



Student Services Guide

& General Services Information

Information for potential & existing students, clientele and Active TEC Staff.



Authorised for distribution by:

David West - Director of Training

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Introduction

Welcome to Active Training Education and Compliance Pty Ltd.

Active Training, Education and Compliance P/L is (for the purposes of Training and Education Services) a Registered Training Organisation (RTO) that provides “fee for Service” training and assessment as part of the Vocational, Education and Training System (VET).

VET is a sophisticated system governed by interconnected government and independent bodies functioning within a strict **National Skills Framework** of qualifications defined by industry Training Packages and explicit quality delivery standards, reflected in the Australian Quality Training Framework (AQTF).

This Student Services Guide has been created to provide **all potential or enrolled students**, with important and accurate information about our services and standards.

The Student Services Guide is available **24/7** on our website and a hard copy is accessible in our training centre, in hard copy.

At registration, you shall sign a declaration that indicates you have been given an opportunity to read this Student Handbook and its contents, so please take the time, to read it carefully and ask your Active TEC Staff member any questions you may have.

Regulations require registered training organisation's (RTO's) to deliver quality services such as:

- Assuring training is delivered by a trainer qualified in each subject;
- Training product is current, specific and promotes industry best practice;
- Training and assessment is consistent with course or unit guides published on the National Register.

Please feel free to explore our website, learn more about what Active TEC has to offer.

If you have any questions please do not hesitate to contact Active TEC on **0452 228 483**.

We trust that you shall enjoy and benefit from your learning experience.

David J West
Director of Training



ACTIVE - TEC

Website: www.activetec.com.au



ACTIVE T.E.C – CODE OF PRACTICE

Our Training and Assessment Services	ACTIVE TEC management and staff are committed to providing quality training, support resources and assessment programs resources that encourage positive outcomes.
Issuance of Qualifications	ACTIVE TEC will provide evidence of all competencies achieved by our students through the issue of statements of attainment and testamurs . The qualifications shall be issued within 21 days of successful completion.
Financial Management	ACTIVE TEC applies sound and accountable financial practices within its day-to-day operations. This is achieved through our commitment to planning, directing, monitoring, organizing, and controlling of the monetary resources of an organization.
Records and Information	ACTIVE TEC is committed to utilising "best practice" in its records management practices and systems. We shall respond in a timely manner to requests for information from present and past students. All staff employed by ACTIVE TEC will comply with the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	ACTIVE TEC management and staff provide assistance to all clients to identify and achieve their desired outcomes. ACTIVE TEC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
Qualifications issued by other Organisations.	ACTIVE TEC recognises qualifications issued by other registered training organisations (RTO) and training institutions that are authentic.
Recognition of Prior Learning (RPL)	ACTIVE TEC management and staff are committed to supporting RPL enquiries and requests for RPL from potential and enrolled students. ACTIVE TEC will review and validate RPL information supplied prior to the student undertaking studies where requested.
Client Feedback	ACTIVE TEC is committed to obtaining and reviewing advice and feedback from all stakeholders involved in our Training and Assessment services. The information obtained shall be crucial to our Continuous Improvement Process.
Provision of Information	Clear and accurate advice is provided to all enrolling students at ACTIVE TEC. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	ACTIVE TEC management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	ACTIVE TEC management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner. Ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The ACTIVE TEC complaints and appeals process shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be investigated to determine the source of conflict. A resolution will be sought using our dispute resolution process.

David West
Director of Training

Legislation & Regulation

Active TEC and its staff understand our obligations and that we are subject to a range of Commonwealth, State and Territory legislation and regulation .

We identify and monitor relative legislation and regulatory changes that occur over a period of time, and endeavour to keep our staff and students up to date with the latest requirements.

The Australian Skills Quality Authority (ASQA) provides information specific to registered training organisations and this information is available online at: www.asqa.gov.au.

Persons participating in training and assessment must also be aware of their responsibilities under Commonwealth, State and Territory legislation and regulation .

