

# **Nationally Accredited Training in Assistive Technology**

## **Training Guide**

**Assistive Technology Australia™**

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## Purpose of this Training Guide

The purpose of this guide is to provide an overview of the Nationally Accredited Training in Assistive Technology

Prior to enrolling in, please read this Training Guide and the Student Handbook. If you have any questions, or would like to more information about Assistive Technology Australia as a Registered Training Organisation (RTO No90707) and the requirements for the enrolment in Nationally Accredited Training in Assistive Technology, please phone (02) 9912 5800 or email: [training@at-aust.org](mailto:training@at-aust.org)

## Assistive Technology Australia – Registered Training Organisation

AT-AUST is a registered training organization, providing competency-based training for allied health professionals and environment professionals. The AT-AUST vision is to provide endless possibilities for all. The purpose of the AT-AUST is to provide impartial advice, information and leadership on assistive technology that builds possibilities for choice. The need for accessible, universally designed built environment to suits people of all ages & abilities have been reflected in the AT-AUST vision & mission statements for more than 30 years.

Information about AT AUST programs can be found by:

- calling our office on telephone 02 9912 5800
- emailing [training@at-aust.org](mailto:training@at-aust.org)
- visiting the AT Australia website: <http://www.at-aust.org>

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

# Nationally Accredited Training in Assistive Technology

## Program's Aim

The aim of these nationally recognised individual unit or group of units, is to provide students to extend their Assistive Technology (AT) knowledge and skills.

These particularly suit AT sales staff, customer service staff, and direct care workers assisting their clients and even allied health professionals needing to understand AT which they are not familiar.

## AT AUST Trainers and Assessors

- have the TAE40116 Certificate IV in Training and Assessment qualification along with extensive training and assessment experience.
- are qualified Allied Health Professionals with 3+ years' experience working in assistive technology.
- other industry experts may also be involved, working alongside the assessor to conduct training and assessment.
- have participated in a training program induction giving them a sound understanding of the complete training package and all AT Australia 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.

## Course Overview

Nationally accredited training in Assistive Technology will allow students to extend their Assistive Technology (AT) knowledge and skills. Assessment is an integral component and students will receive a Statement of Attainment for any unit/s completed including assessment.

Students who do not successfully complete or choose not to complete the set learning and assessment tasks will be issued with a Certificate of Participation.

AT AUST will be delivering the following units of competency in the nationally accredited training.

<b>Unit</b>	<b>Unit Code</b>	<b>Unit title</b>
1.	NAT10909001	Provide expert advice and guidance on assistive technology for communication
2.	NAT10909002	Provide expert advice and guidance on walking and mobility aids
3.	NAT10909003	Provide expert advice and guidance on manual wheelchairs
4.	NAT10909004	Provide expert advice and guidance on powered mobility options
5.	NAT10909005	Provide expert advice and guidance on assistive technology for self-care activities
6.	NAT10909006	Provide expert advice and guidance on assistive technology for lifting and transferring activities
7.	NAT10909007	Provide expert advice and guidance on assistive technology for transport
8.	NAT10909008	Provide expert advice and guidance on assistive technology for daily living activities
9.	NAT10909009	Provide expert advice and guidance on assistive technology for computer access and office activities
10.	NAT10909010	Provide expert advice and guidance on pressure support surfaces
11.	NAT10909011	Provide expert advice and guidance on assistive technology in the built environment
12.	NAT10909012	Provide expert advice and guidance on digital assistive technology solutions
13.	NAT10909013	Provide expert advice and guidance on assistive technology for leisure activities
14.	NAT10909014	Provide expert advice and guidance on assistive technology for vision impairment
15.	NAT10909015	Provide expert advice and guidance on assistive technology for hearing impairment
16.	NAT10909016	Provide expert advice and guidance on assistive technology for memory loss

## Nationally accredited training in Assistive Technology – Units of Competency

Please see below for list of key topics covered in each unit of competency.

### NAT10909001 - Provide expert advice and guidance on assistive technology for communication

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of communication devices and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research communication assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**NAT10909002 - Provide expert advice and guidance on walking and mobility aids**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of mobility options and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client.	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research mobility assistive technology that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.



