aboriginal Corporation was founded in 1980 to assist all aboriginal people who had been directly affected by past government policies. Link-Up (NSW) runs five

- ◆ Reunification Program  
(<https://www.linkupnsw.org.au/reunification/>)
- ◆ Family-Link  
(<https://www.linkupnsw.org.au/family-link-2/>)
- ◆ Hidden Carers  
(<https://www.linkupnsw.org.au/hidden-carers/>)
- ◆ Community Builders  
(<https://www.linkupnsw.org.au/community-builder/>)
- ◆ Royal Commission Counsellor  
(<https://www.linkupnsw.org.au/royal-commission-counsellor/>)



Department of Human Services – Indigenous Australians

<https://www.humanservices.gov.au/individuals/indigenous-australians>

Payment and Service finder is found at this link to help you locate services such as:

- ◆ English as a second language
- ◆ Language, literacy or numeracy needs
- ◆ Sensory diminished capacity

Nepean Community Centre

<https://www.nepeancommunity.org.au/>

Email: [info@nepeancommunity.org.au](mailto:info@nepeancommunity.org.au)

Facebook: <https://www.facebook.com/NepeanCommunity/>

Koolyangarra Aboriginal Child & Family Centre, 1 Kington Place, Cranebrook

NSW 2749 Ph: 02 4729 3907.

Postal Address: PO Box 17, Cranebrook NSW 2749

Aboriginal Employment Strategy (AES)

AES offers a unique service to support Aboriginal and Torres Strait Islander people into careers and walks along with them during their employment journey to provide advice, mentoring and other specialist support

Address: Suite 3, 295 High Street, Penrith NSW 2750

Phone: 9852 2700

Facebook: <https://www.facebook.com/AESPenrith/>

## **STUDENT SUPPORT, WELFARE AND GUIDANCE SERVICES**

In accordance with our Access and Equity Policy, and Enrolment Policy and Procedure Applied Training Solutions is committed to ensuring that student selection processes are fair, equitable and consistent with workplace performance, competency level, the requirements of the government specified Training Packages and relevant curriculum requirements.

Depending on the program, we will also review your eligibility to access a government subsidised place, as each funded program has differing eligibility criteria. If you are not eligible, we will advise you of other fee payment options for your consideration.

We do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, exuality, social or educational background Enrolment criteria in selected courses or programs may have entry or pre-requisite requirements which are clearly publicised. Pre-entry assessment are used to determine whether applicants have appropriate LLN skills to enable a successful outcome in their chosen course.

Selection into training programs is based upon the student:

- ◆ Meeting required pre-requisite qualifications and experience, including LLN skills
- ◆ Agreement to abide by the organisation policies, procedures and Student Code of Conduct, as outlined in this Student Handbook
- ◆ Satisfying applicable funding body criterion or opting for fee-for-service arrangements
- ◆ Payment of any initial and agreed fees and charges.

### **Enrolment and Course Orientation**

Prospective students are required to complete an Enrolment Application form. When your enrolment application is received, it is assessed by the ATS enrolments team. You will be advised of your acceptance or non-acceptance into the course. Induction and orientation are provided to students at enrolment.

Applicants refused admission to the course can submit an appeal. Applicants should contact [appeals@appliedtraining.edu.au](mailto:appeals@appliedtraining.edu.au) and refer to the Complaints and Appeals Policy and Procedure. All students must participant in a course induction or orientation session, prior to commencing their training program. This session may either in person or online. Induction includes a brief review of information contained in this handbook, and some other helpful information to assist you in preparations to study

Other information provided will include enrolment details, terms and conditions, course/program structure, training plan (where a nationally recognised qualification is undertaken), training facilities, resources, attendance/participation requirements, assessment procedures and the additional support services we provide.



This orientation session will include some activities the student must successfully complete. These form part of the required foundations skills that students are required demonstrate as part of their overall assessment and their success completion constitute formal commencement of the course itself.

