



Student Handbook 2008

Student Code of Practice

Educational Standards

Asset Training Australia has adopted the Code of Practice of Qld. State Training Board, which is recognised across Australia. We maintain policies and management practices, which provide for the highest educational and professional standards in Australia for the marketing and delivery of vocational education and training services, which safeguard the interests and welfare of students. Police, Private Agents Registry or Consumer Affairs and Qld. State Training Board, accredit ATA in several states for certain courses offered where appropriate. We maintain at all venues a learning environment, which is conducive to the success of students. We have the capacity to deliver the nominated course(s) and we provide adequate facilities including tea coffee and car parking where possible. We use appropriate methods and materials. There are no hidden costs in the training, and the fees are contained in the introduction letter relating to the course. Students are directed to consult ATA's Student Handbook for further information regarding their training or involvement with Asset Training Australia and the services we provide.

Refund Policy

ATA has a policy of 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course. Between 13 days and 7 days prior to the course there is a 75% refund, and between 6 days and the course commencement there is a 50% refund at the discretion of ATA. If a student withdraws during a course, no refund is available but a pro-rata credit applies to complete the course at a later date. Money paid in advance for a course is kept in a separate account to ensure refund moneys are available and deposit money is accessed when the course is commenced.

Enrolment/Admission

Enrolment is finalised by having your completed application form with payment lodged at either the course or at ATA's office. The only admission criteria is that you be of an age near to licensing age, that the participant does not have any criminal convictions which would stop you obtaining a licence and that you provide Photo Identification on attendance of your course for true identity sighting. Most courses require a deposit for priority in enrolment.

Award

On successful completion of a course, each student is issued with a formal statement of attainment award, which certifies the modules completed, and states the qualification obtained. This award can be used to assist in obtaining employment or in some cases to obtain the relevant government issued licence eg. Security officer, crowd controller or firearms licence.

Marketing

ATA markets all vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or course.

Manuals/Facilities

In most training courses, the tuition fee includes all relevant manuals and training materials. The only materials each participant is required to bring are notebooks and pen. Most courses are taught by lecturers who also use overhead projectors or videos where required. The training venues are good conference facilities or educational classrooms. Firearms courses are taught in classrooms and on appropriate firearms ranges. Defensive Tactics courses are taught in rooms with adequate space to practice techniques.

Course Assessment

Most courses are assessed by a mixture of written tests (the most common being multiple choice or short answer) and participation in various exercises or simulated situations which are encountered in everyday work. Practical skills are tested in all firearms and defensive tactics courses.

Recognition of Prior Learning (RPL)

Students can apply for exemptions from modules in courses where they can demonstrate that they have the skills or knowledge already. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. Recognition of prior learning is a way of recognising these skills and prior learning. Obviously the prior learning must be relevant to a course of study offered by ATA. Apply to your course lecturer or through ATA's office. You will have to provide documentary evidence of your prior learning for each module you claim exemption from, and be assessed by the instructors or a panel established by ATA. This assessment can only commence after the application fee is paid. In the event that you are successful, you will not have to complete the module you have been exempted from. This means that you will not be graded by ATA for that module, but will be recognised as having completed the module. If you are unsuccessful, you have the opportunity to appeal to an appeal panel or to ATA's Director. To apply for recognition of prior learning you pay an application fee of \$45.00 and assessment will cost \$30 per hour of an assessor's time. This fee includes initial support, counseling and assistance in applying. The total cost including issuing certification will be at least 50% of the qualification, course, module or unit fee.

Outcomes

On successful completion of ATA's courses, you will be able to:

- demonstrate the necessary knowledge to satisfy licensing authorities in order to obtain any relevant licence (where applicable); and
- appropriately represent the industry in accordance with any legal requirements; and
- protect the interests of yourself and your employer.

Grievances/Appeals

Any participant with a grievance related to any aspect of the training is entitled and encouraged to notify the course lecturer or ATA who will arrange for another lecturer to contact you to resolve the grievance. If you feel aggrieved by any decision regarding assessment, contact ATA where our staff will organise for an instructor to contact you to resolve any problems. The appeal period is 6 weeks from the completion of your course. If still dissatisfied, you can then contact ATA's Director to have your matter heard. An appeal against any decision is available through ATA's office or ultimately by ATA's Director. ATA will also advise of the appropriate legal body to contact should this procedure not be successful.

