



Australian Training Management

Learner Handbook 2024



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Welcome to Australian Training Management

We're excited to support you on your learning journey. Our goal is to help you gain real, industry-relevant skills that lead to nationally recognised qualifications and career opportunities.

Our experienced trainers, flexible learning pathways, and strong industry partnerships ensure your training is practical, up to date, and valuable in the real world.

What This Handbook Covers

This handbook provides essential information about:

- Enrolment and student support
- Training expectations
- Assessment processes
- Policies and procedures

Please read it carefully and refer back as needed.

If you need to get in touch with Australian Training Management, feel free to call us at 1300 977 606 or email info@australiantraining.com.au Our Training Coordinators are always ready to help you with any questions or assistance you may need.

Australian Training Management is a Registered Training Organisation (RTO No. 2431), accredited by the Australian Skills Quality Authority.



The Learner Journey

Enrolment

Once you've completed your enrolment form and payment, you'll receive a confirmation email with:

- Your course details
- What to bring
- Portal login (if applicable)
- USI Requirements

Support Services

We offer:

- Language, literacy & numeracy (LLN) support
- Flexible learning plans
- Access to assistive technology and alternative formats
- Referrals to external services (e.g. counselling or adult literacy programs)

Our learner support team is available: **Mon–Thu: 7:00am–4:30pm | Fri: 7:00am–4:00pm**

Email: info@australiantraining.com.au

Contact number: 1300 977 606

Unique Learner Identifier (USI)



A key initiative from the Australian Government for those undertaking Vocational Education and Training (VET) is the need to have a Unique Learner Identifier (USI). This number is essential for you to provide to your VET provider, including Australian Training Management. If you need help getting your USI, we're here to guide you through the application process, provided you give us the authorisation to do so. To ensure everything is in order, we have the capabilities to verify each USI before we can issue any form of certification.

It's crucial for all learners to understand that without a USI, Australian Training Management, like any VET provider, cannot issue a certificate for your VET qualification.

Change of Personal Details

It is crucial for learners to keep their personal details up-to-date with us at all times. Should there be any changes to your personal information, you are required to notify Australian Training Management promptly, and it must be done in writing.

Your Training Experience



Training Format

All training is competency-based and nationally accredited. You'll learn through a mix of practical training, written activities, and real-world application.

Learning Environment

To get the most from your training, we ask you to:

- Attend all scheduled sessions
- Be punctual and prepared
- Participate respectfully and professionally

Technology Use and Responsibilities

You may need to use digital tools during your training, such as online portals, learner guides, or assessment platforms.

To support a safe and fair learning environment, learners must:

- Use technology respectfully and only for training purposes.
- Keep login details secure and use only your own accounts.
- Submit your own work and follow assessment rules.
- Report any technical issues to your trainer or coordinator.

Misuse of technology (e.g. cheating, sharing content, or unauthorised access) may result in disciplinary action.

If you need help using any digital systems, just ask, we're here to support you.

Dress Requirements

For safety and professionalism, learners must dress appropriately for the type of training they are undertaking.

For Practical and High-Risk Courses

- **Enclosed footwear is mandatory** – steel-cap boots are required for all plant and high-risk work.
- **Hi-vis vest and hard hat** (provided if needed)
- **Long pants only** – must be worn to ensure adequate protection on worksites.
- **No thongs, sandals, or open-toe shoes** are permitted at any time.

For classroom or non-high-risk courses:

- Neat, tidy attire appropriate for a learning environment.
- Enclosed footwear (safety boots not required but **no thongs or open-toe shoes**).
- Shorts or leggings are acceptable provided they are practical and modest.

Learners unsure about dress requirements for their specific course should contact their **Training Coordinator** before attending. Trainers reserve the right to refuse participation if safety standards are not met.

