



AUSTRALIAN
TRAINING INSTITUTE

Providing you with skills for life...



PARTICIPANT HANDBOOK



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Introduction

Welcome to the Australian Training Institute (ATi)!

ATi is a Registered Training Organisation providing nationally accredited First Aid training. Our RTO number is 91510 and registration details can be found at <http://training.gov.au/Organisation/Details/91510>.

This Handbook is designed to assist all participants who are about to complete a course with ATi. The purpose of the Handbook is to clearly outline your rights and responsibilities as a participant and how ATi can assist you along the way.

Please ensure that you have read and understood this Handbook prior to signing your enrolment form. If you need further clarification, please ask one of the ATi staff. Signing and submitting your enrolment form, acknowledges that you have read and agree with the contents of the Participant Handbook and will adhere to the content outlined in the Handbook.

Access & Equity

ATi is committed to ensuring that we are offering training opportunities to all learners on an equal and fair basis.

- ATi offers training to all learners including the following:
 - Women who are under-represented
 - People with disabilities
 - People with non-English speaking backgrounds
 - Indigenous Australians
 - Rural and remote learners
- All learners have equal access to ATi's training programs irrespective of their;
 - Gender
 - Culture
 - Linguistic background
 - Race
 - Socio-economic background
 - Disability
 - Age
 - Marital Status
 - Pregnancy
 - Sexual orientation
 - Carer responsibility
- All learners who meet ATi's entry requirements will be accepted into any of our training programs.
- Learners can gain access to their student file at any time by sending a written request to info@atifirstaid.com and by presenting photo identification.



AQF Qualifications & Statements of Attainment

Upon completion of a course where learners have been assessed as being competent in a unit of competency, ATi will issue a Statement of Attainment in accordance with the AQF requirements and report on competency completion to ASQA regularly. ATi also recognises AQF and VET qualifications and statements of attainment issued by another RTO.

Course Bookings

All information regarding course types, times, venues, costs and prerequisites are available on the ATi website <https://australiantraininginstitute.edu.au>, or can be obtained verbally over the phone by calling the office on 1300 716 410, or via email to info@atfirstaid.com.

Course bookings are required in order for learners to participate in course sessions. Bookings can be made online.

Client Complaints & Appeals

ATi addresses any learner complaints in an effective and timely manner, targeting an on the spot resolution or within a 2 week timeframe where an on the spot resolution is not possible. Where the learner is dissatisfied with the complaint outcome, there is the option to appeal. Complaint forms can be obtained from the ATi website <https://australiantraininginstitute.edu.au/resources/documents-forms/> and then submitted via email to admin@atfirstaid.com.

Fees & Refunds – Public Scheduled Courses (Individual)

All prepaid course fees paid are kept in a Holding Account until participants have completed their course(s). All course fees include a 30% non-refundable administration fee.

Course Date Change

- Date changes made with 7 days' notice or more are FREE. A limit of 2 changes are permitted after the original booking made. No further changes are permitted after this time and all fees are forfeited if a student fails to attend on time or not at all.
- NO date changes are permitted within 7 days of their course. Fees are forfeited if a student fails to attend on time or not at all.

Cancellation

- If a Student cancels their course with 7 days' notice or more, they are entitled to a 70% refund of course fees paid.
- If a Student cancels their course with LESS than 7days' notice, they are NOT entitled to any refund and will forfeit all course fees paid.



Late/No Shows

- If a participant arrives later than 10 minutes after the scheduled class start time or does not attend (NO SHOW), all fees paid are forfeited by the participant.
- If a participant is unable to attend due to illness or any other reason that can be proved by providing a medical certificate or other legal documentation, they are to notify ATi by phone on 1300 716 410 or email info@atifirstaid.com within 24 hours of their scheduled course start time. They are then entitled to re-book their course for another day within 2 weeks of their original booking date that will incur a \$30 fee. If the participant wishes to cancel, they forfeit all fees paid.

Fees & Refunds – Corporate Onsite Training

All prepaid course fees paid are kept in a Holding Account until onsite training has been completed. All onsite training fees include a non-refundable deposit (amount dependent on training package) which is required to confirm the onsite training date.

Onsite Training Date Change/s

- Date changes made with more than one week's notice can be made with no additional charges (limited to two changes)
- Date changes made with less than one week's notice incur a fee of \$300.00.
- If a cancellation is made after a date change, no entitlement to refund regardless of notice period.

Onsite Training Cancellation

- Cancellations made with a more than one week's notice will forfeit the original deposit paid.
- Cancellations made with less than one week's notice are not entitled to a refund.