'Training plans' are your study contract, and they may be updated as you proceed through your course. However they won't be updated without your permission. If you have any questions or are not sure about any aspect of your course before you begin your training, please ask your trainer or Student Support Officer or further information.

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a unique 10-character number which is linked to a student's nationally recognised training records and results. Once created, It is a student's individual education number for life. The USI allows students to securely access their training records and results, long after their course is completed. A USI is a mandatory requirement for all Australians undertaking nationally recognised training.

As an RTO, Applied Training Solutions is not legally permitted to issue Certificates or Statements of Attainment to students without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

Applying for a USI is a simple process which can be completed online in minutes. To apply for a USI visit [www.usi.gov.au](http://www.usi.gov.au) and follow the instructions.

You will need to provide the following information:

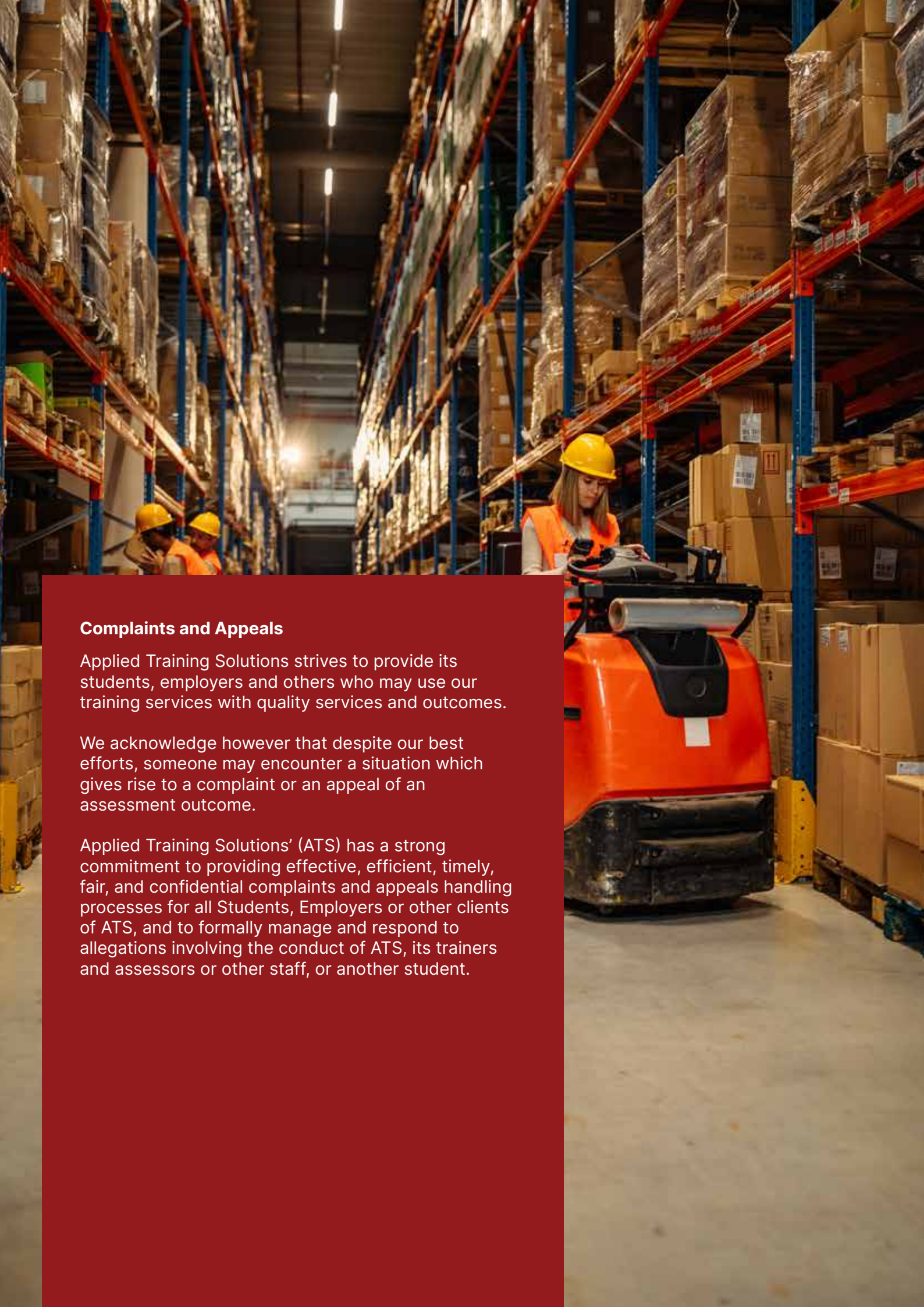
- Full name
- Date of birth
- Town/City of birth
- Country of study
- Contact details
- Country of residence
- Evidence of identity

