



Learner Handbook

www.accesstrainingcentre.com.au

Contents

Contents.....	2
Introduction	3
About Access Training Centre	3
ATC Products and Services	4
High Risk Work Licences (HRWL).....	4
Licensing Classes	5
Course Delivery	6
Construction Industry Training Board (CITB) Funding	6
Unique Learner Identifier.....	7
Personal Protective Equipment (PPE).....	8
Disclosure of Medical Conditions.....	8
ATC Code of Conduct	9
Dress Code Requirements	9
Fitness for Work Requirements	10
Nationally Recognised Training	11
Recognition of Prior Learning	11
Credit Transfer	12
Recognition of Current Competency (RCC).....	12
Foundation Skills and Employability Skills Identified in Units of Competency	12
Request to 'Hold' a Training Place	13
ATC Contact with Learners	16
Learner Rights and Responsibilities.....	16
Learners' Discipline	17
Counselling and Disciplinary Procedures	17
Process for Learner under the influence of Drugs or Alcohol	18
Privacy and Confidentiality.....	19
Complaints and Appeals	20
Assessment Appeals/ Issues Process.....	20
External Assistance for Learners	21
Office of Consumer and Business Affairs	21
ATC COMPLAINTS/ APPEALS PROCEDURE.....	22
Learners Support Services.....	23
Language, Literacy and Numeracy (LLN).....	23
Use of Interpreters/ External Support Persons/Auslan Interpreters	24
Access Training Centre Staff Responsibilities.....	25
Access and Equity Policy.....	25
Sexual Harassment Policy.....	26
Applicable Acts and Legislation	27
Industry Standards & Regulations	28

Document Name:	ATC LEARNERS' HANDBOOK		Document No: ATC-LH-001
Last Modified Date:	19/02/2025	Previously Modified Date: 04/02/2025	
Access Training Centre 7 LaSalle St Dudley Pk SA 5008 Ph 08 8169 9800			

Introduction

Welcome to Access Training Centre (ATC). As a Registered Training Organisation (RTO) we look forward to providing you with excellent training and assessment services and ongoing support throughout your training course. Please take the time to familiarise yourself with the information contained in this Learners Handbook. If you have any questions or concerns, please do not hesitate to ask your Trainer or contact us on (08) 8169 9800.

ATC's Trainers and Assessors are accredited with the regulatory bodies associated with each course they train and assess, and will work with you to ensure that the training and assessment is relevant to your requirements. Trainers will apply their individual skills, knowledge, expertise and practical experiences to ensure that they provide you with safe and effective training and/or assessment. Each training program is designed to assist you achieve competence in the training program you have chosen to undertake.

Our address and contact details are as follows:

Access Training Centre

Head Office	Regional Office	Training Sites only	
7 La Salle St Dudley Park SA 5008 ☎ (08) 8169 9800 📠 (08) 8269 1411	20257 Augusta Highway Port Augusta SA 5700 ☎ (08) 8642 6146	ATC – Wingfield 11 Rosberg Road Wingfield SA 5013	ATC Port Pirie 14 Germein Road Solomontown (Port Pirie) SA 5540

✉ enquiries@accesstrainingcentre.com.au

RTO Number: 40101

At the beginning of each course, all Learners will undertake an induction process. This is the time for all Learners to become familiar with ATC's policies and procedures, course requirements, trainers and fellow Learners. The induction will also include information about Work Health and Safety issues and a discussion about the Training Centre site and facilities.

About Access Training Centre

ATC was established in March 1995. Our team consists of highly trained personnel who are subject matter experts in their respective industry areas. We currently specialise in the delivery of training relating to High-Risk Licensing and associated units of competency aligned to the National Training Framework.

ATC aims to provide innovative training and assessment services that respond to the needs of job seekers, new entrant employees and experienced workers from industry. We specialise in the development of training and assessment solutions to meet the legislative requirements of the resources, transport and allied industry sectors. Our training courses provide industry with licensed and/ or accredited personnel who have the skills and knowledge required to become safe and valued workers in their chosen field of industry.

Mission

- To empower workers and industry with the skills and knowledge to create a safer workplace

Dealing with Viral Illnesses

Access Training Centre (ATC) are committed to the safety and wellbeing of all staff, Learners, clients and the South Australian Community. We would like to clearly communicate our business continuity plan in regards to the ongoing prevalence of various serious viral illnesses including Covid and its variants, RSV, and Influenza.

This business continuity plan includes:

- ☐ Acting in accordance with Government and Health Authority Guidelines;
- ☐ The development of 'How to Clean and Disinfect Access Training Centre Facilities Procedure'
- ☐ Daily cleaning regimens of all classrooms, amenities and equipment across all ATC sites; and
- ☐ Ensuring best hygiene practices at all times

ATC Products and Services

As an RTO, ATC delivers competency-based training in accordance with the *Standards for Registered Training Organisations 2015* (SRTOs) and current industry requirements that identifies the specific skills and knowledge required to achieve nationally recognised workplace competencies. Where ATC offers accredited training and assessment services to Learners, these courses are listed on our Scope of Registration, as identified on the National Register. (www.training.gov.au).

This includes our responsibility for the issuance of Australian Qualifications Framework (AQF) qualifications and/or Statements of Attainment to Learners who successfully meet the identified outcomes of a qualification or unit of competency in accordance with the relevant training package requirements and AQF Implementation Handbook.

ATC offers nationally accredited training and assessment in the following areas:

- **WORKPLACE HEALTH & SAFETY WHITECARD (INDUCTION FOR CONSTRUCTION WORK)**
- **TEMPORARY TRAFFIC MANAGEMENT**
- **DANGEROUS GOODS**
- **LOAD RESTRAINT**
- **CONFINED SPACE**
- **HEIGHT SAFETY**
- **CHAINSAW**
- **RIGGING**
- **DOGGING**
- **PLANT AND EQUIPMENT**
- **TRANSPORT AND LOGISTICS**
- **CRANE OPERATIONS**

***NOTE:** ATC also offers non-accredited ‘Duty of Care’ courses including, but not limited to Health Safety Representative training (1, 2&3), earthmoving courses – contact ATC for further information.

High Risk Work Licences (HRWL)

High Risk Work Licences are recognised all around Australia as part of a national licensing system and were introduced in South Australia on 1 September 2010. The introduction of HRW licences ensures the following:

- Persons have the required skills and knowledge to perform High Risk Work in a safe manner; and
- The operation of a nationally uniform and efficient licensing system for persons carrying out HRW activities.

Work Health and Safety Regulations 2012 (SA) SA state that a person must not carry out a class of HRW unless that person holds a HRW licence for that class. HRW refers to specific classes of work outlined on page nine (9) in this Learners Handbook.

Legislative Requirements

A person who carries out HRW is not required to be licenced if the work is carried out:

- In the course of training towards a certification in order to be licenced to carry out the high-risk work; and
- Under the supervision of a person who is licenced to carry out the high-risk work.

Eligibility to obtain a licence is as follows:

- Persons at least 18 years of age are eligible to obtain a licence. (However, training may commence at an earlier age); and
- Undertake and successfully complete the nationally recognised VET Unit of Competence relevant to the HRWL before being eligible to undertake the National Assessment Instrument to attain the HRW Licence
- Undertake training and successfully complete the mandated National Assessment Instrument (NAI). Each person will be expected to demonstrate competency by successfully completing the required theory, calculations and practical assessment for each licence class.

Please Note:

- A person who is already a licence holder is not eligible to obtain a second licence issued by any other licensing authority for the same class of work unless the licence is being renewed or replaced; and
- A person whose licence has been suspended or cancelled in one State or Territory is not eligible to obtain a licence in any other State or Territory for the class or classes of work subject to the suspension or cancellation.

Licensing Classes

ATC delivers training and assessment in accordance with the SA Work Health and Safety Regulations (2012). Learners assessed as competent by accredited assessors will be issued with a SafeWork SA Notice of Satisfactory Assessment and tax invoice payable to Service SA for the applicable licensing fee.