Disciplinary Policy

It may become necessary to discipline students whose behaviour is eliminating the promotion of a comfortable and positive learning environment or who may be endangering the safety of their classmates or the safety of Asset Training Australia employees. The following disciplinary continuum should be followed:

Level 1 – Student is issued with a verbal warning

Level 2 – Student is issued with a more severe verbal warning

Level 3 – Student is offered counseling in an attempt to solve the problem

Level 4 – Student is asked to leave the course and is provided with the opportunity to attend another course at a later date

Level 5 – Student is asked to immediately leave the course and is not given the opportunity to attend another course

The Level of disciplinary action should be relevant to the risk factor, eg. a disruptive student in the first instance would be disciplined according to Level 1 but a firearms student who points a firearm at another person would be disciplined against Level 5 immediately. Refunds would not be available to students, in accordance with our Refund Policy, once they have commenced training.

Support Services

For students having difficulties with any part of the course, you are able to ask your instructor for extra assistance at any non-lecturing time. If required you be also entitled to ring ATA's office with any queries relating to the course or any difficulties you may have regarding your participation on any course.

Credit Transfer

Students completing certain modules in many of ATA's courses are eligible for credits in other courses. An example of the use of a credit transfer would be if a student has completed the Legal Studies module in the Security Officer course would be eligible for almost an exemption from having to complete most of the Legal Studies module in the Crowd Controller course. These transfers save study time and costs in other ATA courses, and are a good way to update or use when transferring interstate. Contact the lecturer or ATA office for assistance.

Entry/Exit Points

A student can complete any section(s) of a course or join a course at various entries points. Some students may only need to cover certain modules in any course and are welcome to attend for these sections only.

Guarantee

ATA honours all guarantees outlined in our Code of Practice and brochures. ATA may have its registration withdrawn for non-compliance with this Code of Practice and failure to do so leads to non-compliance with national standards.

Student Indemnity Agreement

IN CONSIDERATION of the Organiser permitting me to participate in the training course I agree with it as follows:

1. I UNDERSTAND that participating in any type of training or course or activity may be DANGEROUS and I voluntarily ACCEPT the risk of damage consequent upon or arising from my entry as a student, and the use of the Organiser's facilities.

2. I WILL NOT SUE the Organiser's for any negligence, tort, breach of contractual or any other legal or equitable rights howsoever caused, and this indemnity will extend to and include any damage arising from my competing in a training and from my use of the Organiser's facilities and I INDEMNIFY the Organiser's in respect of the same.

3. I WILL abide by the Rules and Regulations of the Organiser's as to the training and to the use of the Organiser's facilities and the directions of the Organiser's officials including the right to terminate or cancel my training and the use of the Organiser's facilities at any time and for any reason.

4. THE PERSONAL INFORMATION I have supplied to the Organiser regarding my qualifications, experience and any other matter associated with the training is true and correct and I have READ AND UNDERSTOOD all of the clauses of this agreement before signing the same and before my use of the Organiser's facilities or before any competition.

5. IN THIS AGREEMENT the following words shall respectively mean:

"the Student" - the person named as such on this application form on this paper over the page.
"the Organiser" - ATA (any campus or organisation associated with a ATA school or company), ATA and any teachers, lecturers, instructors, directors, officers, managers, advisors, employees, agents, licensees, sub-contractors, subsidiaries, holding companies, associates and assignees, or any person associated with the company in any way; the Competition venue, company in control of the venue or any company or person authorising the use of the competition venue, its directors, officers, managers, advisors, employees, agents, licensees, sub-contractors, subsidiaries, holding companies, associates and assignees or any person or company associated with the company or person in any way. "the Organiser's facilities" - the land and buildings associated with any training or any part of the training, weigh-in, media conference, accommodation or training venue. "use of the Organiser's facilities" - the use by the student or his attempted use of the Organiser's facilities whether such use or access is in breach of this agreement or the Organiser's Rules and Regulations or authorised or otherwise and whether intended to be so used or not. "damage" - all loss or damage, costs or expenses, whether direct or indirect flowing from any legal liability, claim, demand, right of action, proceedings or judgment of whatever nature and whether arising at law or in equity and whether suffered to the person or property of the Organiser, the Student, or any other person or corporation and whether arising out of or consequent upon the negligence of the Organiser, the Student or otherwise. "Rules and Regulations" – the Rules and Regulations are the Rules and Regulations relating to any Training which are available from the Organiser, and include all amendments or alterations to the Rules and Regulations made from time to time.