Your USI will be generated and provided to you immediately.

If you already have a USI, you don't need to create a new one – but you will need to provide your USI to us as part of your enrolment. We will then verify your USI is correct, with the USI registry.

Please note that it can take up to 12 months for your training records to be accessible via the USI registry although generally it takes much less time.

If you need assistance with the USI process, please contact our friendly student support team on 1800 287 960 or visit <https://www.usi.gov.au/students>.



## **Complaints and Appeals**

Applied Training Solutions strives to provide its students, employers and others who may use our training services with quality services and outcomes.

We acknowledge however that despite our best efforts, someone may encounter a situation which gives rise to a complaint or an appeal of an assessment outcome.

Applied Training Solutions' (ATS) has a strong commitment to providing effective, efficient, timely, fair, and confidential complaints and appeals handling processes for all Students, Employers or other clients of ATS, and to formally manage and respond to allegations involving the conduct of ATS, its trainers and assessors or other staff, or another student.



# COMPLAINTS AND APPEALS POLICY AND PROCEDURE

## PURPOSE

This policy and procedure demonstrates Applied Training Solutions' (ATS) commitment to providing effective, efficient, timely, fair, and confidential complaints and appeals handling processes for all Students and to manage and respond to allegations involving the conduct of ATS, its trainers and assessors or other staff, or another student.

Through this policy and procedure ATS ensures that complaints and appeals:

- ◆ Are responded to in a professional, consistent and transparent manner.
- ◆ Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- ◆ Can be resolved at no cost to the individual, where the matter is not referred to independent parties for review.
- ◆ Are used to identify potential opportunities for continuous improvement and implementation of strategies or systems to prevent the issues from recurring.

## SCOPE

This policy and procedure covers complaints and appeals of both an academic and non-academic nature. A complaint may relate, but is not limited to:

- ◆ Marketing or other promotional activity
- ◆ Course information and enrolment processes
- ◆ Suspension and/or cancellation of enrolment by ATS
- ◆ Course content or assessment processes
- ◆ Access and equity issues
- ◆ Bullying or harassment
- ◆ Fees and charges
- ◆ Administrative issues

Appeals generally relate to assessment outcomes including:

- ◆ Assessment activities
- ◆ Assessment decisions

Academic matters may include those relating to a Student's progress, assessment, or course content.

Non-academic matters are more administrative in nature may include those which do not relate to a Student's progress, assessment, course content, and include complaints concerning personal information that ATS stores about the Student.

## Policy – General Principles

- ◆ These principles are adhered to by ATS and apply to all stages of the complaints handling process:
- ◆ Nothing in this policy limits the rights of an individual to take action under relevant consumer protection laws, nor does it prevent an individual from pursuing other legal remedies.
- ◆ ATS handles all complaints in a fair, constructive, and timely manner, following the principles of natural justice and due process. The Complainant and any Respondent have the opportunity to present their case, before any decision is made.
- ◆ Complaints should be made as soon as reasonably practicable after the incident occurring. A formal complaint may be submitted at any point, in writing, either via a complaint form or other format that clearly identifies the matter as a complaint to [complaints@appliedtraining.edu.au](mailto:complaints@appliedtraining.edu.au).
- ◆ Assessment appeals must be made within thirty (30) calendar days of the original assessment decision. Assessment appeals must be submitted, in writing, to [appeals@appliedtraining.edu.au](mailto:appeals@appliedtraining.edu.au)
- ◆ Some members of the ATS management participate in the complaints resolution process, as outlined in these procedures.

