



# Student Handbook



*Important Information for  
All Current and Prospective Students*

KNOWLEDGE: THE KEY TO YOUR FUTURE

## Welcome!

It is with pride and pleasure that I welcome you to the Access Training Institute (ATI). Your decision to join the Institute is sound and one from which you will gain immense satisfaction.

While the rest of the world sleeps, students in Australia are accessing key training programs through the latest in cutting edge media and learning environments. Our Vision is to build a nation of highly knowledgeable and up-skilled individuals that will lead the rest of the world through implementation of new benchmarks in knowledge acquisition and dissemination.

ATI was born out of a need in the employment and training sector, for an organisation that could deliver a broad range of quality learning experiences to individuals and companies at a level that was both personalised and highly flexible in nature, and that facilitates the up-skilling and progression of key staff.

At ATI, we truly believe that “Knowledge is the Key to your Future”. Without the correct knowledge, you can never know the best and most effective way to achieve your goals. We therefore strive to deliver training systems which facilitate rapid learning and easy integration into your workplace and daily life.

On behalf of all staff at the Access Training Institute, I hope your studies will be challenging and enjoyable and I wish you a successful and fulfilling course.



Rafique Kirsten  
**Chief Executive Officer**

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## 1. Introduction

This is your handbook!

Choosing a course is an important decision. This handbook contains important information you should read carefully prior to enrolling in your course. This Student Handbook will aid you in getting the most out of your course with us. There is a range of information here, summaries of our policies and procedures, and a summary of our code of conduct.

We have attempted to make this Student Handbook as comprehensive and helpful as possible. However, if you feel we have missed something, please email your ideas and suggestions to [info@accesstraining.net.au](mailto:info@accesstraining.net.au).

## 2. Induction / Orientation

ATI conducts induction/orientation sessions for all learners at the commencement of the course. Entry and client selection requirements vary with different course/qualifications and are provided in course/qualification promotional material. The induction will be conducted by your trainer/instructor. The induction will normally take place on the first day of the course. It will include:

- Issuing copies of learning materials;
- Discussion of the units of competency in the course;
- Discussion of the time-line for the course;
- Discussion of any self-paced study and / or workplace assignments that might be required;
- Discussion of the on-the-job training that will be part of the course if you are enrolled in a traineeship course or studying in a flexible workplace based learning mode;
- Outline of traineeship requirements, if you are undertaking the study as part of a traineeship;
- Structuring and organising special or additional assistance for students that has been identified during the enrolment process;

The student handbook is also reviewed and an overview of the support services offered by ATI, especially for those students who might require additional language, literacy or numeracy support is provided.

## 3. Fees and Refund Policy

Full fees (where applicable) must accompany enrolment to ensure your place in the course/qualification or Australian Apprenticeship. Australian Apprentices may be eligible for an exemption from paying the enrolment fee if:

- Aboriginal or Torres Strait Islander descent (NSW only)
- Australian School Based Apprentices (ASBA)

Please contact ATI for further information and advice regarding what documentation is required to assess exemption eligibility. After we have processed your enrolment, we are unable to arrange refunds (where applicable) except in the following circumstances:

- course is cancelled by ATI, then a full refund will be given
- Learners provide at least two weeks notice prior to commencement of training.  
*Note: learners will incur cancellation fee of \$150*
- Learner cancels enrolment within 2 weeks of the course commencement date.  
*Note: Learners will forfeit their deposit and 75% of the amount will be refunded only*
- A review of the Recognised Prior Learning (RPL) process could mean a learner does not have to undertake the full course/qualification
- Learner is unable to commence course/qualification due to illness/accident
- Overpayment of fee
- Payment of fee where sufficient exemption evidence provided

Fee payment schedules may be negotiated on an individual basis with ATI. Non payment of fees may result in cancellation of registration and non awarding of a qualification or statement.

- This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. Students may contact the NSW Department of Fair Trading
- The refund policy is subject to review from time to time.

#### **CHANGE TO CONDITIONS**

We reserve the right to change fees, conditions, course times or course commencement dates at any time without notice.

#### **Existing Worker Trainees (Fee for Service) or Fee for Service Students**

- Fee for Service costs are negotiated and details will be illustrated in the Existing Worker Contract or Fee-For-Service Contract as appropriate.
- The initial instalment must be paid prior to the provision of training material and training commencing.
- Should a cancellation occur; if advised 2 weeks before the commencement of training a refund will be provided less a cancellation fee by request.
- Please note ATI reserves the right to hold issued certificates until full payment is received as per Existing Worker or Fee-For-Service Contract.