Lunch Breaks & Amenities

Both our **West Swan** and **Jandakot** training centres have kitchen facilities available for student use, including:

- Fridge & Microwave
- Urn/kettle
- Tea, coffee, milk, and biscuits

You're welcome to bring your own meals. Please ensure:

- You clean up after yourself
- Used items are washed or disposed of appropriately
- Breaks are taken during designated break times (including a 10–15 min class break and up to a 1-hour lunch break)



Educational and Support Services

Our range of educational and support services includes, but is not limited to:

- Pre-enrolment materials to prepare you for your learning journey.
- Study support and skills programs to enhance your learning experience.
- Language, literacy, and numeracy (LLN) programs, or referrals to these programs, tailored to your needs.
- Access to equipment, resources, and programs designed to support learners with disabilities and to promote access and equity.
- Learning resource centres equipped with materials to support your studies.
- Flexible scheduling and delivery of training and assessment to fit your needs.
- Wellbeing Support: Students have access to wellbeing services and referral options to help manage personal or study-related challenges during their course. Our support team can provide confidential guidance and connect learners with appropriate professional or community services when needed.
- Assistive Technology: Where appropriate, learners may access tools and technologies to assist their learning, such as text-to-speech readers, screen magnifiers, captioned materials, or adaptive keyboards. These resources aim to improve accessibility and support diverse learning needs.
- Counselling services or referrals to professional counselling services.
- Information and communications technology (ICT) support to navigate digital resources.
- Learning materials in alternative formats, such as large print, to accommodate diverse needs.
- Any other services deemed necessary by the RTO to help learners achieve competency.

Where necessary, Australian Training Management will seek external assistance to provide additional support services. Should there be any costs associated with accessing external support services, you will be informed in advance.

General Support Services

If you are experiencing difficulties and need counselling or personal support, a range of professional organisations are available to assist, including:

- **Lifeline:** 13 11 14 or www.lifeline.org.au
- **Beyond Blue:** 1300 22 4636 or www.beyondblue.org.au
- **The Salvation Army:** 13 SALVOS (13 72 58) or www.salvos.org.au
- **Foodbank WA:** 9258 9277 or www.foodbank.org.au

Learners are encouraged to contact these services directly for free, confidential advice and support at any time.

Language, Literacy, and Numeracy (LLN) and Digital Literacy Support

We understand the importance of supporting our learners' language, literacy, numeracy (LLN), and digital literacy needs. We are committed to making reasonable accommodations for learners facing challenges, ensuring these adjustments do not affect the integrity, equity, and fairness of the assessments or compromise the standards of the relevant Training Package or cause unjustifiable hardship to the Trainer/RTO.

To identify any LLN or digital literacy needs early on, all learners undergo a straightforward assessment during the enrolment process. This allows us to identify any potential barriers that could impact your learning experience. Based on this review, we collaborate with learners to develop tailored strategies. These may involve adapting the modes and methods of learning and assessment to better suit individual needs.

We ensure that our educational materials, resources, and assessment tasks are accessible and set at an appropriate level of complexity. Additionally, we provide ample opportunities for learners to practise repeatedly in a supported environment, helping to build confidence and competence in both foundational and digital skills.

If you require support with language and literacy, we suggest contacting the following organisations:

Reading and Writing Hotline

1300 655 506

info@literacyline.edu.au

www.readingwritinghotline.edu.au

Read Write Now!

1800 018 802

readwritenow@nmtafe.wa.edu.au

www.read-write-now.org

Western Australian Adult Literacy Council

info@waalc.org.au

www.waalc.org.au

Assessment Overview



What to Expect

Your trainer will assess you using a range of methods, such as:

- Practical demonstration
- Verbal questioning
- Written tasks or online quizzes
- Role plays and simulations

You'll receive feedback on your assessments and, if needed, the opportunity to reattempt.

Australian Training Management provides learners with the opportunity to re-sit or re-attend up to two times at no additional cost.

Any further reattempts or course attendance beyond this may be considered at the discretion of management and may incur a fee.

Academic Integrity

Academic Integrity

Cheating, plagiarism, or collusion is taken seriously and may result in disciplinary action or removal from the course.