**NAT10909003- Provide expert advice and guidance on manual wheelchairs**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of manual wheelchairs and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research manual wheelchair options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**NAT10909004- Provide expert advice and guidance on powered mobility options.**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of powered mobility options and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals client	1.1	Identify the client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research powered mobility options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **NAT10909005 -Provide expert advice and guidance on assistive technology for self –care activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with self-care activities and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client’s current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client’s ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research self- care assistive technology options that suit the client’s needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client’s needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909006 - Provide expert advice and guidance on assistive technology for lifting and transferring activities

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with lifting and transferring activities and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research lifting and transferring assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**NAT10909007 -Provide expert advice and guidance on assistive technology for transport**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of transport and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research transport assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909008 - Provide expert advice and guidance on assistive technology for daily living activities

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with daily living activities and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research daily living assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## **NAT1090909 - Provide expert advice and guidance on assistive technology for computer access and office activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of computer access options and office assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research computer access and office assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**NAT10909010 - Provide expert advice and guidance on pressure support surfaces**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of pressure support surfaces and pressure redistribution solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research pressure support surfaces that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options to the individual.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.



## **NAT10909011 -Provide expert advice and guidance on assistive technology in the built environment**

This unit applies to workers within the disability health and aging sectors who require a broad knowledge of minor home modification options and other assistive technology solutions for the built environment.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology for the built environment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909012 -Provide expert advice and guidance on digital assistive technology solutions

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of digital technology options as assistive technology solutions for choice

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the individual's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research digital technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Information is provided about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **NAT10909013 - Provide expert advice and guidance on assistive technology for Leisure activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with leisure activities and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research leisure assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909014 - Provide expert advice and guidance on assistive technology for vision Impairment

This unit applies to workers within the disability, health and aging sectors who require, a broad knowledge of assistive technology options to assist with vision and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology	2.1	Research assistive technology options for vision impairment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909015 - Provide expert advice and guidance on assistive technology to assist with hearing impairment

This unit applies to workers within the disability, health and aging sectors, who require a broad knowledge of assistive technology options to assist with hearing and other assistive technology solutions for individuals.

	Element		Key Topics
1	Identify needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology options for hearing impairment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## NAT10909016 - Provide expert advice and guidance on assistive technology for memory loss

This unit applies to workers within the disability, health and aging sectors, who require a broad knowledge of assistive technology options to assist with memory loss and other assistive technology solutions for clients

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology options for memory loss that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## Delivery Strategies

Training may be delivered using a mixture of delivery modes, including face to face, online or structured distance.

To be competent students must complete the set learning and assessment tasks.

Supports are available to ensure students receive training that addresses their needs and abilities.

This may include:

- personal support services
- assistive technology or special equipment
- modification of the format of content
- Adjustment to the physical environment.
- additional time to complete the tasks

Some costs incurred may be the responsibility of the student.

## Delivery Plan

Unit Code	Nominal hours ( Face-face/Zoom)	Non nominal hours (Self-learning/ research)
NAT10909001	30	10
NAT10909002	20	10
NAT10909003	30	10
NAT10909004	30	10
NAT10909005	30	10
NAT10909006	30	10
NAT10909007	30	10
NAT10909008	30	10
NAT10909009	30	10
NAT10909010	30	10
NAT10909011	30	10
NAT10909012	30	10
NAT10909013	30	10
NAT10909014	30	10
NAT10909015	30	10
NAT10909016	30	10

## Program Information

No one unit of study is a prerequisite for another. All units of competency are stand alone.

For students wishing to only complete a unit or group of units, if assessment is completed for each unit, a nationally recognised statement of attainment is awarded for the unit.

Students will be required to undertake learning and assessment tasks outside the allocated training time. On average, 28 hours per unit of study will need to be dedicated to completing these tasks over the duration of the course.



Tasks and activities may include (not limited to)

- completing private study
- visiting suppliers & other organisations who display AT
- conducting research on AT possibilities

The time required to undertake these activities will vary between students based on their experience.

An approximate guide for the study time that will be required for a successful outcome is outlined within the Delivery plan.

## Assessment

How is the program assessed?

Student's competence will be assessed by a fully qualified Assessor and will be assessed against the units of competency.

Assessment of performance will be *competency based* and completed after the conclusion of training.

- Assessment tasks will be presented and discussed during face to face training.
  - Assessment activities may include,
    - written assessment
      - short and long answer questioning
      - case studies that require written response
      - multiple choice questions
      - collection of evidence – assistive technology possibilities
    - simulation
      - scenarios
      - role play activities
- Students are required to complete all assessment tasks outlined in each assessment booklet.
- When submitting each assessment booklet, a completed cover sheet must be attached.
- Each assessment booklet is to be submitted no later than 6 weeks after the completion of the face to face training unless directed otherwise by the assessor.
- Extension requests must be lodged prior at least 1 week to the due date. Refer to student handbook for procedure.
- The assessor will be the final arbiter to decide if there is sufficient and appropriate information provided to be deemed competent.
- Students can resubmit a written assessment 2 times if the assessor deems your work unsatisfactory. After the third submission, if work is still unsatisfactory AT AUST will discuss the most appropriate strategy for you.