Miscellaneous Information

Course Fees

Course fees are detailed in the course brochures and are subject to change without notice. The fee structure is reviewed annually in accordance with ATA Guidelines however it may change depending on inflation, market requirements, legislative changes and changes in course content.

Fees are payable in full at the commencement of the course and students will not be issued materials or permitted to commence unless the fees have been paid in full. The exception to this is where the student has commenced a payment plan agreement with ATA – see below.

Payment Plans

Where a student cannot afford the full payment of the course, ATA may at the discretion of the Managing Director, allow a payment plan to be utilised. Payment Plans will only be permitted where the student provides suitable identification, bank account details for direct debit payments and completes a Payment Plan Agreement Form available from the ATA office.

Additional fees may be incurred for administration, transaction fees, and penalties for non-payment however the payment plan does not attract interest nor is there additional charge for early payment of the total fees.

It is important to note that once a payment plan has commenced and the student has commenced the course, the full course fee and associated fees are owed to Asset Training Australia.

Refer to the Payment Plan Agreement Form and Disclosure Statement for further information.

Discounts

ATA staff can authorise discounts of up to 10% under the following circumstances:

- Group Bookings (3 or more attendants at the same course or 10 or more students attending courses at no more than two separate occasions)
- Students attending a second or subsequent course where the enrolment was completed at the same time as the first course
- Students are attending a course as a referral from one of our Affiliates or Business Partners

All other discounts must be determined on an individual basis and authorised by the Managing Director. In these circumstances, the discount will not necessarily apply to another person in a similar situation.

Attendance and Behaviour

The following general advice is offered:

The training course is for you and its success rests largely with you.

- Participate enthusiastically
- Actively listen to the discussion
- Write down any questions that you might have
- If the questions are not answered by the end of the discussion, ask about them
- Confine discussions to the topic
- Say what you think – others will probably be thinking the same thing

Please comply with the following requirements:

- Be patient with other students
- Appreciate other people's point of view
- Be punctual with each lesson
- Switch off mobile phones and pagers before class

Student Behavioural Expectations

- **Punctuality:** Students and staff are expected to be punctual in arrival at the beginning of training sessions and in their return from breaks. If for some reason a student is going to arrive late for training sessions, it is expected that a phone call to the course co-ordinator, explaining the circumstances surrounding the late arrival.
- **Eating:** Eating, drinking & chewing gum in the training facility is discouraged. Bottled water is acceptable.
- **Mobile phones:** These are to be switched off during training sessions.
- **Security:** It is your responsibility to ensure that all valuable items (handbags, mobile phones, wallets, lap-tops etc) are not left unattended. Neither we nor the venue, whose training facilities are used, will be held responsible for any loss or damage to personal property.
- **Harassment:** Any conduct (verbal, written or physical) that is unwanted, unwelcome & unsolicited and which may be intimidating, offensive or demeaning to any individual or group of people, will not be tolerated from you as a student. Discriminatory remarks toward another based on age, sexuality, gender, cultural background, group or any other such indicator is strictly disallowed.
- **Drugs:** Students who are under the influence of alcohol or illegal drugs will not be allowed access to the training facility.
- **Smoking:** Smoking is not allowed in the training facility or near that entranceway to the facility.
- **Academic misbehaviour:** Any form of collusion with the assessor, fellow students, submission of work done by another, cheating, distracting behaviour during training is disallowed & may result in the student being dismissed from the class

Language, Literacy & Numeracy

An initial language, literacy and numeracy assessment will ensure that the trainee or student will have a reasonable chance of success in their training. It is necessary to identify the level of language, literacy and numeracy skills that trainees in particular possess when the training plan is being developed. This will identify those trainees who may need additional training, and those who may need to be referred to alternative training.

All students and in particular trainees will need to learn some new language, literacy and numeracy skills that are specific to their particular job. Your ATA instructors will provide clear instructions and ample opportunities for practice when reading, writing, oral and numeracy tasks are required as part of a competency.

Some trainees may need additional assistance in language, literacy and numeracy, and some may not have sufficient skill to succeed in Asset Training Australia's training program and may need to be referred to a specialist language, literacy and numeracy course at TAFE or other organisation like an English language Institute for overseas students.