Flexible Delivery

ATi recognises that not all participants learn in the same manner and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results. Reasonable adjustment is the process of adjusting our intended methods of learning and assessment to accommodate the unique requirements of our clients, yet remaining within the constraints of the training package.

Harassment & Discrimination

ATi is required under Australian Law to ensure that we provide a workplace and training environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and students feel valued, respected and are treated fairly.



Language, Learning & Numeracy (LLN)

ATi course material contains written documentation and limited numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards. ATi will endeavour to help participants where we can to accommodate anyone with language, literacy or numeracy difficulties. In the event that a participant's needs exceed our skill, ATi will refer the participant to an external support provider.

Legislative Requirements

ATi will comply with all relevant Commonwealth and State legislation and regulatory, and ensure that its staff and clients are informed and aware of their obligations that effect their duties or participation in the VET sector.

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Skilling Australia's Workforce Act 2005 (amended 11/3/2010)
- The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Privacy Act And National Privacy Principles (2001)

State Legislation

- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Work Health & Safety Act (NSW) 2011
- Work Health & Safety Regulation (NSW) 2011
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.



Participant Responsibilities & Behaviour

ATi endeavours to provide training and assessment services in the spirit of co-operation and mutual respect. To assist in this endeavour, it is the participant's responsibility to:

- To do their own research prior to booking a course and book the correct course (including course code) that meets their personal needs.
- Arrive on time and call ATi if they cannot find their designated training venue.
- Treat all ATi staff and participants with respect and fairness.
- To advise ATi if they are withdrawing from a course(s).
- To advise ATi if any of their personal details have changed.
- To manage their own learning and assessment requirements to complete the course(s).
- To follow all health and safety instructions from ATi.
- Where required, to ensure all course prework has been completed prior to attending the practical course.
- To have legal photo identification with their current legal name at the time of the course for identification and certification purposes.
- To wear appropriate clothing for First Aid and CPR courses as advised in their confirmation emails.
- To advise of any medical conditions that may affect the participant's performance or the wellbeing of others.

ATi will not tolerate misconduct under any circumstances and participants will be asked to leave with no refund or recognition of competencies achieved for the following reasons:

- Being under the influence of alcohol or drugs.
- Criminal or anti-social behaviour.
- Discrimination, harassment, disorderly, disruptive or abusive behaviour including bullying.
- Plagiarism, cheating or lying when completing assessments.
- Failure to follow reasonable instructions and supervision.
- Theft or damage of ATi property or other participant's property.
- Reckless behaviour that places the participant or others at risk of harm.
- Verbal or physical assault to ATi staff and participants including threatening behaviour.
- Slander or conduct that brings ATi and participants into disrepute.

Participant Support, Welfare & Guidance

ATi will assist all participants in their efforts to complete our training courses. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or any other member of ATi's staff.



Privacy

ATi takes the privacy of our students very seriously and we will comply with all legislative requirements that include the Privacy Act 1988 and the National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

1. **Collection** - ATi will collect only the information necessary for statistical and reporting purposes by ATi, ASQA and NCVER.
2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. **Data quality** – ATi will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. **Data Security** – ATi will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. **Openness** – ATi will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information. Please refer to the *Customer Relationship Management Systems Policy* on page 9 for further information.
6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. ATi will correct and update information errors described by the individual.
7. **Unique Identifiers** – ATi does not require students to provide their tax file number or Medicare number. ATi will only require students to provide or verify their USI once implemented.
8. **Anonymity** - Wherever possible, ATi will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. **Trans-border Data Flows** - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. **Sensitive Information** – ATi will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Recognised Prior Learning

ATi recognises that students will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.



Work, Health & Safety

ATi is committed to ensuring the health and safety of workers, students and others who are involved in or may be affected activities conducted by ATi by providing:

- A safe and healthy work and training environment;
- Appropriate instruction, supervision and practical guidance in work health and safety best practices; and
- Opportunities for consultation on health and safety matters at work.

Stakeholder Feedback

ATi seeks stakeholder feedback from every participant in every course completed in the form of Learner and Employer Questionnaires that form part of ATi's Continuous Improvement plan.

Stakeholder feedback is also obtained from other means of communication such as:

- Verbal conversations
- Emails
- Social media forums

Unique Student Identifier (USI)

Each student will need a Unique Student Identifier (USI) to obtain their Certificate of Attainment upon completion of their nationally recognised training. The USI is available online at <http://usi.gov.au/> and at no cost to the student. It is the students' responsibility to obtain their own USI prior to commencement of any nationally recognised training. **As per the *Student Identifiers Act 2014*, "a registered training organisation must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a student identifier."**

Contact Details

For further information please contact ATi on 1300 716 410 or via email info@atifirstaid.com .