Legislation / Regulation that must be considered is (but not limited to):

- | | | |
|---|-----------------------------------|-----------------|
| *The National Vocational and Education Regulator Act 2011 | | *SRTO 2015 |
| * ASQA VET Quality Framework | *AQF requirements | *DEECD |
| * Occupational Health & Safety Acts | *Workplace Health & Safety Acts | *Disability Act |
| * Working with Children Act | * Racial Discrimination Act | *Copyright Act |
| * Equal Opportunity Act | * Education & Training reform Act | *Privacy Act |
| * Sexual Harassment | * Bullying & Harassment | |

Health and Safety Policy

Your health and safety whilst attending training courses and professional development programs at Active TEC, is our highest priority. Active TEC aims to provide a safe and healthy environment that minimises the possibility of being exposed to Hazards and their inherent risks.

It is important to understand that both the RTO and you, the student, has a "Duty of Care" and therefore all rules and instruction provided by the RTO and its representatives must be followed at all times.

As a student you have an obligation under the law to not endanger yourself, or others and you are responsible for your actions at all times.

Active TEC will enforce compliance with any OHS or WHS legislation that is relevant to each state and jurisdiction.

Risk assessments are conducted by Active TEC staff to assure we:

- Identify Hazards and relative risks.
- Determine the level of risk.
- Eliminate or develop controls for the risks
- Implement, monitor and review to assure a safe environment .

All legislative requirements are examined and conveyed within information provided to you at the training induction and throughout our training materials and lessons.

Covid 19 (Health and Safety)

Active TEC is obligated to ensure that risk in relation to being exposed to the Corona Virus (Covid 19) and the advice and instruction provided by the Victorian Government is implemented.

Active TEC management has developed and continues to update our own Covid 19 Safety Plan, which is **available on our website** for clientele to read and understand 24/7.

The plan will set the rules for attendees to follow when attending an Active TEC training session.

Selecting and enrolling in a training course.

Active TEC is Fee for Service training provider offering practical training and professional development opportunities for the general public, as and when advertised on our website.

Fee for service means **we do not** seek, or have registered to partake in government funding schemes, for training and assessment purposes.

Our comprehensive training programs, made up of predominantly short “single **day courses**” are usually shall be completed within an 8-hour period (per unit).

Specific programs containing additional critical elements, or composite units may be conducted over multiple sessions.

These courses are designed to meet the needs of various levels of industry knowledge and experience.

We provide a cost effective training opportunities for businesses and individuals, geared towards obtaining the skills and abilities to carry out duties required, in an ever changing working environment.

Course Selection

Active TEC has a range of courses available on our scope, in general most of our courses are "Short Courses" based on “Units of Competency”.

All of our courses are advertised on our website www.activetec.com.au, under the "Training" tab.

It is there “anyone” can view and “Print” the information about the short course, its application and cost.

We suggest, that when choosing a training course, you think about Units of Competency and short courses as an expedient way to obtain skills and abilities, in a particular subject which may be required to secure, or retain for an employment position or opportunity.

We are always pleased to assist you with any questions you may have about a training course, and the information contained in the Course or Unit Descriptor.

You may submit your questions (24/7) via email by using our "**Contact Us**" tab on our website, or by calling our friendly staff and asking for assistance, **PH: 0452 228 483**, during office hours between 9.00 am - 5.00 pm, if we do not answer please leave a message, and we will return your call.

Ultimately, it shall remain your responsibility to conduct **your own research** and to assure the course you have chosen is the type you need to achieve your desired outcome!

Active TEC staff cannot tell you what course you want to attend or need, so have your goals clear in your own mind before making an enquiry.

Course dates and locations are also displayed under the “**Calendar**” tab on our website.

Enrolment

Once you have selected a training course you wish to enrol for we shall require a booking email from you, providing our staff with the “Course” you wish to attend and the session date preferred.

Your **full Name and address** will also be required, as indicated via or “**BOOKING**” tab on our website.

An email response shall be sent to you within **24 – 48** hours containing all information needed to reserve a booking, and attend the course session.

Fees for service and cooling of periods.

Fees for training services provided are displayed in our course brochures available to all persons seeking training services on our website **24/7**.

In circumstances where ATEC is to encounter costs associated with additional training materials or equipment purchased for the student **prior to a session**, payment for such items shall be **required prior to, or on supply**, via an invoice for payment.

The fee for each course is displayed to all interested on our website **www.activetec.com.au** under the “**training**” tab, in each brochure.

You must pay the advertised course fees **before you start** your course, otherwise you will not be able to attend the class or undertake assessment tasks, this is unless Active TEC staff, has agreed to a later payment date (in writing) with you, or your employer or agent.