In some cases, your initial assessment may be as simple as completing the Course Application Form, or may consist of a telephone or face-to-face interview combined with a brief introductory discussion, or assessment of skills by your trainer (some formal and some informal). This may be as simple as a "warming up" session in the class where the trainer introduces themselves and so do the students. In most cases, there will be a combination of the above assessment methods.

In cases where potential students show limited capacity in Language, Literacy and Numeracy skills they will be provided with Asset Training Australia's LL&N test. When completed, the test will be assessed by a ATA assessor and the student will be advised of the result.

If the student's LL&N is assessed as; Competent, the student may enrol in his / her selected course(s). If the student is assessed as; Not Yet competent, he / she may be referred to an appropriate LL&N training program at TAFE. The student will be advised that he / she may re-apply for a ATA course when his / her LL&N skills have improved.

Based on Competency students will be provided the ability to enrol in the respective approved course for their literacy level. Where a student is deemed to hold insufficient capacity of Language, Literacy and Numeracy skills they will be referred to an appropriate body to reach that level as deemed competent by Asset Training Australia for their respective course application.

Completion of Assessments

Students should complete all assessment tasks that they are given within the designated time frame. Suitable learning time and resources are made available to students by ATA and further assistance should be available from the instructor on request.

Adequate time is allowed for students to complete assessments however if additional time is required, the student may request an extension to the due date and this will be assessed on an individual case by the instructor. Late submission fees may apply if assessments are not completed by the due date.

Submitting Assessments

Assessments should be submitted in person where possible however in circumstances where this is not feasible, the student should submit the assessments by Registered Post to avoid loss of materials. If documents are lost, the student will be required to complete the assessment again prior to issue of a qualification. ATA is not responsible for documents lost in the post or by the student prior to receipt by an ATA staff member.

Assessments should be neatly written or typed to ensure ease of reading / understanding by the assessor. Unless noted on the assessment document, the assessments are to be originals and email/fax copies will not be accepted.

Flexible Delivery

Wherever possible, ATA will provide flexible delivery of training information and assessment. This may include:

- Full Time, Face-to-Face delivery
- Part Time, Face-to-Face delivery
- Self Paced, Correspondence Delivery
- Self Paced, On the Job delivery
- Self Paced, Internet Based delivery
- Self Paced, Mixed delivery

These will vary depending on the course and assessment requirements and location of facilities in respect to the students' residence.

Feedback

It is essential for maintaining a quality improvement process that students provide Asset Training Australia with feedback about the course materials, assessments, processes, facilities and instructors. This information, in conjunction with other feedback obtained from areas such as industry organisations and associations enables Asset Training Australia to develop its systems and program's to meet the needs of our clients and achieve industry best practice.

Feedback can be received by ATA in a number of ways, including:

- Program evaluations
- Feedback and input surveys
- Written letters of support
- Requests for specific programs
- Evaluations of similar courses conducted in past 18 months
- Student appeals or grievances
- Industry statistics
- Recent reports and journals
- Other evidence as appropriate

All feedback is examined by the management staff and collated with other information for the annual review of resources and processes. Where feedback identifies a need for immediate action, this will be addressed by the management staff directly with the people involved in a fair and rational manner to ensure that the needs of the clients are achieved.

Safety

The safety requirements for all ATA Training Facilities are as follows:

- All training facilities will have Evacuation Plans in place to meet legislative requirements
- First Aid Kits are available at all training locations
- Suitably qualified First Aid staff will be present at all courses and activities
- A risk management plan is available at each location and is available on request
- Staff will conduct an induction / briefing to all students and visitors at the commencement of courses / activities to detail the location of safety equipment, safety procedures and reporting procedures for the site

Access to Records

Students that wish to view their records maintained by ATA are permitted to do so.

Whilst attending a course students may request to view their records pertaining to that course at any time during the course by discussing the matter with their instructor or a member of the administration staff. The requested details will be provided as soon as practicable within 24 hours.

Students wishing to access their records after a course has been completed can do so by submitting a written request to the Administration Officer. Under these circumstances the details will be provided as soon as practicable within 7 days.

It is important to remember that in order to protect your privacy, not all staff may have authority to access your records. In a case where the staff member is unable to personally assist in providing the details that you have requested, they will promptly pass on your request to someone who can assist.