

Student Handbook

Assistive Technology Australia™

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About Us

Assistive Technology Australia

Assistive Technology Australia (a registered trading name of Independent Living Centre NSW) is a leading information, education, and advisory centre for Assistive Technology and the Built Environment. Located in Westpoint Blacktown, NSW Australia it is a not-for-profit, community based organisation and registered as a charity with the Australian Not for Profits and Charities Commission. Our Purpose is to provide impartial advice, information and leadership that builds capacity and optimises the value of assistive technology in leading a life of choice.

AT Australia is a registered training organisation (RTO ID: 90707), providing competency-based training for people with disabilities, care workers, allied health, and built environment professionals.

In our courses students learn how to apply clinical reasoning to equipment selection and in modifying the environment. Hands-on trial and evaluation, where possible, of a comprehensive range of products and their features provides valuable experience for students, new graduates, care workers and experienced health professionals who want to upgrade their skills.

Our instructors are qualified health professionals with experience in delivering competency-based training.

AT-AUST Training Services and Courses

Information about AT-AUST Training programs can be found by:

- calling our office on telephone 02 9912 5800
- email training@at-aust.org
- visiting the AT-AUST website: www.at-aust.org

Our staff will provide personalized advice to help with training needs. All training is interactive and practical where possible, creating an environment where students learn with, and from each other.

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Qualifications

The nationally accredited qualifications and competencies issued by Assistive Technology Australia are:

- **10909NAT:** Certificate IV in Assistive Technology Mentoring
- **NAT10909001:** Provide expert advice and guidance on assistive technology for communication
- **NAT10909002:** Provide expert advice and guidance on walking and mobility aids
- **NAT10909003:** Provide expert advice and guidance on manual wheelchairs
- **NAT10909004:** Provide expert advice and guidance on powered mobility options
- **NAT10909005:** Provide expert advice and guidance on assistive technology for self-care activities
- **NAT10909006:** Provide expert advice and guidance on assistive technology for lifting and transferring activities
- **NAT10909007:** Provide expert advice and guidance on assistive technology for transport
- **NAT10909008:** Provide expert advice and guidance on assistive technology for daily living activities
- **NAT10909009:** Provide expert advice and guidance on assistive technology for computer access and office activities
- **NAT10909010:** Provide expert advice and guidance on pressure support surfaces
- **NAT10909011:** Provide expert advice and guidance on assistive technology in the built environment
- **NAT10909012:** Provide expert advice and guidance on digital assistive technology solutions
- **NAT10909013:** Provide expert advice and guidance on assistive technology for leisure activities
- **NAT10909014::** Provide expert advice and guidance on assistive technology for vision impairment
- **NAT10909015:** Provide expert advice and guidance on assistive technology for hearing impairment

- **NAT10909016:** Provide expert advice and guidance on assistive technology for memory loss
- **CPP50721:** Diploma of Access Consulting
- **CPPACC4001A:** Apply disability awareness to assessing access situations
- **CPPACC4003A:** Assess construction plans
- **CPPACC4020** : Provide access advice on building renovations
- **CPPACC5004A:** Apply building codes & standards to accessible large-scale buildings
- **CPPACC5016:** Provide expert access advice on renovations to private dwellings

AT-AUST Trainers and Assessors

- Have the TAE40116 Certificate IV in Training and Assessment qualification along with extensive training and assessment experience.
- Are qualified in their discipline.
- Have participated in a training program induction giving them a sound understanding of the complete training package and all AT-AUST Training policies and procedures.
- Participate in continuous professional development programs to maintain currency in their areas of expertise.

AT-AUST is a leader in its field. All staff employed to deliver training and conduct workplace assessments meet the curriculum requirements for vocational training qualifications including WHS, access and equity awareness and also have recent industry experience. Most are qualified Occupational Therapists/Access Consultants.

Delivery Strategies

Trainers and assessors may use a variety of delivery methods in order to address student needs and abilities as well as the training requirements.