- **Plagiarism** is using someone else's work or ideas without credit.
- **Collusion** is working with another person on an individual task.
- **Cheating** includes any attempt to gain unfair advantage in an assessment.

If you're unsure what counts as academic misconduct, speak with your trainer before submitting work.

Evaluation and Feedback



Your feedback is invaluable to us for quality assurance and the continuous improvement of our training programs. Therefore, we ask all learners to participate in various feedback and evaluation processes.

Upon completing your training, you will be invited to share your experiences by filling out a Learner Questionnaire and a Course Feedback Form. Additionally, Learner Questionnaires might be sent to you via email. While your participation in these surveys is greatly appreciated and highly beneficial to us, it remains entirely voluntary. Please rest assured that Australian Training Management is committed to protecting your anonymity and ensuring the confidentiality of your responses.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that allows you to receive formal recognition for skills, knowledge, and experience you've gained through work, volunteering, or other informal learning — even if you've never completed formal training in that area.

If you believe you already meet the learning outcomes of a unit or qualification, you may be eligible to apply for RPL.

How the RPL process works:

- **Initial discussion** – Contact our team to discuss your eligibility.
- **Application** – Complete an RPL Application Form.
- **Evidence collection** – Provide documentation (e.g. work history, qualifications, references, work samples).
- **Assessment** – Our qualified assessors will review your evidence and may request an interview or practical demonstration.
- **Outcome** – You'll be informed of the result and issued with a Statement of Attainment if successful.

RPL fees may apply and will be discussed before the process begins.

RPL can reduce the time and cost to complete your qualification. If you're interested, speak to your Trainer or contact our Training Coordinators

Credit Transfer

If you have completed the same unit(s) of competency with another Registered Training Organisation (RTO), you may be eligible for a **Credit Transfer**.

Credit Transfer allows you to have those previously completed units recognised, without needing to repeat the training or assessment.

To apply, you'll need to:

- Provide a copy of your Statement of Attainment, Qualification or USI transcript.
- Ensure the units are equivalent to those in your current course.
- Complete a Credit Transfer Application Form.

Australian Training Management provides Credit Transfer **at no cost for funded students** (such as Jobs and Skills WA, CTF, or traineeship programs).

For **non-funded (fee-for-service) students**, a small administrative fee of \$25 will apply to cover document verification and processing, at the discretion of management.

There is **no fee to assess eligibility** for Credit Transfer.

All evidence will be verified through the issuing RTO or the USI Transcript Service before Credit Transfer is granted.

Making the Most of Your Training

Maximising the benefits of your training is essential and largely your responsibility. To enhance your learning experience and ensure successful completion, we encourage you to:

- Attend all scheduled training sessions and complete all the reading and learning activities.
- Prepare thoroughly for each training session.
- Engage actively and be open to participating.
- Collaborate and interact with your fellow learners.
- Respect diverse viewpoints and opinions.
- Be accountable for the quality of the evidence you present to your Assessor.
- Monitor your own progress regularly.
- Ensure that all assessments are completed and submitted on time, and that your submissions are clear and concise.
- Do not hesitate to reach out to your trainer/assessor if you find any training activity or assessment task unclear.

Training Logbooks

As part of some Units of Competency, learners may be asked to complete a logbook of the hours worked on certain plant equipment as evidence towards the on-the-job learning. This will be provided to as part of your learning and require supervisor sign off to validate this on-the-job experience.



High-Risk Work Licences

Australian Training Management is proud to offer training and assessment services for units associated with high-risk work. These units are nationally recognised and crucial for ensuring workplace safety and compliance. It's important to note that these units demand a certain level of communication, literacy, and numeracy skills, as outlined by the relevant training package and WHS (Work Health and Safety) guidelines. In line with these standards, the use of simulators for assessing these units is not permitted. Learners will be informed of such requirements either before or at the time of enrolment.

