

# STUDENT HANDBOOK

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## Welcome to Access Training & Education

Welcome to Access Training & Education and thank you for choosing to study with us.

As of October 1, 2020, Deaf Services and the Deaf Society have become one organisation and now offer nationally recognised qualifications in the Australian Capital Territory (ACT), New South Wales (NSW), Queensland (QLD) and South Australia (SA) through the one Registered Training Organisation (RTO #41192).

We look forward to working with you to achieve your goals and support your learning in an enjoyable, friendly and safe environment.

### Access Training & Education

## The National Regulatory Framework

The Australian Skills Quality Authority (ASQA) is the national Vocational Education and Training (VET) regulator, established under the National Vocational Education and Training Regulator Act 2011 (NVETR Act). ASQA is responsible for the registration of RTOs under the NVETR Act and monitoring their compliance with national VET standards.

The Standards for Registered Training Organisations (RTOs) 2015 strengthen the requirements for RTOs and ensure nationally consistent, high quality training and assessment across Australia's VET sector.

Most VET courses consist of units of competency developed through a process of national consultation with industry and set out in training packages. The Standards for Training Packages 2012 ensure training packages are of high quality and meet the workforce development needs of industry, enterprises and individuals.

VET qualifications are developed in accordance with the Australian Qualifications Framework (AQF). The AQF is the framework for regulated qualifications in the Australian education and training system and includes schools, VET and higher education sectors.

## 1. Contact information

Please see the below contact information depending on your area of enquiry.

	Students in ACT, NSW and SA	Students in QLD
Pre-enrolment information		
	02 833 3600 or 1800 893 855 <a href="mailto:studentsupport@deafsociety.com">studentsupport@deafsociety.com</a>	07 3892 8539 <a href="mailto:study@acesstraining.edu.au">study@acesstraining.edu.au</a>
Enrolment		
	02 833 3600 or 1800 893 855 <a href="mailto:studentsupport@deafsociety.com">studentsupport@deafsociety.com</a>	07 3892 8539 <a href="mailto:enrolments@acesstraining.edu.au">enrolments@acesstraining.edu.au</a>



Students in ACT, NSW and SA

Students in QLD

Support during the course

02 833 3600 or 1800 893 855

[studentsupport@deafsociety.com](mailto:studentsupport@deafsociety.com)

07 3892 8539

[study@accesstraining.edu.au](mailto:study@accesstraining.edu.au)

**Note:** You are welcome to discuss support services available to you with your trainer/assessor by using the contact details provided in the Course Guide relevant to your course of choice.

Training and assessment

You are required to contact your trainer/assessor using the contact details provided in the Course Guide relevant to your course of choice.

Certification issuance

02 833 3600 or 1800 893 855

[studentsupport@deafsociety.com](mailto:studentsupport@deafsociety.com)

07 3892 8539

[study@accesstraining.edu.au](mailto:study@accesstraining.edu.au)

The Course Guide relevant to each course is available on ATE's website and in the Learning Management System (Moodle).

## 2. Work Health and Safety

It is your responsibility, as well as the one ATE staff, to ensure that your own work/study environment is conducive to good occupational health and safety practice.

It is everyone's responsibility to:

- Comply with all workplace health and safety instructions,
- Take action to avoid, eliminate or minimise hazards,
- Make proper use of all safety devices and personal protective equipment,,
- Not place at risk the health and safety of others,
- Seek information or advice where necessary before carrying out new or unfamiliar work,
- Be familiar with emergency and evacuation procedures and the location and use of emergency equipment.

In the event of an evacuation, visual (if installed) and audio alerts will be activated and students and staff are to follow the evacuation procedures outlined for the building in which their training is being conducted.

In an event of breakage, damage or injury, you may be required to complete an Incident Report.

## 3. Student Code of Conduct

You have an obligation to abide by the following Code of Conduct.

In an event of a breach of this Code of Conduct, you may be subject to disciplinary actions, including a warning, suspension of participation in the course, or cancellation of enrolment.