## COMPLAINTS AND APPEALS POLICY AND PROCEDURE – Continued

- ◆ Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue. The support person may observe but not participate in any discussion relating to the complaint.
- ◆ In the case of an assessment appeal, an assessor who is independent from the original decision will review the original submission. The outcome of this review will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- ◆ ATS retains written records of discussions relating to complaints.
- ◆ The Complainant or any Respondent is provided a written explanation for any decisions or actions taken in response to the complaint, if requested.
- ◆ Records of all complaints are retained for a minimum period of two years. These records are kept strictly confidential and stored electronically by ATS. The Complainant or any respondent may request access to these records by writing to:

**The General Manager  
Applied Training Solutions  
327 Woodpark Rd  
Smithfield, NSW, 2164**

- ◆ A Complainant can appeal the outcome of their complaint.
- ◆ No Student, staff member, contractor other stakeholder is disadvantaged in any way during the complaint and resolution process.
- ◆ A Student's progress through their course is not disrupted during the complaint resolution process unless the nature of the complaint itself makes further progress impracticable.

## PROCEDURES

### Stage 1

1. Formal complaints are to be made in writing by the complainant to [complaints@appliedtraining.edu.au](mailto:complaints@appliedtraining.edu.au), marked for attention to the General Manager.
2. The General Manager reviews all complaints upon receipt and determines
3. A formal complaint or appeal will be acknowledged in writing, within 3 business days of receipt.
4. The resolution process will commence within 10 business days of receipt of the written complaint or appeal.
5. Resolution of complaints and appeals are finalised as soon as practicable, or at least within 30 calendar days, unless there is a significant valid reason for the matter to take longer.
6. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.
7. The Complainant is advised of their right to access Stage Two of this procedure, if they are not satisfied with the outcome of Stage One.

### Stage 2

1. If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing to:  
**The CEO  
Applied Training Solutions  
327 Woodpark Rd  
Smithfield, NSW, 2164**
2. The Complainant's appeal is determined by the CEO who conducts all necessary consultations with the Complainant and other relevant persons and makes a determination of the appeal. The Complainant is advised in writing of the outcome of their appeal, including the reasons for the decision within 15 working days.
3. The Complainant is advised of their right to progress to Stage Three of the Complaints Procedure, if they consider the matter unresolved.

## COMPLAINTS AND APPEALS POLICY AND PROCEDURE – Continued

### Stage 3

1. If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator is sourced by ATS through LEADR, the Association of Dispute Resolvers.
2. Complainants may request that their complaint is referred to the independent mediator by writing to:

**The CEO  
Applied Training Solutions  
327 Woodpark Rd  
Smithfield, NSW, 2164**

Costs of such mediation will be shared equally by ATS and the Complainant. As a guide, mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.

### External complaint options

Complaints can also be made via the following avenues:

- ◆ National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- ◆ Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- ◆ Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)
- ◆ Australian Skills Quality Authority (ASQA):

Complainants may also complain to Applied Training Solutions' registering body, the Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about ATS in relation to:

- ◆ the quality of our training and assessment
- ◆ our marketing and advertising practices

For students:

- ◆ ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- ◆ If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- ◆ Please refer to the relevant webpage below before making a complaint to ASQA:
  - o Domestic students:  
<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
  - o International students:  
<https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- ◆ Information about the process and information you should provide is available here:  
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

### Records of complaints and appealst

- ◆ Applied Training Solutions will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.



## **Protecting Personal Information**

Applied Training Solutions collects personal information for the purpose of: employment or education, satisfying legal obligations, administration, allow Applied Training Solutions to discharge its duty of care and in order to meet government reporting requirements.