You can pay your fees by:

*** Note - We do not have credit card facilities available.**

- Cash
- EFT Transfer
- Cheque (where accepted by Active TEC staff)

The advertised course cost within our brochure includes the cost for the **course related** training materials and tuition specific to that course, and materials used within the timeframe of the individual course itself.

Active TEC can also provide equipment and appliances to own , however this is in addition to the training costs.

Such items will be ordered by a participant and invoiced as an additional cost , **over and above** the fee for the training course.

The invoice will indicate whether Goods and Services Tax (GST) applies to the goods purchased.

Cooling Off and Fee Refund Policy

Where fees have been paid and collected prior to the course and the student or agent advises Active TEC staff (by phone and then in an email) that they **will not be able to attend** the training course they have a booking for and want a refund, the following refund table will apply:

Notice Period Provided by Student to cancel	Amount Refunded
7 or more Days	100% of fee
6, 5, 4 Days	50% of fee
3 or less Days	0% of fee

This reduction is to compensate Active TEC for the seat booked, and the general fact other potential students have been stopped from attending, removing Active TEC's ability to establish the correct number of attendees to make the course viable.

It also covers administration fees and materials / items purchased for students in preparation for the forthcoming course.

Active TEC **does not utilise a waiting list system**, so the opportunity to re-fill seats and bookings, at short notice is removed by the existing bookings and candidates for each session.

Deferring or requesting a course date change (Notice Periods)

Deferring or requesting a later date to attend a course must be done by email, it also has an effect on training fees, the following additional fee table will apply:

Notice Period Provided by Student to defer or delay	Official Status	Additional Fees
7 or more Days	Acceptable	No
6, 5, 4 Days	Active TEC Discretion	20% Rebooking fee
3 or less Days	Not accepted	50% Rebooking Fee

The additional fees (where applied) is to compensate Active TEC for the seat booked, and the general fact the number of seats booked for each course **has a direct impact on costs** associated with course delivery.

Active TEC must collect fees from an appropriate number of students, to make the running of the course session viable, deferrals have a direct impact on this requirement.

Active TEC **does not utilise a waiting list system**, so the opportunity to re-fill seats and bookings, at short notice is removed by the existing bookings and candidates for each session.

Note - Medical or family crisis / emergencies will have an impact on deferrals, where evidence is submitted to Active TEC staff for review.

Fees to Re-attend a course

Where the student has failed to achieve the appropriate level of competence they shall be eligible to re-attend the next advertised session (where not booked to capacity) to either:

Description of Service	Reduced Charges
A. Complete the course and assessment/s a second time.	50% of original fee.
B. to re-sit the assessment only .	25% of original fee.

The fee shall be paid via invoice provided to the student before the next session, or on the day of the second course or assessment where this is agreed to by Active TEC staff.

Failure to provide the payment shall result in the participant not be eligible to re-attend utilising the reduced charges indicated in this section.

Note* All short course Re-Assessments must be completed within **3 months of the original course date or a full fee and reattendance will apply.*

Guarantee

We guarantee that each student who attends a booking and commences a training course with Active TEC, shall be provided with the opportunity to complete their training and assessment they have enrolled to study on that relevant date.

Where Active TEC must cancel a "confirmed booking" for a training course date, the student shall be entitled to a 100% refund of the course fees paid.

However, where a course is halted, deferred or delayed on the day (through unforeseen circumstances) the paid course fee can be held over "in credit", until the next course date scheduled by Active TEC for the same unit, this will be determined by discussion between the person attending, and Active TEC staff.

Note* All short course credit notes must be utilised within **3 months of the original course date where Active TEC provides a new course date, or when outside the 3-month period must be completed within 30 days of the newly established training course date .*

There are **NO refunds (0%)** for students who commence a training session and:

- feel that the training course is not the type they imagined.
- feel they do not wish to complete the session and/or assessment.
- choose to withdraw from the course for their own reasons.

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- do not achieve the level of competency required to be awarded a Certificate or "Statement of Attainment".
- are expelled from participating in the course, due to inappropriate or aggressive behaviour.
- have ordered items of equipment, over and above the training session but no longer want this equipment.

It must also be mentioned that "Units of Competence" are periodically replaced, and usually are superseded within a 12-month period.

All training and assessments for "any unit", that is in this period must be completed prior to the end of the 12-month period, In the unlikely event a unit of competency 12 month "sunset" period ended, whilst a student was still in training with Active TEC, the student would be transferred to the "new" and current unit, once it had been placed on the ACTIVE TEC scope of courses.