A flexible approach to training delivery is used at Assistive Technology Australia. Training may be delivered as face to face, self-directed, online learning or mixed mode.

Delivery methods may include but not limited to:

- Face to face training sessions
- Online training modules
- Set reading
- Individual and small group work activities
- Simulated workplace practice scenarios
- Workplace scenarios
- Projects
- Presentations of research and reports
- Workplace documentation
- Work Placement

Assessment Guidelines

Assessment is an integral component of any nationally accredited training or qualification. Within this context, assessment of performance will be competency based.

Assessments must be compliant with the standards for RTO 2015 and be fair, flexible, valid and reliable. The assessment process will utilise a range of methods in order to address student needs and abilities as well as the training requirements.

Assessment methods may include but not limited to:

- Oral and Written questioning
- Short answer quiz
- Interviewing
- Assignments
- Presentations
- Portfolio
- Individual and group problem solving
- Group discussions and activities
- Gathering and documenting workplace examples
- Simulations and role-plays
- Observation
- Third Party Reports
- Report writing

Students' competence will be assessed by a fully qualified assessor and assessed against the performance criteria of each unit of competency of the course.

Assessment

Assessments will be marked as either 'Satisfactory' or 'Not Yet Satisfactory'. A student is deemed competent if a satisfactory mark is achieved. If competent, the student will be issued with a Statement of Attainment for each training unit completed or certificate for a full qualification.

If a 'Not Yet Satisfactory' mark is given, the student has two further opportunities to provide additional information or resubmit the assessment task.

If a student exhausts all opportunities and a satisfactory mark is not achieved, the student will be deemed to be not competent and a certificate of participation or similar will be provided to the student.

At a later date, a student may apply for one additional reassessment, but will be liable for a \$275 reassessment fee, which is non-refundable. This fee must be paid before the assessment is marked by assessors.

Extension

All assessments must be submitted by the due date. Students are given a reasonable amount of time to complete assessment tasks. The due date of each assessment task will be discussed during the training. Standard extension is 4 weeks unless otherwise stated.

All request for extension have to be written in at least 1 week before due date. Assistive Technology Australia has the right to cancel enrolment without notice if a student has not submitted their assessment by the due date or made appropriate arrangements for an extension period. It is the student's responsibility to submit their assessments by the due date. In exceptional circumstances (for medical or compassionate reasons only), a student may be granted an extension. Students may be asked to provide evidence in support of their application. All information supplied is treated in strict confidence.

Only one extension period will be granted per assessment. All late submission within 1 week after due date will attract a late fee of \$100 - this fee is non-refundable and must be paid before the assessment is marked by assessors. Submission made after 1 week past due date will not be accepted.

All applications for extension must be made in writing by sending an email to your trainer via the Student Portal at least 1 week prior to the due date of the assessment. Students will be contacted for supporting document if required, and/ or notified of the outcome, within 2 working days after application by email.

A new due is calculated from the email confirmation for extension and resubmission. Markings will be returned after proof of late fee payment.

Assessment extension during COVID-19 restrictions

Application for extension due to COVID-19 restrictions must still be in writing at least 1 week before due date. Assistive Technology Australia will be allowing extensions on assessments without the need for medical certificates or equivalent documentation. This relaxing of our policy will be in force until restrictions are lifted.

Assistive Technology Australia has the right to refuse an application for an extension. See Fees and Charges for RTO training, page 10 for related fees information.

Generally, applications for extensions will not be granted for the following reasons:

- Heavy workloads
- Business trips
- Seminar
- Holiday
- Minor medical ailments
- Moving house or employment
- Personal matters
- Misreading information on the due date
- Computer or printer problems

Students who have not submitted by the due date, have not been granted extension and have not made other arrangements by the end of the course, will be considered and noted as withdrawn from the respective units and from the course respectively.

Statements and Certificates

Students who successfully complete the training and achieve competency for assessment will receive a Statement of Attainment for each nationally recognised training unit. A certificate will be awarded if a full qualification is achieved, together with a student transcript.