The disciplinary action will be determined at the discretion of ATE in proportion to the seriousness of the breach and will be communicated to you in writing.

The disciplinary action will be fair, reasonable and clearly communicated and you will have the opportunity to lodge a complaint against the action where you disagree.

Relevant policies and/or procedures:

- [Feedback and Complaints Management Procedure](#),
- Appeals Policy.

### 3.1. Behaviour

You are required to:

- Be honest – this means students are not to cheat, plagiarise, breach copyright, or supply false information.
- Respect others, including trainers/assessors, interpreters, staff, other students and visitors – this means students are not to assault, intimidate or discriminate against anyone. ATE won't tolerate bullying or harassment.
- Act appropriately – this includes not exhibiting any form of behaviour that is adversely affected by the influence of drugs or alcohol, not carrying or using a weapon on ATE's premises, not wilfully damaging or removing any property or resources belonging to ATE and their premises (owned or hired), etc.
- Keep ATE's premises (owned or hired) clean, safe, smoke-free, drug-free and alcohol-free – this includes all rooms, offices, classrooms, venues used for events, etc.
- Commit to their course – this means students should attend their scheduled class to the best of their abilities, use class time well, complete assessment tasks and be organised.
- Not disrupt programs, events or courses – this include attending classes that are not scheduled as part of the students' course without prior authorisation from ATE, using profanities and vulgar language, etc.
- Not record or photograph any lessons, activities, events, students or staff either in class or social setting, unless you have obtained prior written authorisation from ATE. This is with the exception of video recordings required for in-class assessments.
- Not represent the views of the ATE to other people, organisations or the media without prior approval from the Chief Executive Officer.
- Not solicit for money on ATE's premises or at events held by ATE without prior approval from the Chief Executive Officer.
- Abide by the law and ATE's policies and procedures.
- Comply with all reasonable directions from ATE staff – this includes instructions relating to the safety of any person or persons on ATE's premises (owned or hired).

### 3.2. Social media

You are required to:

- Not comment or post anything which may be seen to be bullying, harassing, abusive, aggressive, offensive, intimidating, defamatory, obscene or threatening to staff or students.
- Not post recordings or photographs of any lessons, activities, events, students or staff either in class or social setting.



### 3.3. Dress code

Students are required to:

- Wear neat casual attire when attending classes – plain coloured tops that contrast your skin colour when filming and/or participating in assessments,
- Wear suitable footwear when attending face-to-face classes.

## 4. Pre-enrolment information

### 4.1. Provision of information

#### ATE's rights and obligations

ATE must provide clear, factual, accurate and readily accessible information to enable students to make informed choices about the course that will best meet their needs.

ATE honours all commitments made in their marketing material and also abides by the relevant consumer protection law for each state and territory.

ATE does not guarantee that students will successfully complete the course or that they will obtain a particular employment outcome that is outside of ATE's control.

#### Students' rights and obligations

At time of enrolment, you are asked to sign a declaration where you confirm that:

- The advice you received enabled you to enrol in a course that is appropriate to your needs, existing skills and competencies.

Relevant policies and/or procedures:

- Marketing Policy,
- [Enrolment Policy](#).

## 5. Enrolment

### 5.1. Provision of information

#### ATE's rights and obligations

ATE must provide clear, factual, accurate and readily accessible information to enable students to make informed choices about the course before you enrol.

ATE makes the following information publicly available on the website for students to view prior to enrolling:

- Course information, including:
  - training product,
  - entry requirements,
  - training and assessment (venue and location, duration, delivery mode and assessment methods)
  - educational and support services available,



- Fees and funding information (applicable fees, payment and funding terms and conditions),
- Complaints and appeals processes.

ATE advises students of any changes to agreed services related to the course as soon as practicable.

### Students' rights and obligations

In order to enrol in a course with ATE, you are required to complete an Enrolment Form, and submit it to ATE, along with your acceptable eligibility evidence to support any funding application. You must ensure that the information you provide is true and correct.

Your enrolment in a course is considered by ATE as a commitment and you are expected to be dedicated and serious about your learning.