Applied Training Solutions abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles, the student or staff member can access their personal information and may correct or update on them.

For more information, please see the Privacy and Freedom of Information in this Student Handbook or please contact our office on 1800 287 960.

## **Change of Address, Name or Contact Details**

Applied Training Solutions provides students with course updates and other related activities through emails, phone and formal letters. It is essential that we have your correct name and contact details while you enrolling with us.

If you change address, name or contact details after enrolment, please notify Applied Training Solutions within seven days. Our contact details can be found at the first page of this handbook. If a certificate or Statement of Attainment is lost in the mail due to failure of updating your contact details, a certificate reissuance fee will apply.

See our Schedule of Incidental Fees & Charges for details.



## **COURSE CHANGES**

### **Deferment of Studies**

Once you have enrolled and commenced in a course, generally you cannot defer, except on compassionate grounds or compelling circumstances, with evidence provided.

In some circumstances, trainees may also apply for an extension or temporary suspension with the consent of their employer. The appropriate application form must be submitted to the State Training Authority for approval. Your Student Support Officer or Australian Apprenticeships Support Network (AASN) provider can advise you about the process and provide you with the appropriate form.

Although every effort will be made to assist you in continuing training where possible, deferment cannot be longer than 12 months from the date of lodgement of your request being received.. Transfer to another program or deferment can only be applied for by written request and negotiation with Applied Training Solutions.

To request a deferment, email your request to [helpdesk@appliedtraining.edu.au](mailto:helpdesk@appliedtraining.edu.au). You will receive a formal response within five (5) working days.

Please note – Applied Training Solutions has the right to refuse a student's deferment request. Should this occur, the student has the right to follow Applied Training Solutions' Complaints and Appeals Procedure (as outlined on the ATS website).

A deferment will not trigger a refund. However, no further payment will be required during the approved deferment period.

### **Course Transfer**

If a request for course transfer is approved, the transfer from one course to another will result in the initial enrolment being cancelled and a new enrolment in the transferred course. Further details and implications will be explained by your trainer or our staff.

We are required to notify third parties of your course transfer (including your AASN and employer for trainees, and other government agencies, where if applicable). Should the transfer be likely to incur additional course fees and charges, you will be advised at the time of application.

From time to time, when a nationally recognised qualifications has been updated to meet industry needs, the old qualifications become superseded. Applied Training Solutions is not permitted by law issued a superseded qualification. Where this affects you, ATS will work with you to complete your enrolled course before the teach out date or advise you of the steps required transfer you to its replacement course.

There are generally no fees to transfer from a superseded course/qualification to an updated one unless you have not completed your course by the agreed date, and you wish to continue your studies by enrolling into the replacement version.



## RECOGNITION

ATS recognises other Australian Quality Framework (AQF) qualifications and Statements of Attainment awarded by other Educational Institutions.

Any student enrolled into one of our nationally recognised courses may consider applying for recognition of any relevant courses or modules previously completed at ATS or any other Educational Institution.

Criteria apply, including the provision of suitable authentic evidence of prior learning. Formal assessment activities may also need to be undertaken as part of the recognition process, to demonstrate current competence in all elements and performance criteria of each Unit.

Both 'Credit Transfer' (CT) and Recognition of Prior Learning (RPL), offer alternate pathways to an AQF Qualification. outcome

Both pathways may:

- ◆ allow for entry into a qualification being delivered by ATS; and/or
- ◆ provide credit towards the completion of the qualification, potentially reducing the time required for you to attain your qualification.

CT is an opportunity to be awarded one or more units towards your qualification by providing authenticated evidence that you have already attained that unit with ATS or another Registered Training Provider.

Being an assessment only pathway, RPL requires additional layers of assessment to CT. ATS Recognition Policy provides an assessment-only based recognition for RPL. This means that your application for RPL must include the submission of a portfolio of evidence of your prior work experiences, and a demonstration of your competence by successfully completing all written and practical assessment activities, as determined by Applied Training Solutions.