#### **New Entrant Trainees (Government Funded)**

- The mandatory enrolment fee is determined by the relevant State/Territory Training Authority
- The enrolment fee is to be invoiced prior to commencement of training
- ATI reserves the right to cease services where there is non payment of fee
- Enrolment fees required by State/Territory Training Authorities are subject to the particular State/Territory Training Authority refund policy but are generally not refunded when the cancellation takes place after the commencement of services by ATI

## 4. Access and Equity

ATI strives to provide full and equal participation of all students and staff and to foster an environment valuing diversity, encouraging acceptance, free of discrimination and harassment. We are committed to promoting equality of opportunity for all and ensuring people who make complaints or those who are witness to complaints are not victimised in any way. Our principles are:

1. Everyone has a right to equality of opportunity.
2. We facilitate an environment of acceptance, respect for and promotion of diversity within our community.
3. Everyone has a right to participate in decisions that affect their lives.

## 5. Nationally Recognised Training and Assessment

Nationally recognised training is training is delivered by a Registered Training Organisation (RTO) using a National Training Package. ATI is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF).

We assess you across a wide range of tasks and activities to ensure consistency in assessment. We will inform you at the commencement of the course what we expect of you in an assessment, and by which criteria your final grade will be judged upon.

Instructions for assessment tasks are clearly explained and we allow adequate and specified time to complete them. Notice will be given prior to a scheduled assessment. If you are absent for an assessment please consult your trainer/instructor.

## 6. Flexible Learning Strategies and Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. Where possible, we customise our training/assessments to meet the specific needs of our learners, which ensures a flexible assessment processes. If you are having difficulty achieving competency in any unit please discuss the matter with your assessor/trainer and where possible alternate learning/assessment strategies will be provided which may include components of on-the-job, off-the-job or assignments/distance education. Learners guides and support material is available for all units upon request or recognised need.

## 7. Attendance

Student attendance is recorded and monitored for all our courses.

## 8. Certificates and Statement of Attainment

ATI will issue AQF Qualifications to Vocational students upon the successful completion of the course. We will ensure all Qualifications and Statement of Attainments that are issued by us are within our Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed training packages, qualifications, competency standards or units specified in accredited courses.

## 9. Cheating and Plagiarism

Assessments and tests are considered the most important aspect of the student's development throughout the course and any form of plagiarism or cheating will be considered a most serious violation of institute rules. If a student is found to be involved in a violation of our rules, disciplinary action may be taken.

## 10. Classroom Behaviour

ATI requires behaviour in the classroom to be one that promotes learning and harmony. ATI is committed to providing a learning environment free of discrimination and harassment.

## 11. Code of Conduct

All students are required to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, ATI will take necessary action.

## 12. Feedback, Complaints and Appeals

We welcome all comments, whether it's about your course, assessment, or our services. To cater for this you will be asked to complete a student feedback form at the end of your course. This information is an integral part of helping us improve our product. If you wish to offer feedback, please fill out the bottom of the feedback form. Should you wish to make a complaint please see reception in order to complete a complaints and appeals form.

At ATI, we strive to create a positive learning environment for all students. Part of the preserving that positive environment is a fair and open complaints and appeals procedure made available to all students.

All appeals should be lodged directly with the Chief Executive Officer. All appeals must be lodged in writing. You will receive confirmation of appeal being lodged within 3 working days, and a decision within 7 subsequent working days.

The student may choose to an external appeals process. For external appeals the costs are to be borne by whichever party loses the appeal.

## 13. Copyright

ATI adheres to rules placed on Training Institutions under the Copyright Act 1968. Students should be aware that any reproduction of course materials, text books or journals without prior written consent is in breach of Copyright Laws.

## 14. Recognition of Prior Learning (RPL) and Credit Transfer

RPL is an assessment of your non-formal learning and Credit transfer is assessment of your formal learning to determine to what extent you have attained the learning outcomes and/or units of competency in partial completion of a qualification. Formal non accredited and accredited training, work experience and life experience can all be considered as part of an RPL assessment.

You need to bring your results, transcripts and syllabus description from your past studies or a letter from your employer to administration. Please allow 10 working days for assessment of your applications.

## 15. Disciplinary Procedures

All students are to operate within the general guidelines of the policies and procedures as outlined here in this Student Handbook.

Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session, course or premises.

“Dysfunctional behaviour” may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

## 16. Enrolment & Course Outcomes

To enrol in a course, you must complete the enrolment form. At this time, you may also wish to discuss with us a RPL assessment, which may allow you to obtain credit for your current skills and previous learning that matches the competencies and requirements of your course.