In accordance with the National Standards for Licensing Persons Performing High Risk Work, it is mandatory for individuals to demonstrate proficiency in the English language. This proficiency must be sufficient to ensure the safe execution of high-risk work as defined in the competency standards (see section 6, item 6.7 (b) of the National Standards).

We understand that some learners may need additional support, such as assistance with literacy or numeracy, disability access, or accommodations for other physical or learning needs. If you anticipate requiring any special assistance, please communicate with the Training Coordinator or your Trainer before your course begins. This allows us to ensure that all learners have the support and resources they need to successfully complete their training.

Certification



Once you successfully complete your course and all fees are paid, you will receive:

- A **Qualification** for full course completion
- A **Statement of Attainment** if you partially complete a course

Documents will be sent to your nominated email address within **30 calendar days**.

Reissuing Certificates

If you need a replacement Qualification or Statement of Attainment, please contact our office. A reissue fee may apply. Make sure your personal details are up to date to avoid delays.

Revoking AQF Certification

Australian Training Management may revoke or request the return of a Testamur, Record of Results or Statement of attainment where:

- Alleged fraud or dishonesty has been substantiated.
- AQF certification documentation contains incorrect details.
- Where AQF certification documentation has been issued in error
- Where Australian Training Management can substantiate that the award was issued in error, for any reason not detailed above.

Australian Training Management Key Policies



All Australian Training Management policies can be viewed in full on the website www.australiantraining.com.au.

Code of Conduct

At Australian Training Management, we believe in fostering a responsible and respectful learning environment. This means we expect all participants to conduct themselves appropriately during training and assessments.

We expect all learners to:

- Treat others with respect
- Communicate professionally
- Avoid disruptive or unsafe behaviour

For the safety of all staff and learners, and due to the high-risk nature of many of our courses (including operating plant & equipment), learners must not attend training or assessment under the influence of drugs and alcohol. Where there is reasonable suspicion of impairment, participants may be required to undergo testing.

Serious misconduct (e.g. aggression, drug use, harassment) may result in immediate removal.

Disciplinary Process

If a learner breaches Australian Training Management's **Code of Conduct** or engages in unsafe, disruptive, or disrespectful behaviour, ATM may take action appropriate to the circumstances

Actions may include:

- **Verbal Reminder / Behaviour Correction**
For minor issues, trainers may provide a reminder and support the learner to correct their behaviour. This may include coaching on appropriate conduct, safety expectations, or communication.
- **Removal from Training**
In cases of serious misconduct, or if behaviour does not improve after a reminder, ATM reserves the right to suspend or remove the learner from the course to ensure the safety and wellbeing of others. Serious misconduct includes, but is not limited to:
 - Aggressive or abusive behaviour

- Harassment, discrimination, or bullying
 - Possession or use of drugs or alcohol during training
 - Wilful damage to property
 - Repeated non-compliance with safety directions
- **Notification to Employer or Booking Contact**
Where training has been arranged by an employer, labour hire agency, or booking contact, ATM may provide feedback to that party if a learner's behaviour has impacted their participation in training or assessment, or if removal from training was required.

ATM aims to resolve all behavioural concerns respectfully, fairly, and with due consideration for the learning environment and the wellbeing of all participants.

Handling Complaints & Appeals


Australian Training Management is committed to resolving all complaints and appeals in a fair, confidential, and timely manner. If you feel that you've been treated unfairly, disagree with an assessment outcome or a decision affecting your participation in training, or have concerns about your training experience, you have the right to raise your concerns.

Complaints:

You can lodge a complaint about any issue related to:

- Training delivery, assessment, or facilities
- Behaviour of trainers, staff, or other students
- Fees, refunds, or other administrative matters

Steps to make a complaint:

1. **Informal Resolution:** Raise your concern with your Trainer or Training Coordinator where possible.
2. **Formal Complaint:** If unresolved, email your written complaint to:  info@australiantraining.com.au
3. **Review:** The Training Manager will investigate and respond within 10 working days.
4. **Outcome:** You'll receive a written outcome. If unresolved, you may request further internal review.