At time of enrolment, you are asked to sign a declaration where you confirm that:

- You have been provided access to this Student Handbook and understand your rights and responsibilities as outlined in the handbook,
- You have been provided with the Course Guide relevant to your course of choice and understand the associated conditions as outlined in the guide,
- You have been provided access to the complaints policy (known as the Feedback and Complaints Management Procedure) and Appeals Policy,
- You may no longer be eligible for a Government subsidised training place under the same program in the future (if applicable).

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Support Services Policy](#),
- [Fees and Refunds Policy](#),
- [Feedback and Complaints Management Procedure](#),
- Appeals Policy.

### 5.2. Collection of information

#### ATE's rights and obligations

ATE is required to collect students' personal information and disclose that personal information to the National Centre for Vocational Education Research (NCVER).

ATE uses the information collected from students for the purposes of:

- Identifying students,
- Delivering training and assessment services to students,
- Invoicing students and processing payments,
- Issuing certification documentation to students,
- Communicating information and providing services to students,
- Collecting students' statistics,
- Reporting (internally and externally to NCVER and Government Funding bodies).



ATE is committed to maintaining and safeguarding the confidentiality and privacy of all students' information and does not rent, sell, lend or give away their student list. All student information is recorded in ATE's Student Management System (aXcelerate) for a period of 30 years, in compliance with the Standards for RTOs 2015.

ATE must also collect each student's Unique Student Identifier (USI) as a mandatory component of enrolment and issuance of the certification documentation.

At the time of enrolment, ATE requires students to read and understand the privacy notice in relation to the collection and disclosure of their personal information and provide their USI.

ATE is unable to approve enrolments without the following:

- A signed declaration from students that they have read and understood the Privacy Notice,
- A valid USI.

### Students' rights and obligations

At time of enrolment, you are asked to sign a declaration where you confirm that:

- you have read and understood the Privacy Notice provided in the Enrolment Form, and agree to the associated conditions as outlined in the notice.

You may request to access your personal records.

You are asked to notify ATE of any changes to your personal details, including the following:

- Your name,
- Your address,
- Your phone number,
- Your email address.

Relevant policies and/or procedures:

- [Privacy Policy](#),
- [Enrolment Policy](#).

### 5.3. Credit Transfer and Recognition of Prior Learning

#### ATE's rights and obligations

ATE must take into account students' existing skills and competencies, but also provide credit for units of competency already completed.

ATE provides all students with the opportunity to apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL) prior to, or at the time of, enrolment.

The [Credit Transfer and Recognition of Prior Learning Application Form](#) is available on the website for all students who wish to go through the recognition process.

ATE reviews CT and RPL applications within ten (10) business days of receipt.

ATE communicates the outcome of each CT or RPL application in writing to the student.





## Students' rights and obligations

At time of enrolment, you are asked to sign a declaration where you confirm that:

- You have been offered the opportunity to apply for Credit Transfer and Recognition of prior Learning and agree to the associated conditions as outlined in the Credit Transfer and Recognition of Prior Learning Policy.

Where you wish to apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL), you are required to complete the Credit Transfer and Recognition of Prior Learning Application Form as requested by ATE.

You must submit your application and your relevant evidence as per the conditions outlined in ATE's policy.

Where you apply for CT for one or more units of competency that you have already successfully completed with ATE, ATE may be able to access your transcript and use it to process the relevant CT(s), if equivalent.

You will not be required to repeat any units of competency in which you have already been assessed as 'Competent'.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Credit Transfer and Recognition of Prior Learning Policy](#).

### 5.4. Approval of enrolment

## ATE's rights and obligations

ATE emails a confirmation of tentative enrolment to all students who submit an Enrolment Form.

ATE does not discriminate when approving enrolments.

ATE reserves the right to decline a student's enrolment into a course in the following scenarios:

- The enrolment application is incomplete,
- The student does not meet the entry requirement(s) of the course as outlined by ATE,
- The class is full,
- The enrolment form was submitted after the course commencement,
- The student is subject to a current disciplinary action.