For more information, please refer to the ATS Recognition Policy and Procedure.



# FEES, CHARGES AND REFUND POLICY

## PURPOSE

This policy and procedure provides all prospective and current students with information regarding the fees and charges associated with courses delivered by Applied Training Solutions. It also includes details regarding the eligibility for refunds, and the policy and process related to the issuing of refunds.

## SCOPE

This policy and procedure covers all courses provided by Applied Training Solutions (ATS) and is applied consistently to all fee-paying and government subsidised students of ATS.

## POLICY - GENERAL PRINCIPLES

This policy is available to all prospective students of Applied Training Solutions (ATS) via the ATS website and upon request, prior to course application and enrolment. Upon entering into an enrolment agreement with ATS, the student acknowledges and agrees to the details described in this policy. The Student Acceptance Agreement provided on the enrolment form is taken to be an acceptance of all fees and charges associated with the student's enrolment.

Course fees are set by Applied Training Solutions and are reviewed on an annual basis. The course fees may vary, depending on market conditions, availability of Government subsidies, or the mode of delivery for any course. For example: the fees for online study will differ to the fees for classroom-based or onsite training. In another example, the fees for a government subsidised student may vary from a full-fee-paying student. In all cases, the applicable fees for each course will be made available to every prospective student prior to the acceptance of any application for enrolment.

Non-government subsidised students will receive a Statement of Fees / Quotation at the time of enrolment which outlines the total course fees, payment terms and schedule of incidental fees. This Statement/Quotation provides clear and concise information to the student about applicable fees and charges and provide options for payment.

The information provided to each student includes:

- ◆ The total amount of all fees including course fees, co-contribution fees (if applicable), administration fees, resource fees and any other charges.
- ◆ Payment terms, including the timing and amount of fees to be paid.
- ◆ Any additional services such as criminal history checks which may be a pre-requisite for Applied Training Solutions placement and employment in certain occupations.

Organisations and other clients seeking to enter into a service delivery agreement with Applied Training Solutions will be notified of the fees and charges associated with the agreement through information and proposals provided to them, prior to commencement of the agreement.

Unless otherwise specified, course fees include the cost of all structured training and assessment resources. Optional textbooks and resources recommended but not required for completion of the course are not included in the course fees and may incur additional cost to the student if the student chooses to purchase such resource(s).

Course fees are not transferable to any other person, without the express approval of the General Manager. Applied Training Solutions acknowledges that it has a responsibility to protect fees paid by students. We will not accept payments over \$1,500 in advance, from any individual student, prior to the commencement of the course.

Certification documentation will not be issued to students until all outstanding fees are paid.

## **FEES, CHARGES AND REFUND POLICY - Continued**

### **INCIDENTAL FEES AND CHARGES**

A schedule of Incidental Fees and Charges is published on the ATS website. Incidental fees and charges can include:

- ◆ Course deferral or transfer fees
- ◆ Third and subsequent assessment submission attempts
- ◆ A request for the issuing of replacement certification documents

NB: It is the student's responsibility to update Applied Training Solutions of any change in address or contact details. Where documents or a certificate is sent to a past address due to the student failing to update Applied Training Solutions and the document becomes lost in the mail, the reissuing fee will apply. Replacement or additional copies of printed learner guides or other resources

### **WITHDRAWAL OR ABANDONMENT OF A COURSE**

If a student withdraws from a course or is deemed to have abandoned their enrolment, the total course fees as per the Enrolment Agreement is applied and becomes payable in full. In some circumstances a student seeking to withdraw from a course may apply for consideration of exceptional circumstances

For more information, please refer to:

- ◆ ATS Refund Policy (below)
- ◆ Abandoned Course Policy

### **TERMS AND METHOD OF PAYMENT**

Course Fees are to be paid within (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by Applied Training Solutions. Applied Training Solutions accepts the following methods of payment: Credit card; Direct debit or EFT transfer.