The best way to enrol in any of the courses is to come in and see us or alternatively you can make an appointment for one of our team to come and visit you at your workplace. You may also download information from our website.

When you've been accepted into the course you must pay a course deposit to secure your position. Full tuition fee is due and payable before you start. No certificate or qualification will be issued until course tuition fees have been paid.

We will be making a decision about your enrolment based on the information you provide so make sure you give us everything we ask for.

Courses are all based upon you being able to demonstrate skills in the units of your course. They involve attendance at classroom sessions and/ or demonstration of practical skills in a work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

## **17. Electronic Equipment**

The use of electronic equipment, such as mobile phones, iPods and MP3 players is not permitted in the classroom by students or staff. Please note the following:

1. A laptop is permissible provided it is relevant to the class.
2. The use of a dictionary by students in class is permitted.
3. Under no circumstance may a student connect their laptop, palm pilot, or any electronic device, to the ATI server, for any reason whatsoever including for use of the internet.

## **18. Language, Literacy and Numeracy Assessment**

Language, literacy and numeracy skills are important to your success in your course and in your career. Your Trainer / Instructor will be able to assist you to a great extent, as in each course every student has the opportunity to further develop their skills in these important areas, and apply them to their own work.

During enrolment and induction into any accredited course at the Institute we will conduct a formal assessment of your language, literacy and skills to determine your ability to complete the course and work successfully in the relevant industry.

## **19. Occupational Health and Safety**

ATI is committed to providing a safe and healthy workplace for all learners, employees, contractors and visitors and adheres to relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company occupational health and safety policy and risk management procedures. All accidents or unsafe working practices or conditions must be immediately reported to your supervisor.

## 20. Quality Assurance

ATI operates under quality assurance guidelines as a registered training organisation. These are known as the Australian Quality Training Framework Standards for Registered Training Organisations, and they provide a structure for the policies and procedures that we follow in delivering our service. We regularly perform internal audits against these Standards to ensure that we are compliant with the Standards, and that our policies and procedures are being correctly implemented.

For us, quality is providing students and companies who are our clients with a service that meets their needs, and we constantly seek to improve and adjust our service to grow and meet our clients' current and emerging needs. Student (and employer) feedback is an important part of our quality reviews, and we encourage you to provide feedback at any time about any issue of our service (or lack thereof).

## 21. Training Evaluation

An evaluation form will be forwarded to you and your employer (if applicable) to obtain your feedback. This will occur at the end of your training. Please be assured that evaluation forms remain confidential and are only used for the purpose of improving the quality of our service to clients.

## 22. Privacy of Student Information

ATI is committed to protecting an individual's right to privacy. The purpose of the Privacy policy is to outline the obligation of all ATI employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified. However, students are advised that their personal information may be reviewed by Government agencies from time to time or as part of an audit process by the Department of Education.

## 23. Clients Access of Personal Records

Clients are provided with the opportunity to access personal information we hold on them by request. Where relevant they may be able to correct that information if they determine that it is incorrect. Learners are informed of assessment outcomes at the time assessment takes place however may request information regarding their participation and progress at any time. Learners may also request a replacement certificate or statement of attainment when required with proof of identity (a processing fee may apply).

To apply for access to your records, simply advise the Administration Manager in writing of what you need, why you need them and if necessary, you can take copies.

## 24. National Recognition and Recognised Qualifications

ATI is a Registered Training Organisation, registered with the NSW VETAB, which is a part of the Department of Education. All qualifications are Nationally recognised, in every state and territory of Australia. This means that students will have their qualifications recognised by employers and other training providers in other States and Territories.

Similarly, following the same principles of national recognition, ATI recognises qualifications achieved by a student at any other Registered Training Organisation, and will grant the student credit for these units and exempt the student from corresponding units in their current course of study. Mutual recognition of qualifications and credit transfer is processed as part of the Recognition of Prior Learning Process.

## 25. Reprints of Qualifications

At any time after completing your course, you may request a re-print of your qualification or Statement of Attainment. A fee of \$50 per re-print applies, plus any postage fees.