- | | |
|---|----|
| • Order Picking Forklift | LO |
| • Forklift | LF |
| • Boom Type Elevated Work Platform | WP |
| • Dogging | DG |
| • Basic Rigging | RB |
| • Non-Slewing Mobile Crane | CN |
| • Bridge and Gantry Crane | CB |
| • Vehicle Loading Crane (over 10 MT) | CV |
| • Slewing Mobile Crane (Up to 20 tonnes) | C2 |
| • Slewing Mobile Crane (Up to 60 tonnes) | C6 |
| • Slewing Mobile Crane (Up to 100 tonnes) | C1 |
| • Slewing Mobile Crane (Over 100 tonnes) | CO |

Our Responsibilities

Access Training Centre RTO Responsibilities

ASQA and ATC RTO Operations

ATC is registered and approved by Australian Skills Quality Authority (ASQA), the national Regulator for Vocational Education and Training (VET) to operate as an RTO and provide nationally recognised training and assessment relevant to our Scope of Registration, as informed by the National Register(www.training.gov.au).

ATC is responsible for ensuring currency of all of our:

- Training products; and
- Associated service delivery in support of our Learners' participation in training course(s) and achievement of outcomes as referenced by the most recent version of the relevant training package.

The conditions of our registration require that we meet nationally approved standards, including our responsibility for compliance to all aspects of nationally accredited training and/ or assessment service delivery to ensure it meets the requirements of *the Standards for RTOs 2015 (SRTOs)*, or its successor.

The *SRTOs*, identify and define 8 Standards which inform ATC policy and procedures relevant to our provision of nationally accredited training and assessment services that safeguard the interests and welfare of our Learners and/or clients. These include:

- **Training & Assessment Strategies & Practices;**
- **Quality Assurance;**
- **Secure and accurate certification;**
- **Accessible information about services;**
- **Legal Compliance.**
- **Information for and to protect Learners;**
- **Fair complaints handling;**
- **Effective governance and administration;**

Relevant to our registration as an RTO, ATC are committed to ensuring Learners have the opportunity to attend our training courses in a safe and non-discriminatory training environment. ATC guarantees to provide quick and fair resolution to any and all complaints or appeals raised, and Learners will be provided with the assistance and ongoing support to achieve their goal to gain competence in their chosen area of training.

Access Training Centre has a right to:

- Assess Learners;
- Receive and recover fees from Learners and/ or their employers (as per the agreement in place for each individual case), including withholding assessment results if fees have not been paid in full;
- Expect Learners to comply with our WHS and Equal Opportunity policies and procedures;
- Suspend Learners for behaviour which interrupts other Learners during the course of their training; and
- Access Learners' information, as and where required, while adhering to privacy principles.

Course Delivery

ATC will:

- Ensure that a current copy of the accredited course materials, assessments and appropriate support services are available to all Learners;
- Ensure that training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package and where appropriate the state or national guidelines for training and assessment; and
- Customise courses to suit individual and organisational requirements, where and as agreed, allowing participating Learners and organisations to achieve their best outcome.

Construction Industry Training Board (CITB) Funding

Registering for a CITB number is the responsibility of the client/ Learner. Failure to meet CITB's eligibility criteria will result in the client being liable for full cost of the course. CITB number and date of birth is required prior to the course date.

To enquire about eligibility for CITB funding, clients and/ or potential Learners should contact www.citb.org.au or (08) 8172 9500.

Unique Learner Identifier

Since 2015, anyone undertaking Nationally Recognised Training has been required to get a Unique Learner Identifier (USI). Learners can access an authenticated VET transcript through their USI account, which collates their nationally recognised training outcomes in a single record.



Once you have created your USI, you must provide details of it to any RTO where you want to enrol so that your training outcomes can be identified and linked allowing you to:

- View and update your personal details online (via a computer, tablet or smart phone); and
- View and download your training records and results that will assist you with job applications, enrolment and any further training you may wish to undertake.

At every course enrolment you will need to give your permission to an RTO, including in this case ATC, to access your USI account to:

- View access to your Training Transcript; and
- View and/ or update your USI account, as required, including your results, upon course completion.

NOTE: Learners who have successfully completed all course requirements will only be issued certification documents where/ when their USI is verified by ATC.

For further information visit: www.usi.gov.au or contact our reception staff who will assist you to obtain your USI, if required.

RTO Staff and Roles

Training Manager (TM)

Is responsible for the overall management of the RTO operations and ensures that training is planned, organised and delivered in accordance with the:

- Legislation, Regulations, Standards and Guidelines that are applicable and relevant to specific training programs including;
 - SafeWork SA licencing requirements, as applicable;
- *Standards for Registered Training Organisations 2015 (SRTOs)*, or its successor.

Trainers & Assessors

Are responsible for the delivery of training and undertaking assessments in accordance with SafeWork SA licensing, other regulatory body guidelines as required, and SRTO guidelines. ATC trainers and assessors hold as a minimum a current Certificate IV in Training and Assessment, and are subject matter experts in their respective fields. Trainers and Assessors continuously review ATC programs to ensure the changing regulatory and legislative requirements are implemented.

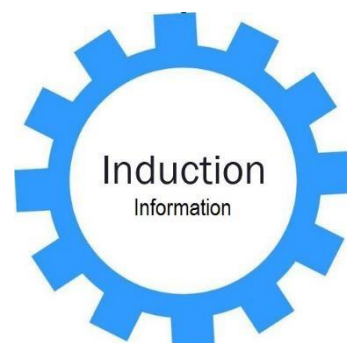
Customer Experience Team (CE) and Client Account Management Team (CAM)

CE Team Undertake RTO administrative functions including the maintenance of Learner files and records in line with SRTO requirements. CAM Team liaise with industry clients and administer all Onsite training

Learner Induction

Your trainer will inform you of the following ‘housekeeping’ requirements whilst you are undertaking training:

- Emergency evacuation procedures;
- Exit(s) and exit routes;
- Learners’ amenities including tea and coffee facilities;
- Designated training areas;
- Requirements for leaving the site;
- All signs and warnings including road speed limits; and
- Designated smoking areas.



Personal Protective Equipment (PPE)

All Learners are advised of the requirement to wear prescribed items of PPE, relevant to the course they are undertaking. All Learners are required to wear the minimum PPE indicated as provided to them by ATC, and instructed prior to practical activities. This may include Australian Standard compliant high visibility vest, sun protection, rain coat, safety glasses, hard hat and or gloves. For all courses, unless advised otherwise, Learners are asked to arrive wearing the following PPE (safety clothing):

- Safety Footwear (i.e., fully enclosed steel cap footwear) – Note that open toe shoes, sandals and spike high heels are prohibited.
- Long sleeve shirt (high visibility clothing, if possible); and
- Long pants;



Hazardous Materials

Ensure hazardous (chemical) materials are used in accordance with applicable Safety Data Sheet instructions. If in doubt please ask your trainer for help.

Moving Equipment / Pedestrian Safety

Do not enter any exclusion areas created when plant is operating:

- Be alert for any vehicles including plant or equipment at all times especially when entering intersections, doorways and corners;
- Keep clear of roadways and use designated walkways where provided;
- Do not operate any machinery or equipment without trainer authorisation; and
- Your trainer will oversee appropriate safety precautions.

Medical Arrangements

- First Aid kits are kept in the administration area and warehouse areas;
- Defibrillators are located at each training site;
- All training staff are First Aid Qualified and can render assistance if required; and
- ATC Staff will arrange transport to a hospital or doctor if required.

Illegal Substances

- ATC has a zero tolerance to people being under the influence of drugs and/or alcohol when undertaking training;
- No alcohol is to be brought or consumed on site;
- Illegal substances are strictly forbidden on site; and
- The possession of illegal substances will be reported to police.

NOTE: Non-compliance with this requirement may result in removal from site and termination of any training agreement

Learner Facilities

- Toilets facilities are available at all sites
- Coffee and tea making facilities are available at all sites
- A vending machine is available in the kitchen next to the reception area; (*Dudley Park West*)
- A vending machine is available at ATC's Wingfield Site
- At the Port Augusta site has a kitchen, and a service station next to the site with food and drink available
- Mobile lunch vans attend morning tea and lunch breaks for purchase of food and drinks at (Dudley Park and Wingfield sites only). ATC staff will notify Learners when they arrive

Disclosure of Medical Conditions

Learners who have a disability or medical condition which may require special arrangements, assistance or ATC awareness, should advise ATC on their course registration form. Disclosure of this information is not compulsory but is highly recommended as it will allow us to identify and implement appropriate support arrangements, as and where required. All information will be treated in the strictest confidence.

ATC Code of Conduct

The promotion of a safe and effective learning environment depends on appropriate mutual behaviours and conduct. Please read the following requirements, as failure to comply may result in disciplinary action being taken and possible exclusion from training.