Appeals

You may lodge an appeal if you disagree with:

- An assessment outcome
- A disciplinary decision
- A complaint resolution or other RTO decision

Appeals process:

1. Submit your appeal in writing within 10 working days of the decision.
2. The Training Manager will conduct an independent review of the matter.
3. You'll receive a written outcome within 10 working days of your submission.

Child-Safe Complaints Process

If you are under 18, your complaint will be managed under Australian Training Management's child-safe complaint procedures. You may also ask a parent, carer, or trusted adult to help you at any stage. Our goal is to ensure all learners feel safe, heard, and supported when raising concerns.

External Support

If you are not satisfied with the outcome of a complaint or appeal, you may escalate your concerns to:

National Training Complaints Hotline  13 38 73 

<https://www.dewr.gov.au/national-training-complaints-hotline>

All complaints and appeals are handled confidentially and without disadvantage to you.



Access and Equity Policy

Australian Training Management stands firmly committed to excellence in training, ensuring customer satisfaction, and fostering a culture grounded in respect and equality. Our Access and Equity Policy is a testament to our dedication to creating an inclusive environment that treats everyone fairly and with dignity.

Our Promise: We believe in the fundamental right of every individual to receive equal respect and opportunities, irrespective of their race, gender, age, sexual orientation, disability, religion, or marital status.

Employment Practices: Our commitment to equal employment opportunities (EEO) is reflected in every phase of employment, from recruitment to career development. We base our decisions on merit and the essential requirements of each job, ensuring fairness and equality are at the heart of our employment practices.

Inclusive Training Environment: Diversity enriches our training programs. We are proactive in promoting cultural sensitivity and ensuring that our training resources, materials, and facilities are accessible to all participants, including those with disabilities. Our goal is to provide an educational setting that welcomes and supports every learner.



Fee Payment and Refund Policy

Payments

Australian Training Management (ATM) adheres to the Standards for Registered Training Organisations (RTOs) 2025 regarding payment schedules. By the due date, learners are required to make a payment that is the lesser of:

- \$1,500 AUD for each course as indicated on the individual's tax invoice, or
- The total course cost if it's equal to or less than \$1,500 AUD.
- For course fees under \$1,500 AUD, payments can be made through credit card or direct debit and must be received at least **seven (7) business days** before the course starts.

For courses priced over \$1,500 AUD, an initial deposit of up to \$1,500 AUD is required through credit card or direct debit. The remaining balance is due after the learner has started the course.

Should there be an outstanding balance upon course completion, or if a company does not adhere to agreed payment terms, ATM reserves the right to withhold the issuance of AQF certification.

Refunds

Refunds are managed in accordance with **Australian Training Management's Refund Policy**, which is available on our website at www.australiantraining.com.au. ATM processes all refund requests promptly, fairly, and transparently, in line with the Standards for Registered Training Organisations (RTOs) 2025.



Privacy Policy Overview

Australian Training Management is committed to protecting your personal information. We collect only the data necessary to deliver training, meet legal obligations, and support your learning experience. This includes your name, contact details, USI, health or learning needs, and enrolment details.

We comply with the Privacy Act 1988 and the Australian Privacy Principles (APPs).
How we use your information

Your data may be used for:

- Enrolment, training, and assessment purposes.
- Confirming eligibility for funding or certificates.
- Reporting to government bodies like ASQA or State Training Authorities.
- Contacting you for feedback or support.

Your rights

You can:

- Request access to your personal information.
- Request corrections if any details are inaccurate.
- Withdraw consent for use (unless required by law).

Requests must be made in writing to our Privacy Officer at compliance@australiantraining.com.au.

Data Security

We use secure systems, role-based access controls, and secure disposal practices to keep your data safe. We also have a formal data breach response procedure in place.