Those who undertake only part of the training program or who do not successfully complete or chose not to complete the assessment tasks will be issued a Certificate of Participation.

Placement

A work placement component may be a requirement for some courses. Assistive Technology Australia can assist you to find a suitable work placement or position and will provide the required information to confirm work placement.

Study Support for Students

The completed **Enrolment Form** will be used by training staff as a tool for identifying students who may potentially require support, for example in language, literacy and/or numeracy or if the student has a disability. All students prior to commencing the course will complete this form.

Supports and reasonable adjustments to training materials and assessment tasks can be negotiated.

You may access training support by contacting the AT-AUST.

Learning Support

During the course, students will be supported by:

- Qualified facilitators during training sessions
- Email and telephone support

Students are encouraged to use the support services offered by AT-AUST.

Legal and other requirements

Dependent on the State or Territory that you're studying in, or the course you're taking, we take guidance from the following key pieces of legislation. Please contact our head office if you'd like more information about these, or any others that may affect your training:

- Age Discrimination Act 2004
- Apprenticeship and Traineeship Act 2001
- Copyright Act 1968
- Competition and Consumer Act 2010
- Children and Young Persons (Care and Protection) Act 1998
- Data Provision Requirements 2012
- Disability Discrimination Act – Education Standards 2005
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- Education and Training Reform Act 2006
- Fair Trading Act 1987
- Freedom of Information Act 1982
- Higher Education Support Act 2003
- Information Privacy Act 2014
- National Vocational Education and Training Regulator Act 2011
- NSW Education ACT 1990
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Racial Discrimination Act 1975
- Student Identifiers Act 2014
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations (RTOs) 2015
- Workplace Gender Equality Act 2012
- Workplace Injury Management and Workers Compensation Act 1998
- Work Health and Safety Act 2011
- Work Health and Safety Act 2011 (NSW), and
- Specific legislation noted in course materials

If anything changes that could have an influence on your studies, we will always inform you of the changes in writing. For access to the Australian Legal Information Institute of Databases of Commonwealth, State and Territory legislation see: www.austlii.edu.au. For

legislative and regulatory requirements relating to VET see: Australian Skills Quality Authority www.asqa.gov.au.

Enrolment Procedure

Unique Student Identifier *Do you need a USI?*

Students will need a USI when enrolling or re-enrolling in nationally recognized training in Australia from 1 January 2015. The USI will link students to their training records which are held in the national training collection. Students who need a USI are:

- students who are enrolling in nationally recognized training for the first time
- school students completing nationally recognized training; and
- students continuing with nationally recognized training (a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015)

Once you have created your USI you will be able to:

- Give your USI to each training organisation you study with;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- View and update your details in your USI account; and
- View online and download your training records and results in the form of a transcript from 2016.

Students will need to provide their USI on the Course Enrolment Form to enable the processing of your Statement of Attainment.

- **How to get a USI**

Visit <http://www.usi.gov.au/create-your-USI/Pages/default.aspx> to create your USI or ask for assistance from AT-AUST when you enroll in the course.

Enrolment

Enrolment is via either online or manual form.

NB. The Student Handbook and Training Guide must be read before signing the declaration on the enrolment form. Student Handbook, Training Guides, a manual enrolment can be obtained from the website (www.at-aust.org) or you can contact AT-AUST to have a copy forwarded by post or email.

Once the enrolment has been accepted and paid you will receive a confirmation acknowledgement, and gain access to your Student Portal where you will have access to all training materials according to each training material release schedule.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process for assessing for skills, knowledge and experience a student has gained through working and learning against the units of competency in a qualification. It can be gained at any stage of their lives, through formal and informal learning, through work or other activities such as volunteering.

RPL recognises this prior knowledge and experience and measures it against the course in which students are enrolled. A student possessing some of the skills and/or knowledge taught in the course may not need to complete all of its units. If a student believes they already hold some of the competencies acquired by means of previous training, work or life experiences, they can apply to have these assessed and recognized as long as documentation can be provided to demonstrate their ability to meet all the performance criteria of the elements for which they are seeking recognition.