It is essential that all Learners observe the following requirements as they are fundamental to the safe and successful delivery of training and assessment activities:

Legitimate Directions

Learners shall follow all legitimate directions given by the trainer.

Respect and Due Consideration for Others

All staff, Learners and any other persons or their possessions shall be treated with respect and due consideration. Harassment in any form will not be tolerated.

Attendance

Learners must attend the training course each day on time and are expected to actively participate in all activities, as advised and required.

Absences

Learners must, at all times, notify the trainer should they need to leave the premises outside specified breaks.

- **Notice of absence** – Learners must contact ATC on (08) 8169 9800 or email enquiries@accesstrainingcentre.com.au before 8.00am if they are unable to attend their scheduled training

Maintenance of site facilities

Learners are requested to leave facilities and premises in the same condition as found.

Work Health and Safety

Learners have a responsibility to carry out tasks without risk of injury to themselves or others. Appropriate personal protective clothing and equipment must be worn at all times when performing practical tasks.

Smoking and/or Vaping

In line with South Australian Smoking and Vaping laws, all Learners are reminded that ATC does not allow smoking on our premises and as such smoking and vaping is banned at any and all of our facilities.

Learners who wish to smoke/vape may only do so in the designated areas outside.

Dress Code Requirements

All Learners are required to present to the training program appropriately dressed for work: this means;

- Wearing clean, neat and appropriate clothing for the course they are attending;
- Appropriate enclosed footwear to be worn at all times whilst attending site
- Specific PPE and safety clothing is required for most training programs, such requirements are advised upon enrolment and advertised on course information sheets

Where Learners present to their training program not dressed appropriately, they may be refused entry into the course.

This is a WHS obligation to maintain Learner safety onsite.

Fitness for Work Requirements

All Learners are reminded of the need to arrive at ATC 'Fit for Work' and ready to commence the training program.

This encompasses being adequately rested and alert, with a demonstrated ability to actively focus on and participate in all aspects of the training program

This will also be in reference to communicable diseases and illnesses such as Covid and its variants, RSV, Influenza, Gastro etc.

The following conditions are considered not acceptable and can be taken into account when assessing Learners' 'fitness for work':

- Being under the apparent influence of any drugs and/or alcohol, even from the night before; and
- Lacking or insufficient sleep resulting in tiredness and general malaise from 'the night before' or 'non-work life' activities
- Attending a training course immediately after working a night shift
- Being unwell or awaiting test results to confirm an illness such as Covid and its variants, RSV or Influenza

Where Learners present for their training program in a state that is deemed not 'fit for work', action may be taken including being sent home. This will be at Management's discretion and Learners will be advised accordingly.

**Refer also to Learners Rights and Responsibilities, page 15.*

FIT for WORK

Understanding the Terminology

Competencies

A competency is a statement referring to the skills and knowledge a Learner needs to perform a job. A Unit of Competency is made up from various elements of competency, that is, various components parts or tasks that make up the entire job competency requirements.

- Unit of Competency: *'Carry out basic workplace calculations' TLIE1009*
- Elements of Competency: *'Carry out mass, size or volume calculations of loads' and 'Review estimates and calculations.'*

These elements are then broken down further into performance criteria. The performance criteria list the range of skills and knowledge you must possess to enable you to competently perform the various components of your work.

Trainer/ Assessor

ATC training and assessment is delivered by credentialled trainers and assessors with current skills and knowledge in training and assessment and who have current industry skills and knowledge relevant to the training product delivered.

Assessment

Meetings are arranged with Learners and the ATC trainers to conduct an assessment of a person's skills and knowledge against the relevant Units of Competency. (An assessment will consist of practical and theoretical aspects).

Assessment Reports

ATC Assessors will write brief reports during the assessment, which documents your progress and states the final assessment result in a Unit of Competency as either '*Competent*' or '*Not Yet Competent*'.

'Not Yet Competent'

If you are assessed as '*Not Yet Competent*' in a Unit, this may mean that you require further training in order to achieve competency, or that there is not enough evidence provided to support your competence. You will have an opportunity to be reassessed after further training has occurred, or after further evidence has been provided.

Evidence

ATC is required to collect various forms of evidence in order to assess you as being competent. This may be in the form of work samples, completed workbooks, questioning and discussion, observation, or by other means, such as participation during class time. Learners can be assessed orally, should they require it, where it is allowable according to the terms and conditions of the applicable assessment process.

Resources

This refers to learning materials/ workbooks, textbooks, products and other equipment that you need to participate in training and assessment.

Nationally Recognised Training

On satisfactory completion of a Unit(s) of Competence Learners will be issued with a Nationally Recognised Statement of Attainment (SOA). The SOA identifies the Unit(s) of Competency that have been successfully completed and certifies your achievements.

SOAs can also be issued when you complete only some units from a part of a full training qualification; Learners may decide to recommence the training at a later stage, and study the additional units required to complete the full qualification. Presenting your SOA to an RTO when enrolling into a qualification, allows you to have your current competencies recognised against that full qualification.

Learners requiring reissue of a SOA will need to contact ATC to order a replacement.

Learners requiring reissue of a competency card will need to contact ATC to order a replacement; this will incur a reissue/ administration fee.

Skills Recognition Processes – Forms of Credit

National Recognition

ATC has a Skills Recognition Policy to recognise Learner's existing Qualifications and/or Statements of Attainment issued by other RTOs. Learners must provide 'certified' copies of the original certificate(s) for example Qualification(s) and/or Statement(s) of Attainment to commence the verification process.

Recognition of Prior Learning

ATC Skills Recognition Policy outlines the Recognition of Prior Learning (RPL) process where Learners may be able to receive recognition for work skills and knowledge obtained through previous non-accredited training, work services and life experiences. Should Learners have relevant experiences they may be given the opportunity to seek RPL for the skills and/or experience/ service that they believe relate to specific current industry standards. Relevant documented evidence must be provided by the Learners for ATC to commence the RPL validation process. Learners will be interviewed and relevant experience evaluated against the content of the training program. Learners without a portfolio of evidence may be given the opportunity to demonstrate competence by undergoing evaluation by an experienced trainer/assessor. This may include challenge testing of your practical skills and assessment of your underpinning knowledge.

Please note that RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent **to which that individual meets the requirements specified in the training package or VET accredited courses.**

An application for RPL **may** be obtained from the Training Manager. An hourly fee rate applies to assess RPL applications. Please note that the fee will still apply if RPL is not granted.

NOTE: RPL is not available for all ATC courses due to relevant licencing requirements, in which case Learners are required to complete the standardised Training Program.

Credit Transfer

Credit Transfer recognises previous formal education and/or attendance at training courses and grants partial or full exemption in new courses. It will only occur where there is an agreement that the previous education /course is 'equivalent' to the new course. Credit Transfer is available to Learners who have documented and verifiable evidence of their previous course achievements for example certificates and results.

The key difference between Credit Transfer and RPL is that with RPL the *Learners* is being assessed, with Credit Transfer, the *course or subject* is being assessed. Credit can be awarded to Learners on the basis of a combination of Credit Transfer and RPL. All recognition processes at ATC are fair, transparent and accountable, and accordingly ATC's Complaints and Appeals process applies to all assessment decisions, where required.

Credit Transfer applications are conducted for individual Learners on a 'case-by-case' basis. Learners will be advised prior to commencement of the process about the applicable fee for review and processing of applications. Please note that the relevant fee will still apply if Credit Transfer is not granted.

Recognition of Current Competency (RCC)

(RCC) applies if someone has previously successfully completed the requirements for a unit of competency and is now required to be reassessed to ensure that the **competence** is being maintained. In this case no extra skill or **competencies** are recognised.

Foundation Skills and Employability Skills Identified in Units of Competency

All job tasks and all units of competency include *Foundation and Employability Skills* which form the basis for almost everything you are required to do at work.

Foundation, employability and technical skills are all important to your overall development and often you will use them at the same time. These skills are important because:

- They can help you to get a job and stay in it;
- They can help you perform better in the workplace;
- They can be used in any future job you perform; and
- They can help your employer/ organisation achieve more of its goals.

Generally speaking, the following foundation and employability skills are required by all employers and are essential to assist the demonstration of competent performance in the workplace environment.

- Foundation Skills refer to the ability to speak, listen, learn, read and write in English, use mathematical concepts, *and be digitally literate (be able to use technology relevant to the course being undertaken)*
- Employability Skills are about communicating, working in teams, problem solving, showing initiative and enterprise, planning, organising and self-management.