To read the full Privacy & Data Protection Policy, visit our website:

www.australiantraining.com.au



Workplace Health and Safety (WHS) Commitment

Australian Training Management is committed to providing a safe, healthy, and inclusive environment for all learners, staff, and visitors. We comply with the *Work Health and Safety Act 2020 (WA)*, the *Work Health and Safety (General) Regulations 2022*, and the *Standards for Registered Training Organisations (RTOs) 2025*.

Safety is a shared responsibility. Everyone at ATM, including learners, plays an active role in preventing injury and maintaining a safe learning environment.

Your WHS Responsibilities

As a student, you are expected to:

- Take reasonable care of your own health and safety.
- Follow all safety instructions given by your trainer or site supervisor.
- Use equipment, machinery, and PPE safely and responsibly.
- Report any hazards, near misses, or incidents immediately.
- Avoid any actions that may put yourself or others at risk.

Trainers have the authority to stop or suspend training activities if an unsafe act, condition, or behaviour is observed.

Risk Management and Safety Procedures

ATM takes a proactive approach to identifying and controlling risks across all training centres and worksites. Trainers conduct regular safety checks of training areas, plant, and equipment to ensure a safe environment.

Any hazards identified are managed promptly in accordance with ATM's WHS procedures. Learners are encouraged to raise any safety concerns at any time.

In the event of an emergency:

- Follow your trainer's instructions immediately.
- Evacuate using the designated exit routes.
- Assemble at the nominated assembly point and await further instructions.

Psychological and Wellbeing Safety

ATM is also committed to supporting the mental health and wellbeing of learners and staff. If you feel stressed, unsafe, or unwell during training, please speak to your trainer or contact our support team. We will take steps to ensure you are supported appropriately.

Participation and Feedback

We welcome your input into our WHS processes. If you see a safety risk or have suggestions for improvement, please speak to your trainer or contact our WHS team at info@australiantraining.com.au

Child Safety Commitment

Australian Training Management is committed to providing a safe, inclusive environment for all learners, especially those under 18.

We follow the National Principles for Child Safe Organisations and have procedures to:

- Promote wellbeing
- Prevent harm
- Respond to concerns

Staff are trained and screened to uphold these standards. Policies are available on our website or on request.

Cultural Safety Commitment

We acknowledge the Traditional Custodians of the lands we operate on and pay respect to Elders past and present.

ATM is committed to providing a culturally safe learning space for Aboriginal and Torres Strait Islander students. If you need additional support or cultural considerations, please speak with your trainer or support team.

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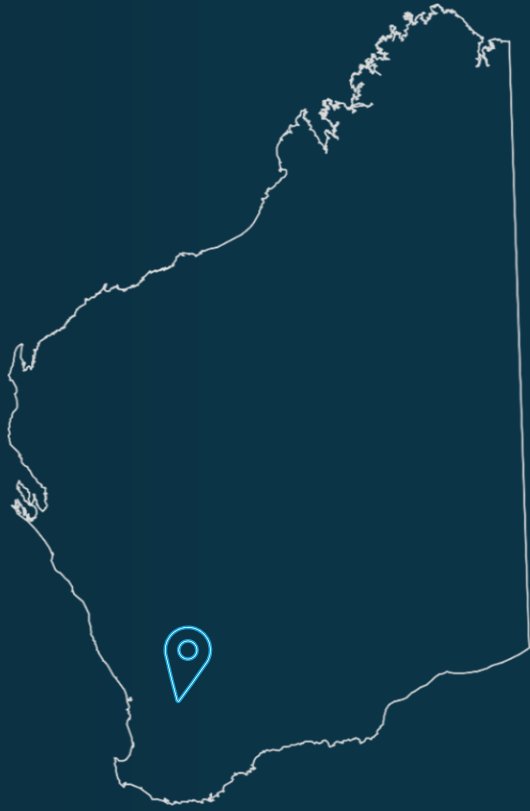
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Contact us.

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2/35 Biscayne Way, Jandakot, 6164