### **DIRECT DEBIT PAYMENTS**

Where a student has indicated that fees are to be paid by direct debit, they must complete and submit a Direct Debit Request Form. It is the payee's responsibility to ensure that Applied Training Solutions receives an accurate and completed Direct Debit Request Form. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days.

Direct Debit Request forms must indicate payment terms according to one of the approved direct debit payment schedules.

Where a direct debit payment is declined due to insufficient funds or some other reason, Applied Training Solutions will contact the payee to make alternative arrangements for payment. Applied Training Solutions reserves the right to refuse a payee the option to pay by direct debit where there have been two (2) or more payment defaults, during a direct debit term.

## REFUND POLICY

Notwithstanding a student's rights under Australian consumer law, refunds are generally not available unless:

- ◆ ATS is unable to deliver a course for which a student has paid fees; or
- ◆ The student has paid to ATS an amount greater than the course fee(s) as advertised at the time of enrolment.

Where a student has paid to ATS an amount greater than the course fee(s) as advertised at the time of enrolment, ATS will refund to the student the amount which is the difference between the advertised course fee and the amount paid by the student.

Circumstances in which a refund may not be paid include:

- ◆ Failure to review and consider all information presented on the ATS website and enrolment documentation prior to acceptance of the enrolment application
- ◆ Change of mind or Incorrect course choice
- ◆ Change of circumstances including employment
- ◆ Unwillingness or inability to comply with the requirements of an enrolled course
- ◆ Academic misconduct
- ◆ Failure to meet the refund conditions described below

Course fees paid by a student will be refunded if Applied Training Solutions cancels or postpones the course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.

Before submitting an application for enrolment, prospective students are advised to review and consider all information provided on the ATS website, including the various policies and procedures, course details and entry requirements, and the Student Handbook.

Where a request for a refund is granted, such refund will also require cancellation of any Statements of Attainment, Qualifications or other documentation that may have been issued. Where any printed documentation has been issued, for example the Construction Industry White Card, the student will be required to return the documentation to ATS, before the refund can be finalised. Where any external license or ticket is issued (e.g. Forklift) the relevant regulator will also be notified of the cancellation of the relevant documentation.

ATS provides a ten (10) day cooling off period, where a student has enrolled into a course but has not yet commenced. The cooling off period is deemed to be waived if the student commences their course and/or submits assessment material for that course.

The prospective student acknowledges and agrees to this refund policy and the below conditions on signing the Application for Enrolment Form: These Conditions are:

- ◆ Full refund of course fees paid by the student, if the student terminates their enrolment agreement during the cooling off period and returns all materials in good condition.
- ◆ If a student terminates the enrolment after the cooling off period and not later than 7 business days prior to commencement of their course, there student may request a refund of 50% of the course fees paid by the student for that enrolment.
- ◆ If the student's circumstances related to serious illness or physical incapacity, they may request a refund, but only for the part of the course that the student hasn't engaged.



## REFUND POLICY - continued

- ◆ For clarity, if the student suffers an illness or injury which is likely to prevent them from participating in their course for a period of 24 months following the scheduled completion date of their enrolled course(s) they will be entitled to request a refund of fees on the following conditions: a) that a medical certificate is supplied describing the illness or injury and explaining it is likely to prevent completion of the course during that period. (b) that they authorise their medical practitioner to supply such further information as ATS might reasonably require to consider the application for the refund. (c) that the refund is to be calculated on a pro-rata basis for the unused portion of their course.
- ◆ Students who seek to withdraw from a course and wish to request a refund or a reduction in their course fees, must apply to Applied Training Solutions in writing, within fourteen (14) days of the circumstances requiring a withdrawal becoming known to the student. The refund request must outline the details and reason for their request and include all supporting documentation. The request must be made using Applied Training Solutions' Request for Withdrawal Form. Any student who has not completed a Request for Withdrawal Form is not eligible for consideration of a refund or reduction in fees
- ◆ The outcome of the refund application will be provided in writing to the student's registered email address within 14 days of receipt of the Request for Withdrawal outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- ◆ A refund will only be paid directly to the student or to the person/organisation who made payment.
- ◆ In the unlikely event of Applied Training Solutions ceasing to operate, students will be issued with a Statement of Attainment for all successfully completed units and will receive a refund for any incomplete units.