Almost everything people do at work involves using these skills, and may include having a conversation with a team member, completing a vehicle management record or working out a solution to a problem. Learners undertaking training with ATC will be working towards the acquisition and development of technical skills and knowledge, as well as aspects of these foundation and employability skills. All these skills directly relate to the successful completion of the workplace tasks you are required to learn and in which you gain competency.

The acquisition of employability skills can also lead to success in other areas of your life. Some Learners may subconsciously already have some or all of these foundation and employability skills.

At ATC, you will be encouraged and supported to identify the skills you already have, to develop them even more and to take responsibility for acquiring a range of new skills, including applying these skills to new tasks you will be undertaking and gaining competency in. The required outcomes described for each unit of competence contain relevant aspects of foundation and employability skills and are imbedded into training Package units of competency.

Enrolment Registration & Course Management Guidelines

Registration

Registration, can be undertaken utilising ATC's online enrolment facilities located at www.accesstrainingcentre.com.au. Alternatively, registration forms can be forwarded via post or email to:

Access Training Centre

Address 7 La Salle St Dudley Park SA 5008

☎ (08) 8169 9800

✉ enquiries@accesstrainingcentre.com.au

Confirmation letters will be sent once the registration forms have been processed. Please note that spaces are booked on a 'first come first served' basis.

Request to 'Hold' a Training Place

ATC allows potential Learners who contact ATC by telephone to register their interest in an upcoming course and tentatively reserve a place.

Where Learners have nominated for a training place which is 'on hold', it remains available for three (3) days only unless otherwise advised.

Prior to enrolment for any course, ATC informs all Learners of the total course costs.

Information relating to ATC's fees and charges is available from the Administration Staff on (08) 8169 9800, or on ATC's website www.accesstrainingcentre.com.au.

Currently, all Learners are required to pay all course component fees prior to course commencement.

Payment to be made when booking in made. Learners will have access to payment information via ATC Administration or Reception. Certificates or Statements will not be issued until all course fees are paid in full.

Fees

The fees for courses at all ATC venues include:

- Tuition, Paperwork & Course manuals; and
- Refreshments (PLEASE NOTE: no lunch is included in the fees charged for any courses).

Fees for training at Clients' premises is as follows:

- As referenced to the quote given;
- Trainer accommodation and travel expenses in regional areas are always in addition to the course fee;
- Any 'out of hours' training will be subject to a 15% surcharge added to the invoice;
(Out of hours—weekdays after 5pm/ evening courses/ weekend courses/ public holidays).
- Training course prices are GST exempt; and
- Charges will apply to minimum numbers quoted.

Payment Terms

Where a Learner books themselves into a course, payment **MUST** be made immediately (otherwise bookings cannot be guaranteed). Payment terms are only applicable to business/organisations.

Where it applies, when a Work Place Purchase Order (with ABN) is received, an invoice will be issued and forwarded to the Client (Business and/ or organisation etc), identifying our terms.

Payment Terms:

Please note that all invoices **must be paid** in full prior to the start date of the training course. Clients with approved accounts are exempt from this requirement.

ATC accepts payment by cash, direct debit or selected credit cards.

Withdrawal from Course

Learners considering withdrawing from a course should speak with the trainer or assessor about their individual circumstances. Time will be made to discuss and attempt to resolve any difficulties that may have arisen. Through open communication and collaboration, ATC provide Learners with as much support and assistance as they may reasonably need to successfully complete their course. Withdrawing Learners must inform ATC in writing or a result of 'Not Yet Competent' may be recorded relevant to their enrolment for their course.

It is important for Learners to discuss any difficulties that they may be experiencing regarding any aspect of their course participation which may include:

- Continuing attendance and/or participation;
- Levels of course and/ or any assessment difficulties; and
- Completion of tasks within required timeframes.

Assessment and Resubmission ('Re-Sits')

Learners must meet all the assessment criteria before they can gain competency in their enrolled training course.

Learners undertaking Nationally Recognised Training will be provided with the opportunity to re-sit the assessment. Assessors will advise Learners of the outcome of their assessment and advise about re-assessment. Learners will then be referred to the Administration Team who will discuss and organise resit times, dates and advise on any applicable fee that applies, on a 'case by case' basis.

PLEASE NOTE:

- A 'RE-SIT FEE' applies and is due and payable at the time the re-sit is booked, prior to commencement of re-assessment.
- Learners undertaking HRW Licensing assessments are unable to re-sit assessments immediately and must meet the identified Regulator requirements before re sitting their assessments.

Refund/Transfer and Pre-Requisites Policy and Conditions

ATC's Refund Information is made accessible to all Learners, and we advise and encourage Learners to discuss their individual refund or transfer request with a member of our Client Experience Team.

FULL WORKING DAYS NOTICE REQUIRED (Notice before 12:00pm is classed as a full day)	PUBLIC COURSES 1-3 DAYS		PUBLIC COURSES 4 OR 5 DAYS (Incl TTM Courses)		ONSITE COURSES
	Transfer	Cancel	Transfer or	Cancel	Transfer / Cancel
			Course Pre-requisites not provided i.e., WC, DG etc.		
1	No Refund	No Refund	No Refund	No Refund	Full Charge
2	50% Course Fee	50% Refund + Less Administration Fee			
3	No Charge	Full Refund Less Administration Fee			
4			50% Course Fee	50% refund Less Administration Fee	
5			No Charge	Full Refund Less Administration Fee	

- Learners seeking to cancel their booking are entitled to a full refund or partial refund of fees paid in advance in accordance with the chart above.

- Learners required to provide prerequisites for their course must do so at least 5 business days before the course commences. Failure to do so will result in removal from the course.
- Transfers can be made; however, further charges may apply if the required amount of notice is not provided to ATC by either the Learner, Employer or Job Provider
- Substitutions can be made at any time should the nominated person be unable to attend, however ATC must be notified with prior notice, **in writing**; and
****Any non-attendance will result in the nominated Learner being liable for the full course/ session fee.**
- FOR ALL ATC Courses, where ATC is unable to offer a course, a **FULL REFUND** applies, payable within one calendar month of the scheduled date of commencement of the course.

NOTE: Where a Learner has been enrolled in a High-Risk Work Licence (HRWL) course and during the course it is established that he/ she already holds the applicable current license, the fee paid by the Learner is forfeited as they have attended and actually taken their training place. This prevents another Learner from attending the course.

Where a Learner is booked/ enrolled in a 2 Day course, a place in the next available and appropriate Refresher Course is offered, where applicable.

Illness

In such circumstances Learners must provide a medical certificate to ATC within 24 hours from the course date to allow a transfer.

No refunds will be available; and no more than 1 (one) transfer due to illness will be accepted.

For any TTM, HSR and all 4- and 5-day courses the following applies:

- Learners will be placed on standby. ATC will advise the Learner of any late notice cancellations (usually the day before or a Friday before the weekend) and can make a spot available. This will not incur further charges
- If the Learner chooses to attend at a later date of their choice, the Learner will be subject to our Transfer Policy and could incur a further 50% of the full retail cost of that course
- Learners have three (3) months from the original course date to transfer to another date. Failure to do so will result in all course fee payments being forfeited.

Non-Attendance - 'No Shows'

- ATC sets a limit to class sizes, to allow each Learner to achieve the best possible learning outcome;
- Where a Learner (or his/ her representative e.g., Employer) has booked in for and paid for a course and does not arrive, with no contact made to ATC, he/ she will forfeit that particular day's fee payment; and
- That Learner will then have to pay an additional full training fee to attend the next available identical training session.

Course Cancellation/ Termination of Arrangements

- ATC sets a minimum number of Learners that are required to conduct training courses;
- ATC reserves the right to cancel or amend a course, ensuring that the Learner (and any affected client, as applicable) is given as much notice as practicable;
- In the event that ATC needs to cancel a course, ATC will offer another mutually convenient time, or a full refund of the course fee;
- ATC will not be held liable for any losses experienced by the customer arising from such cancellation(s); and
- Learners will be entitled to a **FULL REFUND** of fees paid in advance if ATC is unable to offer the course paid for, within one calendar month of the scheduled date of commencement of the course.