- Resubmissions and/or request for supplements are due no later than 4 weeks after request date for additional information. If unable to submit by due date, this needs to be negotiated with assessor at time of request for additional information.
- Interactions with your assessor are highly recommended.
- If a student believes the decision made by the assessor is unfair, then you need to contact AT AUST in writing stating your concerns. The student Feedback and Complaints form can be used.

The assessor will assess the work, record feedback on the marking sheet and return the feedback directly to the student. The estimated return of marked assignment is about 4 weeks from date of submission. Any incomplete or unsatisfactory work will be indicated and a new submission due date recorded.

Submission of your assessments will be electronic via your student Portal. All emails are to be sent via the portal.

### **Assessment Submission**

When ready to submit assessment, please do the following.

- Upload file through the student portal

Students will be sent an acknowledgement email when assessment has been received.

### **Statements and Certificates**

Students will receive a Statement of Attainment and student transcript for any units completed including assessment.

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

## **How is the Training Evaluated and Reviewed?**

AT-AUST in consultation with the appropriate Trainers and Assessors will progressively monitor the training delivery.

Documented evaluations include:

- Student Survey - to be completed by individual students at the end of the training. This is done through the Student Portal

We have appropriate policies in place and maintain high professional standards in the marketing and delivery of vocational education and training and safeguard your interests and welfare.

Ongoing evaluation will ensure programme, delivery and assessment processes meet your needs, the national standards for vocational training and the continuous improvement in our delivery of training programs.

## 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.

You may access training support by contacting 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.

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

## Prerequisites to Training

There are no entry requirements for students wishing to complete an individual unit or groups of units

## Enrolling in the Nationally Accredited Training in Assistive Technology

The course brochure and the AT AUST website ([www.at-aust.org](http://www.at-aust.org)) give specific details with accurate, relevant and current information for employers and students

The Nationally Accredited Training in Assistive Technology Training Guide, Student Handbook and Enrolment Form can be obtained from the website or you can contact AT AUST to have a copy forwarded by post or email.

## Fees

For the detailed fees for each unit please visit the Assistive Technology Australia website. Total Fee to be paid on enrolment.

For other fees and charges that may apply, refer to student handbook

## Confirmation of enrolment

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.

***NB. The Training Guide & Student Handbook must be read before signing the declaration on the enrolment form.***

## Recognition of Prior Learning (RPL)

For experienced people already working in industry, one of the ways to achieve National Qualifications is through a Recognition of Prior Learning (RPL) process.

RPL is a form of assessment which relies on the student being in a working situation when naturally occurring products and processes can be observed or produced in written form, or explained through a professional conversation and can therefore produce evidence of the student's skills, knowledge and competency as described in the unit standards contained in the qualification.

You will need to work with an assessor to identify: the qualification(s) you wish to achieve, the key elements and outcomes of each of the units which comprise the training program, in relation to the work you are doing and what you would be able to produce to use as evidence of your skills, knowledge and competency.

## Learning Materials

All students interested in enrolling in the course will receive:

- Student Handbook, Training Guide which includes contact details, overview of training and assessment strategies and AT-AUST policies and procedures.
- Enrolment Form.
- Course Manual including unit guides, course notes, learning and assessment tasks, attachments, and a list of other resources.
- Additional resources and reference materials will be provided for each of the units. These may include: texts, journals, videos, fact sheets and websites including Assistive Technology Australia.

### What resources will students need access to?

- Home PC with access to the Internet and a printer for completion of assessments.
- All students are required to set up a login (free) to the Assistive Technology Australia website.

## Course Information

The date, time and location of all courses are detailed on the Nationally Accredited Training in Assistive Technology Course brochures available from the AT-AUST website and by contacting AT-AUST by phone or email.

## Contacts

All training and student correspondence must be made by;

- calling our office on telephone 02 9912 5800 or
- email [training@at-aust.org](mailto: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](mailto: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](mailto: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.

<b>Student Name:</b>	<b>Student ID Number:</b>
<b>Telephone:</b>	<b>Date of Incident:</b>
<b>Course:</b>	<b>Type of Incident:</b> Feedback <input type="checkbox"/> Complaint <input type="checkbox"/>
<b>Please describe the matter that you want to raise as feedback/complaint</b>	
<b><u>Complaint Resolution-</u> Please answer the Q's below then describe efforts made to resolve the issue around the complaint following our procedures:</b>	
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	
<b>Please explain :</b>	
<b>Student Signature:</b>	<b>Date:</b>

### For official use only

<b>Follow up</b>			
Continuous Improvement Register Updated: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date Raised:	
<b>CI Raised by:</b>		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:	