The student will be required to self-assess against the criteria and submit their application with evidence in the form of certificates, assignments, position descriptions, references work samples etc. Applications, with all supporting documentation, should be made to the training team one month prior to commencing training and in sufficient time for the assessment to be carried out.

Before making an application, contact AT-AUST at training@at-aust.org or ring 02 9912 5800 to discuss your individual situation. It is possible to achieve RPL for a single unit of competency, a whole qualification or part of a qualification.

A RPL non-refundable fee is charged on application, this is 50% of the course fee. If your application is approved, the remaining fee will be payable once the unit has commenced and you will not be required to attend the training.

Course Details

The date, time and location of all courses are detailed on the course brochure available from the AT-AUST website and by contacting AT-AUST by phone or email.

Fees and Charges for RTO training

Fee	*Cost	Conditions
Long courses - Three Full Day or more	Varies	Price on application For any course over \$1500; <ul style="list-style-type: none"> ▪ \$1500 to be paid on enrolment. ▪ Remaining course fee can be made in six equal monthly installments.
RPL – Student to submit completed Assessment and copy of CV	Total course fee (as advertised)	50% of fee charged on RPL application. The remaining fee will be invoiced once process has commenced. Please note: 50% fee is non-refundable if RPL application not approved.
Late Fee – Assessment submission	\$100	A late fee is required with request for extension. A late fee is required if assessment is submitted within 1 week post due date. (Including re-submitted assessments after due date).
Late Fee – Supplement submission	\$100	Extensions will not be considered or granted for supplements. A late fee payment is required if supplement is submitted within 1 week post due date.
Reassessment Fee	\$275	For further assessment required after 'Not Competent'.
Re-issue of Certificate of Participation/Attendance	\$25 + postage if applicable	Per electronic or hard copy
Re-issue of Certificate of Attainment (including transcript)	\$75 + postage if applicable	Per electronic or hard copy
Administrative charges including photocopy multimedia and/or workbook	\$2.00 per page \$75 per item	

*Costs are subject to change

Refunds

If a student withdraws from a course after they have confirmed their enrolment, i.e. submitted their enrolment form to AT-AUST, the student may:

- Substitute a person at any time. The substitute must be from the same workplace and similar background or position within the organisation.
- Request a refund up to 7 days prior to the commencement of the training, less a 10% administration fee.
- Request a transfer to another program within the current financial year.

All fees for any RPL undertaken by AT-AUST for any student who withdraws from a course after they have confirmed their enrolment will be payable in full by the student.

Cancellations

AT-AUST reserves the right to cancel a program when there are insufficient enrolments or unforeseen circumstances. Notification of cancellation will be given by email. If we cannot place the applicant in another program, we will refund the full course fee.

AT-AUST will notify students as soon as possible if a course is cancelled.

AT-AUST does not take responsibility for any student's costs associated with any such cancellation including airfares, travel or accommodation.

Our promise of Quality

Assistive Technology Australia Responsibilities

A positive learning environment

AT-AUST will maintain a learning environment that supports learning and will lead to positive training outcomes.

Promotional advertising material of AT-AUST training services and courses

AT-AUST will market all training programs including accredited training based on the needs of industry and consumers with integrity, accuracy of information and professionalism. We will not draw false or misleading comparisons with other providers or courses.

Supporting Needs

AT-AUST is committed to access and equity in its training unit and our trainers and assessors will offer assistance to students with additional or individual needs.

Where additional or individual needs are identified, staff will first discuss the opportunities for support with you in a confidential and encouraging manner. Trainers and assessors will ensure that all classes combine written materials with practical demonstrations.

With permission, a student's additional or individual needs, where relevant, may be raised with the employer to organize appropriate support during our training programs and workplace assessments. With prior notice from the education and training unit, staff will ensure that additional notes or time is provided.