NOTE: It is all Learners' right to obtain a FULL REFUND where ATC is unable to provide a course or services, in the event the:

- i) Arrangement(s) are terminated early; or
- ii) ATC fails to provide agreed services

ATC Contact with Learners

In the event of any changes to ATC advertised courses e.g., times, dates and/ or venues etc, ALL AFFECTED LEARNERS will be contacted by phone initially to advise the change(s), and a follow-up SMS and email to confirm any such change(s).

Learner Rights and Responsibilities

**Refer also to Learner Support Services – Language, Literacy & Numeracy (LLN)*

While undertaking training and assessment at ATC Learners have the right to:

- Confidentiality;
- High quality training and assessment;
- Fair Assessment;
- Harassment free environment;
- Accurate, relevant and up-to-date information including where changes to service delivery arrangements occur, e.g.
 - Where a Third Party provides services for and on behalf of ATC; or
 - Any change of ownership and/ or management within ATC.
- Be safe and comfortable;
- Appeal any assessment decisions; and
- Be treated with respect by fellow Learners and staff; and
- Discrimination free environment.

As a Learner you should actively participate in all tasks made available to you:

- It is your responsibility to attend training and complete tasks or assessments by the required date;
- You must ensure you comply with ATC Terms and Conditions; and
- If you are having trouble with the work or you feel you need extra help or support your ATC trainer will assist you.

RIGHTS and RESPONSIBILITIES

You must inform your ATC trainer of any of the following changes:

- Contact details (name, address, telephone number, etc); and
- If you are unable to attend scheduled training or assessment.

Learners' Behaviour

When undertaking training at ATC safety is of primary concern. We therefore request that all Learners comply with the following requirements:

- **Legitimate directions** – Learners must follow all legitimate directions given by the Trainer/Assessor;
- **Respect and due consideration to others** – Staff and Learners shall be treated with respect. Harassment in any form will not be tolerated;
- **Attendance** – Learners shall attend the training course each day on time and shall participate fully in all activities;
- **Notice of absence** – Learners must contact ATC on (08) 8169 9800 or email enquiries@accesstrainingcentre.com.au before 8.00am if they are unable to attend their scheduled training;
- **Tools and equipment** – all tools and equipment shall be handled safely and with respect. Any loss or damage shall be reported immediately to the trainer; and
- **Work Health and Safety** – all Learners have a responsibility to carry out tasks without risks to themselves or others. Appropriate personal protective clothing and equipment will be worn at all times when performing practical tasks.
- **Fit for Work:** Every Learner has the responsibility to present to site fit for duty. This means being free of the effects of fatigue, drugs (illicit, prescribed and over the counter medications), alcohol, or being unwell or awaiting test results to confirm an illness such as Covid and its variants, RSV or influenza

Please be aware that some prescribed and over the counter medications may impair your ability to operate plant and equipment – please advise your trainer if you are taking this type of medication

Learners' Discipline Counselling and Disciplinary Procedures

ATC provides a positive and supportive learning environment by creating fair, reasonable goals, conditions and mutual obligations. Staff & Learners are to ensure that all people are treated with respect and trust and given every opportunity to develop and learn at their own pace and expectation. Learners must not be disruptive and must maintain a reasonable and acceptable level of behaviour.

ATC staff accepts responsibility to inform Learners of the required standard of performance. To address concerns with performance or behaviour ATC staff follows a counselling and disciplinary procedure. The counselling and disciplinary procedure ensures that all staff and Learners are aware of the expectations in relation to their conduct and performance.

Step 1 – Counselling

When a Learner's performance or conduct is unsatisfactory the matter will be brought to his/her attention during a suitable break in the training session. The purpose of the discussion will be to identify the cause of the problem and to discuss appropriate behaviour. It is expected that the discussed corrective action will be taken by the Learner.

Step 2 – Intervention

If there is little or no improvement after the counselling discussion the Learner will be withdrawn from the session and then brought to the attention of management for further counselling.

Action taken will be at the discretion of management after consideration of information provided at the time. This may mean the removal of the Learner from the session and or site.

If the Learner does not agree with the decision, they may submit a written complaint to the Training Manager utilising the Complaints and Appeals procedure ; [ATC Complaints: Contact ATC](#)

*At the 'Email to' field, select 'complaints/appeals' from the dropdown box. (*Refer to Page 20 for details*)

Step 3 – Removal from Course

If a Learner returns to another session to complete their course and their behaviour has not improved the Learner will be asked during a break to withdraw from the course completely. All information about any incident(s) will be documented and placed in the Learner's file.

Plagiarism/Cheating

Any form of plagiarism/cheating during assessments will not be tolerated by ATC staff. Any Learner found to be cheating during any assessment processes, either by copying from another Learner or bringing notes or copying from notes written on any part of their person etc. will be removed from that session immediately.

The affected Learner will be counselled and offered a 'resit assessment' at the next available identical assessment session. The affected Learner will be asked to pay an additional fee.

Serious Misconduct

Serious misconduct may result in either a final warning being issued or immediate removal from the training course. The counselling and disciplinary procedure will be implemented following an investigation.

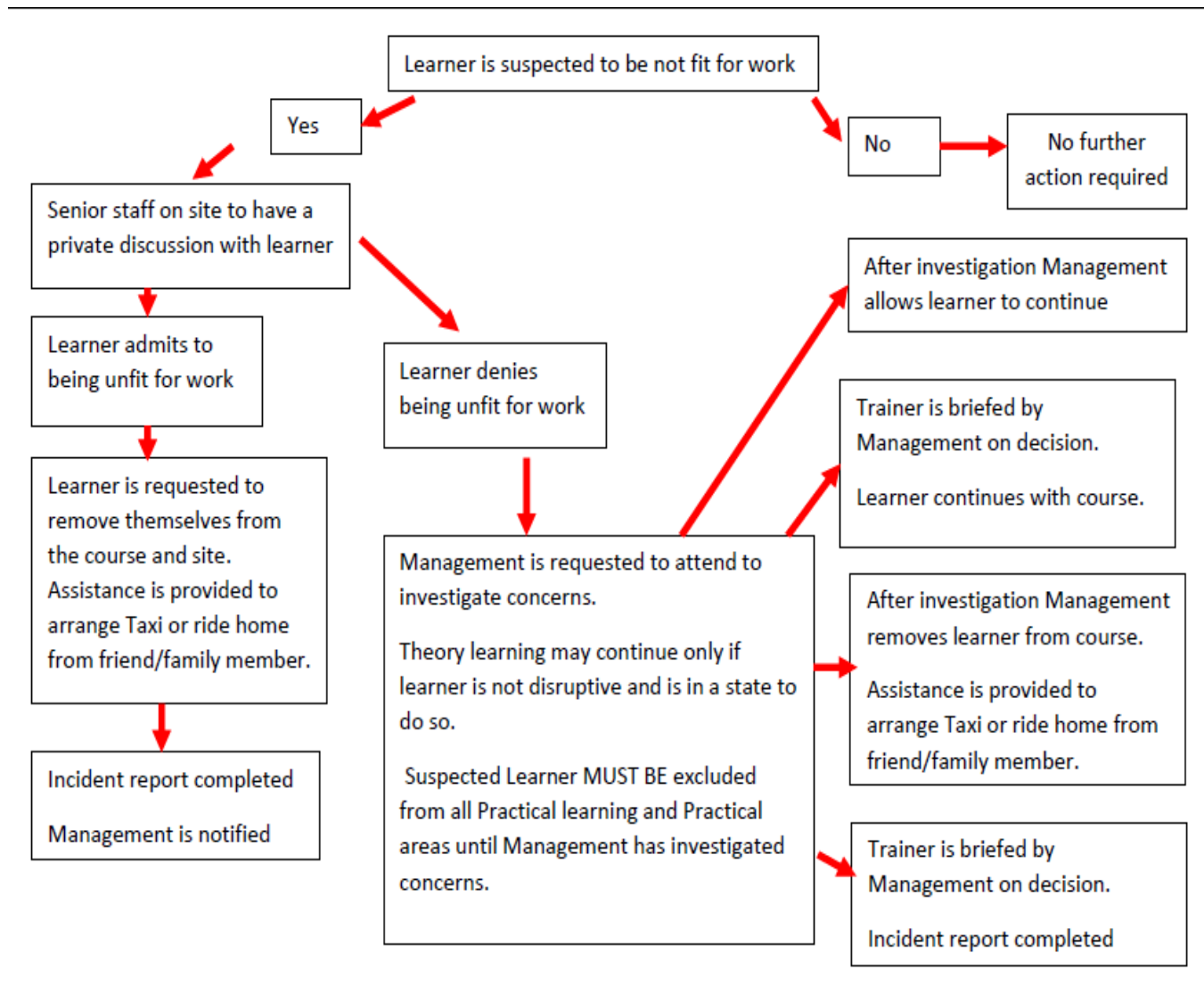
Examples of behaviour considered 'serious and wilful misconduct' include:

- Fighting, threatening or attempting bodily injury to another person;
- Stealing company property or personal property;
- Actions resulting in personal injury or destruction of property;
- Unauthorised removal of printed material from the premises;
- Breach of safety causing an incident;
- Insubordination, swearing, verbal or physical abuse;
- Falsification of training applications or records, birth certificates, training qualifications or statements of attainment
- Under the influence of, or possessing illegal drugs or alcohol; and
- Sexual harassment.