## 26. Expectations of Learners and Employers / Supervisors

### The learner is obliged to:

- Advise your trainer if you have previous skills and knowledge you believe may be relevant to that these skills can be recognised
- Maintain monthly contact with your Trainer via face to face visits, phone or email to keep then advised of your progress
- Gather a range of evidence as you progress through your course
- Complete the training and assessment tasks set for you, in particular, those detailed in the assessment process and ensure you bring this information to your appointment with your Trainer
- Maintain a log of the learning activities and practice skills in the workplace and maintain a log of these activities which will be completed during the Structured Training Withdrawal
- Seek feedback from your workplace supervisor (if applicable) and the trainer/assessor on your progress
- Meet attendance and behaviour requirements
- Seek assistance when you are experiencing difficulties – refer to the section on Support Services
- As a trainee you are responsible for notifying your Trainer if you are unable to keep an appointment with a minimum of 24 hours notice.

### The employer has the responsibility to:

- Provide a workplace where the learning can occur.
- Provide support and feedback to ensure that the trainee is able to acquire all the skills and knowledge necessary for achieving competency in accordance with the training plan.
- Meet any of the associated costs with on the job training.
- Notify ATI in the event of any change of circumstances such as cancellation of trainee or closing down of business, etc.
- Allow trainees to be withdrawn from routine work for structured workplace training.
- Designate a **Workplace Supervisor** for the trainee that is responsible for providing training and coaching in the workplace

### Workplace Supervisor

Workplace supervisors act as a role model and coach to the trainee. The trainee will look to you for

guidance and help in learning to do their job. You will need to organise and record training activities undertaken in the workplace, as well as to help to provide assessment evidence to the RTO assessor. You will also need to assist the trainee in gaining access to equipment or training as required.

The workplace supervisor has the responsibility to:

- Familiarise the trainee with the workplace health and safety requirements
- Explain your role to the trainee
- Give clear instructions on work to be completed
- Coach the trainee to complete tasks
- Provide feedback
- Monitor progress
- Liaise with the RTO regarding structured training requirements
- Keep records
- Discuss the Training Plan with the trainee

*(The information above has been extracted from the NSW “A good practice guide for workplace supervisors of trainees” July 2005 NSW Department of Education)*

**As a Registered Training Organisation, ATI has the responsibility to**

- Develop and sign off a Training Plan with the trainee and employer
- Deliver structured training according to the Training Plan to the trainee
- Ensure competencies can be achieved by the trainee in the workplace
- Support the workplace supervisor and trainees
- Provide information to the supervisor on their roles and responsibilities
- Assist the supervisor in providing workplace training
- Provide training resources to the trainee
- Monitor that apprentices/trainees are withdrawn from routine work duties as outlined in the Training Plan.
- Provide quality training, assessment and supervision
- Ensure that the facilities and resources needed for training and assessment are adequate.
- Visit the trainee in the workplace to monitor the Training Plan
- Assess the trainee’s competence
- Liaise with the employer during the traineeship period
- Maintain records of the trainee’s progress and any problems
- Establish and promote appeals process
- Issue a qualification to the trainees when competencies are achieved
- Keep a record of training outcomes and qualifications issued according to AQTF requirement.

## 27. Support Services

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

## 28. Welfare and guidance services

We will endeavour to provide welfare and guidance to all learners. This includes

- Occupational Health and Safety;

- Review of payment schedules when requested
- Learning pathways and possible RPL & RCC opportunities;
- provision for special learning needs;
- provision for special cultural and religious needs; and
- provision for special dietary needs.

## 29. Client support

We currently offer support in:

- RPL assessment;
- options in learning;
- guidance on career options;
- one on one tutoring;
- pre-course interviews;
- training needs analysis; and
- information on our web-site.

## 30. Training Mentor Service

This is a free service for ATI trainees with any questions regarding career development pathways, future training or any other training /industry related questions. Our mentoring service offers practical answers to most of the questions and challenges faced by new trainees. Our Training mentors have extensive experience in the training and career development industry. Please note that this mentor service is for training and career development questions only. If our trainers are unable to help, they may refer you on to the appropriate service. ATI respects your right to privacy. Any information disclosed will remain strictly confidential. ATI offers this free Training Mentor Service by appointment only.

## 31. Reading and Writing Hotline

**Telephone:** 1300 655 506

**Website:** <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

## 32. Productivity Placement Program (PPP)

<http://www.deewr.gov.au/Skills/Programs/SkillTraining/ProductivityPlaces/Pages/default.aspx>

<https://www.training.nsw.gov.au/promotions/ppp.html> (NSW)

[http://www.det.act.gov.au/vhe/funded\\_programs/productivity\\_places\\_program/](http://www.det.act.gov.au/vhe/funded_programs/productivity_places_program/) (ACT)

<http://www.trainingwa.wa.gov.au/trainingwa/detcms/portal/> (WA)

You might be eligible for free Government funded training under the PPP.

For further details go to the links above or speak to ATI staff to answer your queries.