ATE prioritises complete enrolment applications in the approval process.

The outcome of each enrolment application will be communicated to the student in writing.



## Students' rights and obligations

For your application to be complete, you are required to demonstrate to ATE that you have:

- Completed the Enrolment Form in its entirety,
- Submitted the acceptable eligibility evidence to support your funding application (if applicable),
- Met the entry requirements of the course.

In order to have your enrolment approved by ATE and secure your place in the course, you are encouraged to submit your complete enrolment application to ATE as soon as possible from enrolments opening.

Regardless of when you submit your Enrolment Form, you will see your enrolment declined where your enrolment application is incomplete and the class is full.

Relevant policies and/or procedures:

- [Enrolment Policy](#).

### 5.5. Fees and refunds

## ATE's rights and obligations

ATE charges fees and provides refunds to students as outlined in ATE's policy.

ATE reserves the right to withhold a student's certification documentation where the student has not paid their fees in full at the end of the course.

ATE reserves the right to cancel a course prior to its commencement due to low enrolment numbers and ensures they inform the impacted students as soon as practicable.

ATE automatically cancels a student's enrolment in a course where the student has not paid their outstanding fees within three (3) months of invoice.

ATE provides a full refund to students in the following situations:

- The student wants to withdraw from the course prior to its commencement,
- ATE cancels a course prior to its commencement.

## Students' rights and obligations

At the time of enrolment, you are asked to sign a declaration where you confirm that you:

- Have been provided information about the fees that apply to you,
- Have been provided access to the Fees and Refunds Policy, and
- Agree to the associated conditions as outlined in the policy.

You are required to pay the course fees as per the terms and conditions outlined in ATE's policy.

Where you wish to withdraw from the course prior to its commencement, you are required to notify ATE of your decision in writing or in Auslan.



You may be eligible for a refund under specific circumstances as outlined in ATE's policy.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Fees and Refunds Policy](#).

## 6. Support during the course

### 6.1. Identification of support needs

#### ATE's rights and obligations

ATE is required to determine the support needs of individual students.

ATE provides all students with the opportunity to disclose any disability, specific learning needs or barriers at the time of enrolment.

ATE requires certain students to complete a Language, Literacy and Numeracy (LLN) Test upon enrolment to determine whether students have the necessary core skills to meet the requirements of the course.

ATE's may identify support needs throughout the course that were not disclosed at the time of enrolment.

#### Students' rights and obligations

At the time of enrolment, you may disclose any of the following to ATE:

- Disability,
- Learning needs or concerns requiring additional support,
- Barriers impacting on your ability to participate in the course.

Disclosing this information is not mandatory, however, if ATE knows your needs ahead of time, they will be better able to support you.

Where required, you must complete and submit the Language, Literacy and Numeracy (LLN) Test as per the conditions outlined in ATE's policy.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Support Services Policy](#).

### 6.2. Provision of support services

#### ATE's rights and obligations

ATE is required to ensure that students receive training, assessment and support services that meet their individual needs.



ATE monitors students' attendance and progression and contacts students who are behind in their assessment submission and/or who are missing class.

ATE also offers the following support services:

- reasonable adjustments to students who are unfairly disadvantaged,
- Optional Auslan Practice Sessions to all students.

ATE records the requirements identified in the initial skills assessment into a Training Plan developed for each student in ACT, NSW and SA, as per the funding requirements for these states.

ATE automatically cancels a student enrolment in the following situations:

- the student hasn't attended the course on five (5) consecutive occasions and hasn't notified ATE,
- the student hasn't re-attempted an assessment task deemed unsatisfactory within three (3) months of its last submission.

ATE advises students of any changes to agreed support services as soon as practicable.

### Students' rights and obligations

Where you think you may be unfairly disadvantaged by an assessment, you are required to discuss the reasonable adjustments that can be made with your trainer/assessor. You may be required to provide documentation from a medical or other health professional.

You are encouraged to participate in additional opportunities provided by ATE.

Where applicable, you are required to sign the Training Plan provided to you by ATE as per the conditions outlined in ATE's policy.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Support Services Policy](#),
- Training and Assessment Policy.