Involvement of Police

Where an incident involves serious misconduct and possible breach of the Law the matter will be referred to the Police.

Process for Learner under the influence of Drugs or Alcohol



If there are reasonable suspicions that a Learner is not fit-for-work, staff will make observations and request assistance from management.

- The most senior and available operational staff member on site at the time, e.g., Training Manager, Site Supervisor, Team Leader will be notified at the earliest opportunity and a request made for assistance
- The situation must be non-confrontational and kept as private as possible
- The suspected Learner can continue to join classroom-based theory learning only if non-disruptive and of no risk to staff or other Learners, until management can attend to investigate concerns
- The suspected Learner must be excluded from all Practical work activities and areas which may put the Learner or others at risk, i.e., plant operations will be shut down immediately
- Never encroach on personal property e.g., ask to search a bag or vehicle
- When management arrive, they will begin the counselling and disciplinary Procedures
- All situations will be appropriately investigated relying on information available at the time, with an outcome to be decided at the discretion of the management involved
- Learners may be required to be removed from the session and from site
- For Learners who are not in a safe condition to drive, ATC can assist by contacting emergency contact person to pick-up the Learner, or calling a Taxi.
- An incident report will be completed along with collecting of witness statements if appropriate

Privacy and Confidentiality

ATC is committed to protect the privacy and personal information of all Learners and clients under the *Privacy Act 1988*. Confidentiality of client records is maintained throughout the ATC administration process.

ATC collects uses and discloses personal information under the following guidelines:

- Information collected will be used for the services ATC provides, including for audit purposes;
- Staff or Learners' information will not be shared with a third party or other organisations without permission, except by law and as per the requirements under the SRTOs, including Government organisations, ASQA the Training Regulator), and;
- Where applicable, ATC is required to disclose personal information for audit and licencing purposes to other Regulatory bodies including:
 - Department of Infrastructure and Transport (DIT),
 - SafeWork SA as the regulator for High-Risk Licensing Programs
 - Austroads, the regulator for the National Temporary Traffic Management Programs
 - EWP Association, the regulator for Elevating Work Platforms.
 - TSH Association, the regulator for Telescopic Materials Handler (Gold Card)
- If Learners' information is required by any other third party, ATC will obtain the express written consent from the Learners prior to the release of any information:
 - At enrolment, Learners can elect to have a copy of their certificate issued by ATC provided to their employer that is CURRENT at the time of enrolment by signing bottom of the enrolment form.
 - **No certificate will be issued** and/ or provided to:
 - An employer at their request, without PRIOR written authorisation from the identified Learner; or
 - Where/ when it is requested and/ or required for another employer in the future.
- When accessing their personal information, each Learner must first provide proof of identity for example, a driver's license or other form of photographic proof of identity including name, address, and date of birth. Inspection of personal files may be arranged by appointment;
- All reasonable steps are taken to protect the security of personal information, including taking appropriate measures to protect both electronic and hard copy information;
- Personal information is not contracted out under any circumstances; and
- ATC will only collect personal information in order to comply with our legal obligations.

Complaints and Appeals

Problems or issues causing concern while training at ATC may lead to complaints regarding:

- Course content;
- Processes used in the delivery of a training program;
- Assessment outcomes;
- Policies and Procedures;
- ATC training service and delivery; and/ or
- Staff or Learners' conduct.



ATC has in place a '*Complaints & Appeals Policy*' that describes our commitment to the implementation of a transparent complaints and appeals process that ensures '*the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process*'.

In the first instance, Learners should discuss the problem with their Trainer and seek a solution. If a Learner feels that he/ she has a complaint or concern with their Trainer, he/ she is at liberty to approach the Training Manager or their nominee. All ATC staff are here to assist Learners at any time should they require advice or assistance.

Learners may make a complaint utilising the following methods:

- **Informal Complaints** – Verbal: Speak with your Trainer/ Assessor who will discuss your concern and work towards an agreed resolution; or
- **Written Complaints**, - via our website: www.accesstrainingcentre.com.au
 - At the top of the page, click on '[Contact ATC](#)'
 - In the 'Contact Us Form' field, click on the 'Send To' drop down box
 - Select 'Complaints/ Appeals' from the dropdown box
 - The details of your issue/ complaint/ appeal can be recorded in the 'Enquiry Details' section or alternatively a request can be made for an 'ATC Complaints/ Review Form'. Assistance is available to Learners upon request to complete this form.
 - o ATC acknowledges your issue/ complaint/ appeal 'in writing', within seven (7) days.
 - o Once 'complaint' is received, solutions/ action and subsequent finalisation of your matter will occur as soon as practicable, preferably within 60 days.

NOTE: Where Learners wish to contact ATC or make a written complaint outlining their details of their concern(s), this must occur within three (3) months of the alleged incident.

In the event a complaint is raised, the Training Manager or their nominee, will investigate each issue and evaluate on a 'case by case' basis, discussing the matter with the affected Learner and with the relevant Trainer or Assessor. The Training Manager or their nominee, will attempt to resolve the complaint and will inform the Director of any mediation process, where/ when it may be required. If a successful outcome is not achieved the matter may be referred to the Training Regulator's online complaints portal at Australian Skills Quality Authority - asqconnect.

This can be done by either and/ or both of the parties to the complaint.

Learners are also invited to provide any feedback relevant to their participation in an ATC Training Course on feedback sheets provided to ALL Learners at the end of their course.

Assessment Appeals/ Issues Process

In relation to assessment outcomes, all Learners have the right to appeal any decision they are not satisfied with, in accordance with the following steps:

- i) All appeals resulting in re-assessment are to be recorded in writing;
- ii) In the first instance the Assessor discusses the assessment and informs the Learner of the reasons for the decision;
- iii) If the Learner is not satisfied with the decision, the appeal is forwarded to the Training Manager for review and adjudication. Where agreed, the Learner may be re-assessed by a second Assessor as directed by the decision of the Training Manager.

If a Learner considers that the re-assessment decision is also unsatisfactory, he/ she is advised and directed to contact ASQA via the online complaint's portal at [asqaconnect](https://asqaconnect.asqa.gov.au).

Enquiries and information may be sought from ASQA at their Info Line on 1300 701 801 or enquiries@asqa.gov.au.

NOTES:

- Where ATC considers **more than 60 calendar days** are required to process and finalise the complaint or appeal, we will:
 - inform the complainant or appellant 'in writing', including reasons why more than 60 calendar days are required, and
 - Regularly update the complainant or appellant on the progress of the matter.
- All complainants/ appellants are advised that they retain the right to lodge a complaint or have their appeal reviewed by an independent outside agency, but they must have fully worked through and completed the entire complaints process within ATC.
- At each stage of the complaint a Learner may wish to have a witness present; the same courtesy applies to ATC representatives. All discussions about complaints and concerns are confidential and details will not be passed to any third person without approval of the Learner.

**Refer to ATC Complaints/ Appeals Procedure (Diagram), page 21.*

External Assistance for Learners

ATC recognises that Learners may have problems that may affect their ability to fulfill the requirements of their course. In this instance, we offer advice in referring Learners to appropriate external support groups for assistance.