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### 33. Australian Apprenticeship Centres (AAC)

**Telephone:** 13 38 73

**Website:** <http://www.australianapprenticeships.gov.au/>

Some language, literacy and numeracy courses attract government subsidies. The AAC would be able to offer more information.

### 34. Funding Assistance, Grants and Concessions

You may be eligible for funding assistance if you receive one of the following:

- ✓ Pensioner Supplement Allowance
- ✓ ABSSTUDY
- ✓ Austudy
- ✓ Youth Allowance

Please speak to Centrelink on 131 021 for more information

### 35. Commonwealth (DEEWR) - Living Away From Home Allowance

The away from home rate is available to New Apprenticeships/ Traineeships who must live away from their parental home to study but do not meet one of the provisions for independent status. The rate is not available simply because a student chooses to live away from home. A first year rate of \$77.17 per week is paid for the first 12 months of the New Apprenticeships/Traineeships. A second year rate of \$38.59 per week is available for up to 12 months.

Students eligible for the 'away' rate are subject to the student and parental income, assets tests and family actual means tests. Please contact your local Australian Apprenticeships Centre for further information regarding the Living Away From Home Allowance. Call 13 38 73 (free call) to find out who provides your local Australian Apprenticeships services or visit:

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

### 36. Employability Skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

#### What are they?

They are skills which support your ability to perform effectively in the workplace. They are also known as transferable skills, because the Employability Skills you learn in one workplace can be applied and further developed in other workplaces and roles as well. They are non-technical skills and competencies that you may already be familiar with as soft skills.

### **The Employability Skills are:**

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

These make use of personal attributes that are not specific to one industry or training package. They comprise skills developed through real life experience. An example of these can include:

- Loyalty
- Honesty and integrity
- Use of initiative
- Personal presentation
- Literacy and numeracy
- Time management
- Work and life experiences
- Leadership
- Group participation
- Responsibility and accountability
- Self development – personal and professional
- Customer service skills
- Knowledge of occupational health and safety, equal employment opportunity and anti-discrimination.

### **Where are they defined?**

They are defined in the Employability Skills Summary. Each nationally recognised qualification describes in more detail the ways in which each Employability Skill can be used in the relevant workplace or occupation.

In most cases Employability Skills are already naturally a part of the tasks and activities you do on a daily basis. Employers in Australia, and around the world, are placing greater and greater emphasis on these skills. As a learner and/or candidate for assessment, you must ensure that you are aware of the role Employability Skills play in the qualification and occupation(s) which you are training or being assessed for. Further questions or concerns may be addressed to your trainer or assessor.

### 37. First Aid

A valid first aid certificate is compulsory for students undertaking the Certificate III in Children's Services or Certificate I, II and III in Security Operations qualifications. It may also be required for students who choose it as an elective for the Certificate III in Aged Care or Certificate II in Transport & Logistics (Warehousing & Storage) qualifications.

Students who already hold a current valid first aid certificate bearing Workcover NSW's "FA" approval number or current statement of attainment for competency unit HLTF301B (Apply First Aid) may apply for recognition upon receipt of a certified copy of a current Senior First Aid Certificate.

For students who do not hold a current Senior First Aid Certificate or equivalent statement of attainment Apply First Aid, Access Training Institute has partnered with another RTO *Australian First Aid (AFA)* (NTIS: 3586) to bring you the very best in first aid training. Students will be required to complete a theory component prior to attending the practical day. This information on how and when to complete the theory component will be given to each student upon enrolment into the first aid course.

**PLEASE NOTE THAT ALL STATEMENTS OF ATTAINMENT ISSUED FOR HLTF301B APPLY FIRST AID WILL BE ISSUED BY AUSTRALIAN FIRST AID. YOU WILL NOT RECEIVE YOUR QUALIFICATION UNTIL WE HAVE RECEIVED YOUR STATEMENT OF ATTAINMENT FROM THEM (WHERE REQUIRED).**

All students will have the HLTF301B Apply First Aid course scheduled at a suitable time within their course or traineeship. Further information will be provided at enrolment.

## RECEIPT AND INDUCTION

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way the Institute works.

I have been inducted in the following areas:

- College safety and housekeeping rules
- Introduction to staff members
- Course vocational outcomes
- Course safety requirements
- Delivery
- Assessment
- Course completion requirements
- Legal obligations
  - Harassment
  - Privacy
- Financial matters, including refunds
- Complaints and Appeals
- Applying for re-assessment
- Qualification issue and re-issue

Name:.....

Signature .....

Induction Date.....