### 6.3. Complaints and appeals

#### ATE's rights and obligations

ATE is required to have a publicly available policy for dealing with the following:

- complaints about the organisation, third parties, staff or other students,
- appeals of a decision made (e.g. complaint or assessment outcome).

ATE provides all students with the opportunity to provide feedback and/or lodge a complaint or appeal at any stage of their journey.

ATE takes complaints and appeals very seriously and applies the principles of natural justice and procedural fairness to all complaints and appeals lodged by students.



ATE deals with complaints and appeals promptly and ensures the decision-maker is independent of the complaint and/or the decision being reviewed.

ATE acknowledges all complaints and appeals in writing and advises the student of the progression of their complaint or appeal.

ATE regularly reviews the root cause of complaints and appeals to improve their processes and practices.

### Students' rights and obligations

You may lodge a complaint against the conduct of the following:

- ATE, their trainers/assessors or other staff,
- A third party providing services on behalf of ATE,
- Another student of ATE.

You are required to follow the processes outlined in ATE's policies when lodging a complaint and/or appeal before making a complaint about ATE to ASQA.

Where you disagree with the outcome of a complaint or appeal, you may request an independent third party to review the complaint or appeal.

Relevant policies and/or procedures:

- [Feedback and Complaints Management Procedure](#),
- Appeals Policy.

## 7. Training and assessment

### 7.1. Provision of information

#### ATE's rights and obligations

ATE provides all prospective students with access to a Course Guide relevant to each course on offer prior to them enrolling.

At the commencement of the course, ATE delivers an orientation session to students (face-to-face or online) where the trainer/assessor provides information about the course.

ATE advises students of any changes to agreed services related to the training and assessment as soon as practicable.

#### Students' rights and obligations

You are encouraged to read the Course Guide relevant to your course of choice prior to enrolling in order to understand the expectations of the course.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- Training and Assessment Policy.



## 7.2. Provision of training

### ATE's rights and obligations

ATE is required to provide quality training and is responsible for monitoring and evaluating their training and assessment strategies and practices to ensure they meet the requirements of the training package.

ATE is required to provide students equitable access to learning and assessment resources, educational and support services, trainers/assessors and facilities.

ATE's trainers/assessors must have:

- Vocational competencies at least to the level being delivered and assessed,
- Current industry skills directly relevant to the training assessment being provided,
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

ATE relies on a number of training methods (either supervised or unsupervised) allowing for students' input, reflection and application of skills in order to develop competence. These training methods include the following:

- Online preparation,
- Live class (face-to-face or online),
- Community contact activities,
- Self-Reflection Journal,
- Home study.

ATE ensures that training is provided to all enrolled students in a safe and supportive learning environment and that all their trainers/assessor who are providing training to students have:

- TAE40116 – Certificate IV in Training and Assessment or equivalent,
- Sound and recent industry experience in the vocational area of training and continue to undertake professional development,
- Knowledge of the principles and practices of competency-based training and the national regulatory framework,
- Current accreditation authorising them to work with children and young people.

ATE's trainers/assessors closely monitor students' attendance and ATE automatically cancels a student's enrolment in a course where the student has not attended the course on five (5) consecutive occasions and has not notified ATE.

ATE cancels a student's enrolment in a course where the student has breached copyright laws by copying or sharing their Moodle access details or any of ATE's print or video-based materials without having obtained ATE's permission prior.

ATE disables a student's access to the Learning Management System (Moodle) upon deferral, withdrawal, cancellation or completion of an enrolled course unless extenuating circumstances exist.



## Students' rights and obligations

If applicable to your course, you are asked to respect the 'voice-off' environment of the Auslan classroom when communicating with your trainer/assessor or classmates.

You are required to regularly and punctually attend the live classes as outlined by ATE in the Course Guide relevant to your course of choice and are expected to actively participate in class activities to fulfil the course requirements.

In an event where you miss a class, it is your responsibility to ensure you are catching up on what you have missed.