ASQA Complaints Portal

Contact ASQA - Infoline:

Email: enquiries@asq.gov.au

[Home Page - asqaconnect](https://asqaconnect.asqa.gov.au)

1300 701 801

Office of Consumer and Business Affairs

91 Grenfell St Adelaide

Adelaide SA 5000 or contact at 'Email Us' section on CBS

131 882

Website: <https://www.cbs.sa.gov.au/>

South Australian Equal Opportunity Commission

Level 15, GPO Exchange,

10 Franklin Street,

Adelaide SA 5000

(08) 7322 7070

Free call 1800 188 163

Website: <https://www.equalopportunity.sa.gov.au/>

INDUSTRY SUPPORT

Construction Industry Training Board (CITB)

78 Richmond Road Keswick SA 5035

Free call 1800 739 839

(08)8172 9500

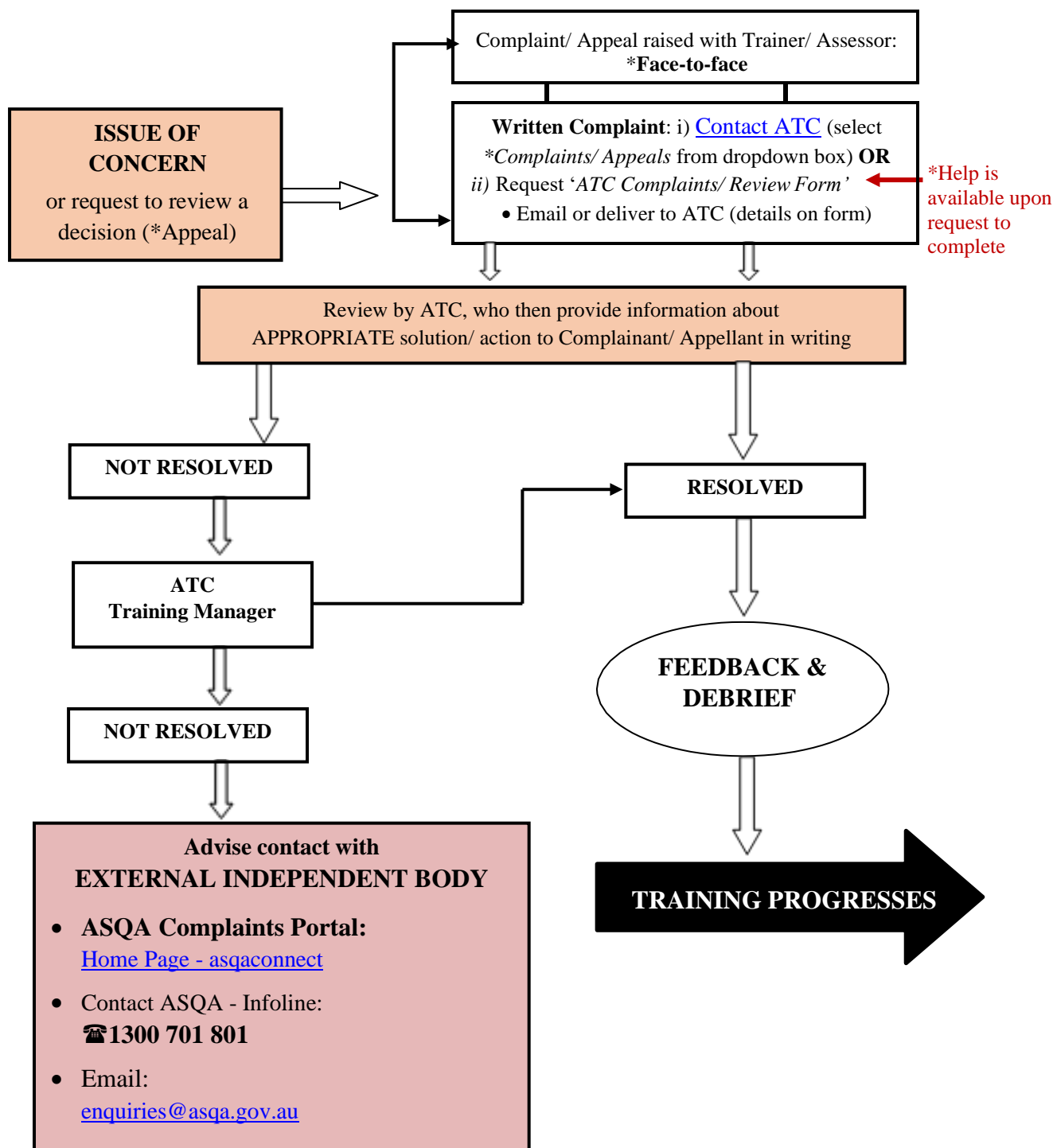
Website: <https://citb.org.au/>

Email: citb@citb.org.au

NOTE: It is NOT appropriate to enter into the complaints process in cases which involve criminal behaviour. In such instances, the Police may be contacted.

However, all information pertaining to the incident MUST be documented, BY LAW, and is retained in the affected person(s)' file.

ATC COMPLAINTS/ APPEALS PROCEDURE



**** All issues addressed/ finalised within 60 days; or
Learners advised accordingly with updates on progress to resolution.**

Learners Support Services

Language, Literacy and Numeracy (LLN)

ATC courses are designed for new and current entrants into relevant industry sectors and the workforce. The level of LLN skills required to be a safe and competent worker in the identified industry sector is consistent with the workplace environment, as specified and discussed in ATC courses. LLN skills will be developed as part of the course training and assessment process.

Literacy and Numeracy

To successfully undertake and complete ATC courses, all Learners are advised **prior to enrolment** that they **must be able to read, write, speak and understand English**.

ATC requests and encourages Learners to disclose any areas of difficulty they may have that may potentially impact their participation and/ or successful completion of their chosen course. For ATC to offer suitable support, the onus is on Learners to:

- Indicate any such information **CORRECTLY /ACCURATELY** to proceed with and finalise the website enrolment process; and
- Where a Learner indicates any LLN issue(s) and/ or requires support, this information is passed onto the Training Manager to schedule a face-to-face interview (LLN Evaluation) to discuss their needs, relevant to their chosen course.

All interviews are private and confidential, allowing each Learner every opportunity to:

- Identify and articulate their specific learning needs in a supportive environment, free from any form of discrimination and/ or prejudice, and
- Ask questions at any time.

The majority of courses offered at ATC are aimed at the basic education level requiring language, literacy and numeracy skills as described below:

Reading and Writing:	Ability to read text on familiar subjects that has a simple and clear underlying structure (e.g., clear main idea, chronological order); uses context to determine meaning; can interpret actions required in specific written directions; can write simple paragraphs with a main idea and supporting details on familiar topics (e.g., daily activities) by recombining learned vocabulary and structures.
Oral Communication:	Ability to use and respond to spoken language around everyday subject matter, including some unfamiliar material within a variety of contexts. This includes communicating and understanding information and requests to and from other workers and supervisors during operations in a face-to-face situation or through the use of workplace communication equipment, such as radios and telephones etc.
Numeracy and Mathematics:	Ability to perform with high accuracy all four basic math operations using numbers up to three digits and can identify and use all basic mathematical symbols. Ability to be able to recognise and use some simple mathematical ideas and techniques to correctly calculate time to complete tasks, complete measurements and establish quality checks for work undertaken. This may involve the use of workplace technology to determine requirements, such as measuring tools and equipment, calculators and computers.

Functional and Workplace Skills: Ability to handle reading, writing, and computational tasks related to life roles, such as completing medical forms, order forms, or job applications; can read simple charts, graphs, labels, and payroll stubs and simple authentic material if familiar with the topic. To demonstrate an ability to use simple computer programs and perform a sequence of routine tasks given direction using technology (e.g., computer operation). Can qualify for entry level jobs that require following basic written instructions and diagrams with assistance, such as oral clarification; can write a short report or message to fellow workers; and can read simple dials and scales and take routine measurements.

Use of Interpreters/ External Support Persons/Auslan Interpreters

The interpreters/ External Support Persons, where requested, is limited to the following conditions:

- Learners undertaking licensing courses and associated assessment are not able to access such support, in line with the stated terms and conditions set out in the respective National Assessment Instrument (NAI).
- Due to the hazardous nature of programs run by ATC, which includes moving plant and equipment, it is important that Learners have adequate English communication skills to safely verbally communicate and understand verbal instructions when provided.
- For any other courses, any request for a support person or Auslan interpreter must be made prior to enrolment/ registration and will be considered on a case-by-case basis, dependant on the training product being undertaken, with a final decision made by the Training Manager.

While ATC Trainers may offer some additional support to individual Learners, the technical skills required in some courses may be beyond some Learner's current capability. This may be particularly relevant in *Dogging and Rigging* courses where there is a requirement to undertake detailed mathematical calculations to ensure that the work is carried out within the correct safety parameters.