Workplace assessments may be arranged with an interpreter or other support person in consultation with the employer. Where these circumstances arise, the trainer/assessor should refer to the education and training unit manager who will negotiate the additional support arrangements.

Facilities and equipment

With a focus on access and equity issues across all services, AT-AUST Training will ensure adequate facilities and appropriate methods and materials for training delivery are built into its education and training program.

Our main venue at Blacktown is modern, well equipped and accessible, including accessible visitor parking and sanitary facilities.

Work Health Safety

It is our policy to provide a safe and healthy environment for all staff, consumers, visitors and volunteers, in compliance with the Occupational Health and Safety Act 1983 (NSW), including any subsequent amendments to this Act.

Student Responsibilities

Participant Rights and Responsibilities

To ensure you receive equal opportunities and gain the maximum benefit from your time with us, these rules apply when you attend our training courses.

Attendance

Courses are designed as a thorough, fast-paced approach to gaining a qualification. Therefore commitment to punctuality and full attendance in each part of the course is critical to maximise your opportunities for success. You are expected to attend 100% of the classes.

A 15 minutes grace to the start time is provided, after which you may not be able to continue due to the integrated delivery and assessment approach.

In the event that an attendance cannot be achieved due to valid reasons, you will be offered to attend the next available session of the same program, or may be

considered for other practical alternatives with negotiation. It is your responsibility to contact AT-Aust for any missed attendance and replacement.

You understand that recording (video or audio) is NOT allowed during the training session.

Unacceptable Behaviour

Unacceptable behaviour may include:

- Continuous interruptions to the Trainer and Assessor while delivering the course content;
- Being disrespectful to other participants or personnel from other agencies involved in the training;
- Harassment by using offensive language;
- Any form of harassment;
- Acting in an unsafe manner that places yourself and others at risk;
- Refusing to participate when required in group activities; and
- Continued absence at required times.

Any person who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. If you are asked to leave a session or course you have the right of appeal through our complaints/grievance process.

Plagiarism and Cheating

Plagiarism and cheating is not acceptable. All work submitted by a student must be the student's own work. Each assessment submitted requires a signed declaration from the student certifying the material is original work.

Mobile Phones

You are asked to switch off your mobile phone and electronic devices or set them to silent mode during the class time. Tea breaks are provided to enable you to check your messages.

Smoking

Assistive Technology Australia is a smoke free venue.

Emergency Procedures

You will receive emergency evacuation instructions upon arrival at Assistive Technology Australia training venue. The Trainer and Assessor will provide more instructions in the event of an emergency. Please note every Assistive Technology Australia site has a different emergency procedure. Ensure that you are familiar with the emergency procedures before any training takes place.

Disability Access

All Assistive Technology Australia venues are accessible.

Participant Guides and Course Equipment

All of the materials that you will need to complete the course will be supplied. You need to remember that all Assistive Technology Australia learning materials, documents, information and resources are fully protected by copyright and relevant registrations.

All Assistive Technology Australia material is prepared by qualified and experienced professionals. The information in the handbook has been developed for learners to use as part of their Vocational Education Training (VET) program and we strongly recommend that you read and strive to develop an understanding of the content before the commencement of the course.

Participant Welfare

If you are experiencing any problems, personal or training related, that could preclude you from achieving their potential in this course, you are encouraged to contact your Trainer and Assessor for assistance. Where appropriate, the Trainer and Assessor will arrange external support. Confidentiality is assured.

Should you identify yourself as having a disability; the Trainer and Assessor will liaise with you and relevant disability support agencies/workers to address the delivery and assessment requirements through customisation of the program.

Course Evaluation and Quality Improvements

Assistive Technology Australia regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training. We value and welcome constructive feedback from our participants, employers and staff concerning educational and service improvements or changes that would improve our existing training and client services provided by Assistive Technology Australia.