You are encouraged to engage in community contact activities to practise your skills with a wide range of people and to record these activities in your Self-Reflection Journal.

You may wish to engage in the additional opportunities provided by ATE to support your acquisition of skills.

You are also expected to set some time aside each week to complete some individual study at home.

You must not copy or share your Moodle access details or any of ATE's print or video-based materials without having obtained ATE's permission prior.

Where you wish to withdraw from the course after its commencement, you are required to notify ATE of your decision in writing or in Auslan.

In an event where your enrolment in the course is cancelled by ATE, you are asked to immediately stop attending your classes. If you have successfully completed one or more units of competency, you will be awarded a Statement of Attainment.

If you wish to access the course content after deferral, withdrawal, cancellation or completion of your course, it is your responsibility to download it whilst you are enrolled and your access to the Learning Management System (Moodle) is still enabled. You are not permitted to download videos belonging to ATE.

Relevant policies and/or procedures:

- Training and Assessment Policy.

### [7.3. Delivery of assessment](#)

## ATE's rights and obligations

ATE is required to use assessment methods that ensure only properly skilled students are determined as competent.



ATE is required to ensure that their assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence, as follows:

- Principles of Assessment:
  - Fairness: ATE must inform students about the assessment process, consider their needs and provide them with the opportunity to challenge the assessment outcome and be reassessed if necessary.
  - Flexibility: ATE must ensure that their assessments reflect students' needs, assess their existing competencies and draw from a range of assessment methods.
  - Validity: ATE must ensure their assessment decision for each student is based on the evidence of their individual performance.
  - Reliability: ATE must consistently interpret the assessment evidence presented so assessment outcomes are comparable irrespective of the assessor conducting the assessment.
- Rules of Evidence:
  - Validity: ATE must be assured that students have the skills, knowledge and attributes as described in each unit of competency and associated assessment requirements.
  - Sufficiency: ATE must be assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
  - Authenticity: ATE must be assured that the evidence presented for assessment is the student's own work.
  - Currency: ATE must be assured that the assessment evidence is from the present or very recent past in order to demonstrate current competency.

ATE must conduct ongoing systematic validation of their assessment practices and judgements for each training product on their scope of registration.

Where ATE engages a person to conduct assessments only, they must ensure that the assessor has the necessary credentials to do so.

ATE uses a variety of assessment methods to determine competency, including:

- Direct observations,
- Written assessments,
- Quizzes/knowledge questions.

ATE designs assessment tasks around the learning outcome outlined in the relevant training package and ensures that the assessment material used provides students with fair and clear assessment instructions.

When assessing competency, ATE's assessors ensure that each student:

- Has absorbed the knowledge,
- Has developed the skills,
- Can combine the knowledge and skills to demonstrate the ability to integrate performance with understanding to show that they are able to adapt to different contexts and environments.





ATE's assessors are required to assess the performance of each individual student against the benchmarks provided by ATE for each assessment task. Where assessment tasks are to be completed in groups, ATE's assessors ensure that they assess each student on each component of the task.

ATE's assessors must provide individualised feedback to students and they aim to provide this feedback within two (2) to four (4) weeks of students submitting their assessments.

ATE's assessors closely monitor assessment resubmissions for tasks deemed 'Not Yet Satisfactory' and ATE automatically cancels a student's enrolment in a course where the student has not re-attempted a task deemed unsatisfactory within three (3) months of its last submission.

ATE grants assessment extensions to students who follow the extension process as outlined in the Course Guide relevant to your course of choice.

ATE's assessors closely monitor the assessments being submitted to ensure that they are each student's own work. Where a student is found to have committed plagiarism, ATE applies disciplinary actions.

ATE has a plan in place to ensure each training product on their scope of registration undergoes validation at least once every five (5) years with at least 50% being validated in the first three (3) years of each cycle.

### **Students' rights and obligations**

You are required to know when your assessment tasks are due and submit each assessment task as per the conditions outlined by ATE in the Course Guide relevant to your course of choice.