## SMART AND SKILLED - NSW

Eligible and approved Smart & Skilled NSW students receive a Notice of Enrolment (NoE) by email once the Commitment ID has been generated and an Eligibility Enquiry Report (EER) has been sent. Payment details are provided on an invoice, sent following the NoE.

For Smart & Skilled NSW students, an Eligibility Enquiry Report (EER) is provided during the enrolment process. This report is completed by the Student Support team. The course fees are calculated using the State Training Services Provider Calculator.

The Student Support Team will determine, in consultation with the student's employer, if an Industry Award applies, requiring the employer to pay the Apprentice/Trainee's fees on their behalf. In this case, Applied Training Solutions will invoice the student's employer directly for the applicable fees.

No additional course fees are charged to students where Applied Training Solutions enters into a Third-Party Agreement during the delivery of the training.

Course Fees are adjusted to reflect any approved Recognition of Prior Learning (RPL) or Credit Transfers (CT). If RPL or CT is applied and approved after a student has paid their fees, Applied Training Solutions will issue the appropriate refund.

If a Smart & Skilled NSW student completes a qualification at a lower level than the fees paid, Applied Training Solutions will refund the difference in fees, if any.

If for any reason Applied Training Solutions is unable to complete the training, it will refund fees paid in an amount proportional to the amount of undelivered training. The certificate or statement of attainment (if applicable) will be issued within 28 days of the notification of discontinuance or completion.

## PRIVACY AND FREEDOM OF INFORMATION

Applied Training Solutions collects personal information for the purpose of employment or education, satisfying legal obligations, administration, to keep employers informed of the student's academic progress, allow Applied Training Solutions to discharge its duty of care and to meet government reporting requirements.

Applied Training Solutions abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles, students or staff can access his/her personal information and may correct them.

These principles include:

- ◆ Non-disclosure of your personal details to any unauthorised person, and
- ◆ Non-disclosure of student details to any unauthorised person.

Applied Training Solutions is required to provide Commonwealth and State Government Authorities with student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government authorities may use the information provided for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

### Access to Records

Applied Training Solutions will retain records of AQF certification documentation and/or statements of attainment for a period of 30 years. Students will have access to all information retained by ATS. Applied Training Solutions will securely store and use the information in accordance with its legislative obligations.

Students may request access to the information retained by ATS by emailing [helpdesk@appliedtraining.edu.au](mailto:helpdesk@appliedtraining.edu.au). ATS will endeavor to fulfil the request within five (5) business days.

There is no charge to the student associated with accessing their information whilst they are enrolled with ATS.

A student requesting access to their retained data must provide identification (such as driver license, passport) either in person or a certified copy of their identification along with the written request. For more information, please see the Privacy Policy.

Where student information is demonstrated to be inaccurate, ATS will rectify the incorrect information upon presentation of authentic evidence that supports the need to amend the information within five (5) days of receipt.

## Issuing & Re-issuing Certificate or Statement of Attainment

Upon successful completion of your course, including all assessment activities and after all outstanding fees are paid, a Certificate or Statement of Attainment will be issued. This certificate will be issued within 30 calendar days, in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

If Applied Training Solutions ceases operation during your enrolment, a statement of attainment will be issued to you for all units successfully completed to date.

Should you require a replacement certificate or statement of attainment please contact [helpdesk@](mailto:helpdesk@). Requests for certificate/statement of attainment replacement will incur an administrative charge as detailed in Fees & Charges. Strict identification requirements are in place to ensure authenticity of the student. Certificate/Statement of Attainment reissuing will be processed within five working days, once all the checks are undertaken.



RTO: 90294  
**Applied Training  
Solutions**