When completing an ATC LLN Evaluation Interview the outcome indicates a Learner requires a level of support and/ or additional training and guidance with their LLN skills that is outside ATC's scope to provide, these individuals will be directed to the following agencies for assistance:

- Reading and Writing Hotline (8am – 8pm): 1300 655 506
- English Language Support Services:
[English Language Services - Adelaide SA](#) – FREECALL 1800 882 661
 - Adult Migrant English Program (AMEP)
 - Skills for Education & Employment (SEE)
- Ethnic Link Services (non-English speaking background) (08) 8440 2200

Counselling

Learners may also need to be directed to other agencies for professional help and guidance.

- Aboriginal, Multicultural, Languages and Learning Resource Centre decdamlrc@sa.gov.au 8301 4850
- Equal Opportunity Commission (08) 7322 7070 or OCEO@sa.gov.au 1800 188 163
- Training Advocate skillscommission@sa.gov.au 1800 006 488
- Mediation Services – www.mediationaustralia.net.au (08) 8379 2910
- Disability Services: 'Life Without Barriers' 1800 935 483
- Lifeline (24-hour service) 13 11 14
- Translating and Interpreting Service: [Interpreting and Translating Centre \(SA\)](#) 08 8226 1990; or
National 13 14 50

Access Training Centre Staff Responsibilities

ATC ensures that trainers/assessors have demonstrated competencies at least to the level of those being delivered and assessed. This also includes holding required competencies, for example:

- Certificate IV in Training and Assessment or equivalent or are working under qualified supervision;
- Vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment
- Responsibility for the management of RPL applications and assessments (where they apply) are clearly identified and undertaken by the Training Manager.

ATC policies are designed to promote equality and antidiscrimination for entry into and participation in courses. Forms of discrimination can be based on race, disability (physical or mental), gender, sexuality, marital status and pregnancy. ATC is committed to ensure that all Learners participating in training courses will be provided with the opportunity to acquire the skills and knowledge to enable them to attain the required competencies they seek. We are responsible for ensuring that discrimination does not occur in any form during training and assessment. Favouritism or any special favours are not granted to any Learners.

Learners with queries or experiencing problems should speak with their Trainer. Learners will be offered extra tuition and practice to assist attaining the required standards. Extra fees will not be charged for this assistance.

Access and Equity Policy

Access and Equity and Equal Opportunity (EO) is the fair treatment of all persons and is concerned with ensuring all persons are free from discrimination and harassment in the workplace in accordance with the following principles:

- Access to appropriate training programs and services; and Equity, through the fair and appropriate allocation of resources and participant involvement in training and assessment;
- Equality, without discrimination during assessment; and
- Increased opportunity to participate in training and assessment.

Work Health and Safety

ATC is committed to providing a safe and healthy environment for all employees, contractors, visitors and Learners. At all times, ATC adheres to the principles of the Work Health and Act 2012 (SA), or its successor, to ensure it maintains a safe workplace for all persons. ATC employees, contractors and Learners are responsible for maintaining Work Health and Safety standards identified in the workplace.



Learners

Learners are responsible for not only their own health and safety but also the health and safety of others. Learners have an obligation to report any unsafe conditions/ hazards, faulty equipment or accidents to ATC staff immediately. Learners must abide by safe working practices, comply with ATC health and safety procedures and follow all instructions given.

ATC Staff

All Staff are responsible for the implementation and instruction of all company Work Health and Safety procedures; staff are also required to ensure Learners are adhering to Work Health and Safety procedures. Staff must report all incidents to the Training Manager immediately and complete an incident report form within twenty-four hours from the time the incident occurred.

Sexual Harassment Policy

ATC policy is to provide an environment free of sexual harassment and to uphold laws pertaining to sexual harassment. Learners and ATC staff are required to comply with this policy. We define sexual harassment behaviours as:

- Making unwelcomed sexual advances;
- Making any request for sexual favours;
- Making remarks or aspersions of a sexual nature relating to the other person
- Subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action or the display of material the other person may find sexually offensive.

Sexual Harassment is where the person acting or behaving in a manner that offends, humiliates or intimidates another person. As in any workplace or environment, the boundaries of what constitutes sexual harassment may vary from individual to individual and may have different boundaries for different relationships. It is the responsibility of all Learners and ATC staff to recognise and respect the boundaries set by others.

ATC Industry Engagement

ATC maintains consultation and engagement with industry to inform the development of learning and assessment strategies and resources in consultation with:

Professional Networks

- South Australian Crane Association (SACA). www.crane-sa.com.au/
- Crane Industry Council of Australia (CICA). www.cica.com.au/
- Construction Industry Safety Committee (CISC). www.safework.sa.gov.au/
- Department of Infrastructure and Transport (DIT) <https://dit.sa.gov.au/>

Job and Skills Councils relevant to ATC service delivery include:

- Skills Insight <https://skillsinsight.com.au/>
 - Agriculture, Horticulture and conservation and Land Management (AHC)
- Manufacturing Industry Skills Alliance <https://manufacturingalliance.org.au/>
 - Manufacturing (MSM)
- Mining and Automotive Skills Alliance <https://ausmasa.org.au/>
 - Resources and Infrastructure Industry (RII - mining)
- Industry Skills Australia <https://www.industryskillsaustralia.org.au/>
 - Transport and Logistics (TLI)
- BuildSkills Australia <https://buildskills.com.au/>
 - Construction, Plumbing and Services (CPC)
 - Resources and Infrastructure Industry (RII – Civil infrastructure only)

VET Professional Development Providers include but is not limited to:

- ITECA www.iteca.edu.au/
- VELG www.velgtraining.com/
- Vetr <https://www.vetr.com.au/>
- IN Sources www.insources.com.au.
- ASQA www.asqa.gov.au/, including reference to:

- ASQA General Directions; and
- *Standards for RTOs 2015, or its successor.*
- National Training Register www.training.gov.au

Industry Regulators include, but are not limited to:

- SafeWork SA www.safework.sa.gov.au/
- Department of Infrastructure and Transport (DIT): www.dpti.sa.gov.au/
- Elevated Work Platform Association of Australia (EWPAA): www.ewpa.com.au/
- Telescopic Materials Handler Association of Australia (TSHAA): www.tsha.com.au/
- Construction Industry Training Board (CITB): www.citb.org.au/
- Austroads for Temporary Traffic Management: <https://austroads.com.au/>

Applicable Acts and Legislation

ATC adheres to the following legislative Acts in the provision of training and assessment services including, but not limited to:

- Standards for Registered Training Organisations 2015
- Work Health and Safety Act (2012) (South Australia)
- Work Health and Safety Regulations (2012) (South Australia)
- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Disability Services Act 1993 (Commonwealth)
- Age Discrimination Act, 2004 (Commonwealth)
- Privacy Act, 1988 (Commonwealth)
- Racial Vilification Act, 1996 (South Australia)
- Equal Opportunity Act, 1984 (South Australia)
- Sect. 86: (EO Act 1984 SA) Victimisation
- Sect. 87: (EO Act 1984 SA) Sexual Harassment
- Children's Protection Act, 1993 (South Australia)
- Dangerous Goods Transport Regulations, 2008 (South Australia)
- Australian Consumer Law

Industry Standards & Regulations

- Licensing Persons Performing High Risk Work. (Mandated National Assessment Instruments and associated terms & conditions for accredited Assessors).
- National Guidelines for OHS Competency Standards for the Operation of Load shifting Equipment and Other Types of Specified Equipment [NOHSC: 7019 (1992)]
- National Code of Practice Confined Space
- National Code of Practice Construction Work
- National Code of Practice Demolition Work
- National Code of Practice Excavation Work
- National Code of Practice First Aid in the Workplace
- National Code of Practice Hazardous Manual Tasks
- National Code of Practice How to Manage Work Health and Safety Risks
- National Code of Practice Labelling of Workplace Hazardous Chemicals Code of Practice
- National Code of Practice Managing Risks of Hazardous Chemicals
- National Code of Practice Managing Risks of Plant in the Workplace
- National Code of Practice Managing Noise and Preventing Hearing Loss at Work
- National Code of Practice Managing the risk of falls at Workplaces
- National Code of Practice Managing the Work Environment and Facilities
- National Code of Practice Preparation of Safety Data Sheets for Hazardous Chemicals
- National Code of Practice Preventing Falls in Housing Construction
- National Code of Practice Work Health and Safety Consultation Cooperation and Coordination