For each assessment task submitted, you will receive one of the following outcomes:

- Satisfactory,
- Not Yet Satisfactory, or
- Not Attempted.

You must receive a 'Satisfactory' outcome for each assessment task associated with a unit of competency to be deemed 'Competent' in that unit.

You are required to complete the assessment tasks and activities as determined by ATE, which may include the following:

- Participating in mock scenarios/role plays,
- Researching and documenting information,
- Completing short answer/multiple choice written assignments,
- Conducting formal and informal class presentations,
- Filming video journals,
- Participating in reflective activities,
- Giving and receiving feedback.

You are allowed two (2) attempts for each assessment task. If you miss an assessment or submit it late without a medical certificate or prior approval, it will be marked as "NA – Not Attempted" and that will be considered an attempt.



Applications for a third attempt will usually only be approved in exceptional circumstances, such as accident or illness and only head office (student support) can approve an application for a third attempt.

You are required to complete and submit assessment tasks as per the conditions outlined by ATE in the Course Guide relevant to your course of choice.

If you need an assessment extension, you are required to submit your request as per the conditions outlined by ATE in the Course Guide relevant to your course of choice.

Whilst you are advised to keep a copy of all assessment tasks submitted, you may request information about your progression towards completion and ATE will respond to your enquiry as soon as practicable.

Where you disagree with your assessment outcome, you may lodge an appeal of an assessment outcome and/or request an independent third party to review the outcome by following the process outlined in ATE's policy.

You must not engage in activities of collusion, plagiarism or cheating and all assessments you submit must be your own work. Where you choose to use another person's idea(s), you are asked to reference whose idea(s) it was. Tips on how to reference can be found [here](#). If you have any questions about how to reference your work, please contact ATE.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Support Services Policy](#),
- Training and Assessment Policy,
- Appeals Policy.

## 7.4. Recognition of Prior Learning (RPL)

### **ATE's rights and obligations**

ATE is required to make RPL available to all students prior to their enrolment.

ATE provides students with the relevant RPL Kit and assesses it as the conditions outlined in ATE's policy and in accordance with the Principles of Assessment and Rules of Evidence.

ATE communicates the outcome of the RPL to the student and may require additional evidence.

### **Students' rights and obligations**

Prior to applying for RPL, you are encouraged to assess your existing knowledge and skills against the relevant training package.

You must submit your RPL application and your relevant evidence as per the conditions outlined in ATE's policy.



You are required to complete the RPL Kit in its entirety in your own time and supply any relevant evidence for the RPL to be assessed.

Where applicable, you are required to supply additional evidence within 30 days being notified of your RPL outcome.

Where you disagree with your assessment outcome, you may lodge an appeal of an assessment outcome and/or request an independent third party to review the outcome by following the process outlined in ATE's policy.

Relevant policies and/or procedures:

- [Enrolment Policy](#),
- [Credit Transfer and Recognition of Prior Learning Policy](#),
- Appeals Policy.

### 7.5. Exit points

#### **ATE's rights and obligations**

Where a student notifies ATE of their intent to withdraw from a course after its commencement, ATE assesses the reason for withdrawal and ensures all reasonable efforts have been made to address any concerns related to the delivery of the course.

ATE disables the withdrawn student's access to the Learning Management System (Moodle) upon receipt of the withdrawal notification unless extenuating circumstances exist.

Where applicable, ATE issues and communicates to the withdrawn student a Statement of Attainment for the units completed during the course.

#### **Students' rights and obligations**

Where you wish to withdraw from the course after its commencement, you are required to notify ATE of your decision in writing or in Auslan.

If you wish to access the course content after withdrawing from your course, it is your responsibility to download it whilst you are enrolled and your access to the Learning Management System (Moodle) is still enabled. You are not permitted to download videos belonging to ATE.

In an event where you have successfully completed one or more units of competency, you will be awarded a Statement of Attainment.

Relevant policies and/or procedures:

- Completion Policy.



## 7.6. Course deferral

### ATE's rights and obligations

Where a student wants to defer, ATE assesses the reason for deferral and ensures all reasonable efforts have been made to assist the student to continue the course.