All Assistive Technology Australia courses are interactive courses and you are encouraged to provide your feedback throughout the course you are attending. If you wish to provide additional feedback on any issues or areas for improvement you are encouraged to do so.

NOTE: By completing and signing the enrolment form, the student is acknowledging they have read and understood their responsibilities and the requirements of the training course. If the student does not understand anything in the student handbook and training guide, it is their responsibility to ask.

Complaint and Grievance Procedures

Assessment appeals

In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

- Discuss the matter with the trainer or assessor.
- If not resolved the student should complete a Student Feedback and Complaints form and submit this to the Training Manager. The Manager will discuss the appeal with the student, teacher/assessor, and review the assessment decision against the internal assessment validation processes. These validation processes set up by AT-AUST draw on experienced assessors and assessment standards moderated with AT-AUST on a regular basis.
- If the matter is still unresolved, the AT-AUST Chief Executive Officer will nominate an independent arbitrator to examine the matter. AT-AUST will consult with an industry lead organisation and registered training organisation such as Master Builders (NSW) Association or the Australian Association of Occupational Therapists Inc.
- If the matter remains unresolved, then the student should take the matter to an appropriate statutory body, such as the NSW Department of Fair Trading.

Grievance policy

In the event that you have a problem concerning the delivery or assessment, or some other matter concerning the operations of AT-AUST, the following procedure applies:

- Discuss the matter with the trainer or assessor.
- Then if necessary take the grievance to the Training Manager. The training staff are required to complete a Student Feedback and Complaints form and bring your complaint to the attention of the AT-AUST Chief Executive Officer if the matter is not resolved within the training unit.
- If the matter is unresolved, the AT-AUST Chief Executive Officer will ask the parties to document the issues and appoint an independent arbitrator to examine the matter.
- AT-AUST will consult with an industry lead organisation and registered training organisation such as Master Builders (NSW) Association or the Australian Association of Occupational Therapists Inc.
- If the matter remains unresolved, then the student should take the matter to an appropriate statutory body, such as the NSW Department of Fair Trading.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), Assistive Technology Australia collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Assistive Technology Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice
- request for Assistive Technology Australia's Privacy Policy

Email: training@at-aust.org

Telephone: 02 9912 5800

Contacts

All training and student correspondence must be made by;

- calling our office on telephone 02 9912 5800 or
- email training@at-aust.org

Key Contacts

Training Administration Assistant
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5800 or 1300 452 679
Fax: 02 8814 9656
E-mail: training@at-aust.org

Training Admin assists with general training information, enrolment and RPL/RCC enquiries and coordinates the supply of training equipment, materials and resources.

Robyn Chapman
Chief Executive Director/Privacy Officer
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5807
Fax: 02 8814 9656
E-mail: robyn@at-aust.org

Robyn may be contacted should you need to discuss any concerns or to answer any questions you may have about AT-AUST Training's procedures and policies.

Student Feedback and Complaints Form

To be filled out by the Student and submitted to the CEO by post or email.

Student Name:	Student ID Number:
Telephone:	Date of Incident:
Course:	Type of Incident: Feedback <input type="checkbox"/> Complaint <input type="checkbox"/>
Please describe the matter that you want to raise as feedback/complaint	
Complaint Resolution- Please answer the Q's below then describe efforts made to resolve the issue around the complaint following our procedures:	
Have you discussed this with the person involved or the relevant member of staff or the trainer? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Where that is not appropriate or not effective, the complaint can be discussed with the Training Manager or Administration Officer. Have you done this? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you are filling in this form, does this mean you are not satisfied with the suggested resolution? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please explain :	
Student Signature:	Date:

For official use only

Follow up			
Continuous Improvement Register Updated: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date Raised:	
CI Raised by:		Note: Please attach completed form and any other supporting evidence and submit to the CEO within 24 hours.	
Signed:		Date:	
Received by the CEO <input type="checkbox"/> Yes <input type="checkbox"/> No			
Our policy is to keep a complaints and appeals register, and report these to management.			
Signature of the CEO:		Date:	