ATE only grants a deferral or deferrals totalling a maximum of 12 months (or 6 months for students in SA) from the date of receipt of the notice from the student where they are satisfied of the student's reason and where the student does not have any outstanding fees.

ATE automatically cancels a student's enrolment in a course where the student has deferred and has not re-engaged in the course after the deferral expiry date.

ATE disables the deferred or cancelled student's access to the Learning Management System (Moodle) upon receipt of the deferral notification or deferral expiry unless extenuating circumstances exist.

Where a student re-engages in the course from a deferral period, ATE reassesses their funding eligibility at the time of return.

### Students' rights and obligations

Where you wish defer your completion of the course to a later date, you are required to notify ATE of your decision in writing or in Auslan.

You are required to monitor ATE's new enrolment openings in order to re-engage in the course within 12 months from the date of your notification to ATE.

If you wish to access the course content after deferring your course, it is your responsibility to download it whilst you are enrolled and your access to the Learning Management System (Moodle) is still enabled. You are not permitted to download videos belonging to ATE.

When you recommence training after a deferral, you are required to complete an Enrolment Form, and submit it to ATE, along with your acceptable eligibility evidence to support any funding application. You must ensure that the information you provide is true and correct.

Relevant policies and/or procedures:

- [Enrolment Policy](#).

## 8. Certification issuance

### 8.1. Issuance and reissuance

### ATE's rights and obligations

ATE is required to issue the appropriate certification documentation to students who have met the requirements of the course or the unit(s) as determined by ATE within:

- 30 days of the student's completion (for students in ACT, QLD and SA), or



- 21 days of the student's completion (for students in NSW).

ATE is also required to keep records of the certification documentation issued to each student for a period of 30 years.

ATE must have a policy in place that enables the replacement of certification documentation.

Depending on the requirements completed by the student, ATE issues either of the following certification documentation directly to the student:

- AQF [Australian Qualification Framework] Qualification – this is issued to students who have completed the requirements of all the units in the course and includes a testamur and a record of results, or
- Statement of Attainment – issued to students who have only completed the requirements of one or more units (but not the full qualification).

ATE is unable to issue a student's certification documentation where the student has not provided ATE with their valid USI.

Where a student has outstanding fees, ATE reserves the right to withhold a student's certification documentation past the issuance period.

ATE also reserves the right to not issue interim certification documentation at any time or certification documentation that is entirely made up of units of competency that have been granted as Credit Transfers.

All students' certification documentation is retained in ATE's Student Management System (aXcelerate) for a period of 30 years.

ATE may charge fees for the reissuance of the certification documentation to a student as outlined in ATE's policy.

## Students' rights and obligations

You are required to successfully complete all assessment tasks for all units of competency in the course to be awarded an AQF [Australian Qualification Framework] Qualification.

In an event where you withdraw from the course and you have successfully completed one or more units of competency, you will be awarded a Statement of Attainment.

Where you have met the requirements of the course as determined by ATE, ATE will issue your certification documentation and use the most current information provided by you to communicate it to you either:

- via mail (for students in QLD), or
- via email (for students in ACT, NSW and SA).

You may access the records of your achievements through the USI system.

Where you wish to have your certification documentation reissued to you, you are required to submit your request to ATE in writing or in Auslan as per the conditions outlined in ATE's policy.



Relevant policies and/or procedures:

- Completion Policy.

## 8.2. Revocation

### **ATE's rights and obligations**

ATE may require a student to return their certification documentation in the following situations:

- An error was identified and the certification documentation was presented erroneously or contained incorrect details,
- An alleged fraud or dishonesty was substantiated and the certification documentation was improperly obtained.

Where certification documentation is being revoked, ATE advises the students whose certificate documentation must be returned in writing.

### **Students' rights and obligations**

Where your certification documentation is being revoked, you are required to return the original certification within the timeframe advised by ATE.

Where copies of the original certification documentation were made, you are asked to cease using them as soon as you receive the revocation advice.

Relevant policies and/or procedures:

- Completion Policy.