Student Registration and Identification Policy

A student registration form (enrolment) is completed either prior to, or on the day of the course, and student validation is also carried out to ensure correct attendance.

At least **One (1) form of photo ID** will be required for the student file for enrolling students, this information is provided within our training product brochures.

We may also require additional information, this will be discussed either prior to or at the registration session.

The Registration form also forms a contract between the student and Active TEC for the services engaged.

Unique Student Identification Number

From 1 January 2015 if you are undertaking nationally recognised VET training you will need to have a Unique Student Identifier (**USI**).

This includes study in any "Nationally Recognised" training including Certificate I-5, Vocational Graduate Diploma level courses, apprenticeships, skill sets, or undertaking VCAL or VET in Schools courses.

It also applies regardless of whether you are a new student for the first time, or a continuing student re-enrolling in your course for 2015.

A **USI** account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your results from 2015 will be available in your **USI** account commencing 2016.

You shall be able to access your **USI** account online from a computer, tablet or smart phone anywhere and anytime.

Once you create your **USI** you will need to give your **USI** to each training provider you study with. You will be required to bring your **USI** , prior to course participation for 2015.

Active TEC staff, understand that this process may be difficult for some of our students to manage on their own, therefore we are pleased to assist you with the process if you provide us with authorisation to do so.

Requests for Recognised Prior Learning (R P L) .

You may feel that prior training , certification or work experience you have obtained in the past entitles you to either “Credit” or official **Recognition of Prior Learning**.

Where validated through a review process this RPL may entitle a person entering a course to certain dispensations and reduce their training and or assessment requirements.

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Active TEC can provide RPL services, this is where we review any “evidence” a student wishes to present and compare it with the requirements of the training product and its assessment criteria to determine if any or all of the criteria is satisfied.

Our RPL service **is not** a “free service” and charges shall apply, as our qualified assessor must spend time and resources “validating” the evidence and “Mapping” the evidence against the training product criteria.

A quote will be provided to the applicant prior to the services commencing.

Steps to engaging RPL services.

1. The person requesting RPL must have enrolled in an Active TEC training program and to have completed the relevant registration forms and provided any payments for the training product.
2. The “student” must then complete an ATEC RPL Form and provide the evidence they wish to be reviewed. (This is provided by your ATEC Representative)
3. The evidence provided must be authenticated and thereafter mapped against the training product criteria.
4. An Active TEC Representative will contact the claimant and reveal the findings of the review.
5. A letter shall be provided to the claimant explaining the outcome, and the outcome shall be exercised.

Any dispensations will be allocated and recorded against the students training records, once the process is complete.

Language, Literacy and Numeracy

Active TEC is keen to assist students (where reasonably practicable) to develop individual training plans and strategies for students who have indicated challenges with language, literacy and numeracy.

Our Pre- Registration questionnaire contains 10 questions that are designed to assist the ATEC representative to determine any “shortfalls”, (either perceived or actual) that may reduce the applicants learning opportunities.

Where challenges are identified the student shall be encouraged to utilise the ATEC SN LLN Assessment Document.

The ATEC SN LLN Assessment Documents **can be downloaded** from the ATEC Website under the “Training Tab”, an ATEC Representative will assist you with this process over the phone.

Once complete, the assessment must be returned to Active TEC and an evaluation will be completed. Where indicated the Active TEC Representative shall invite you to meet with them to discuss any challenges and “if desired” a specific training plan shall be documented to assist the applicant.

Suggestions may also include suggestions to attend other “bridging” training courses in either Reading , Writing or Numeracy, prior to attending the course offered by Active TEC.

Where the assessment has satisfactory results the standard training plan contained in the Training Assessment Strategy document for the training product, will be utilised without change.

If you are unable to obtain your **USI** number on your own , or find the process difficult to execute, an Active TEC representative may be able to provide support and guidance for enrolled students.

More information is available on our website under the "Training" tab.

Student induction, and informal introduction process policy.

At the commencement of all training courses or professional development programs our trainers/assessors will provide a verbal induction to students attending our training courses.

A "Student/Course Induction Checklist containing 16 items of relevant information shall be discussed and questions answered prior to commencing the training session.

It shall include items such as :

- Facility orientation
- Emergency evacuation procedures
- Course purpose, outline and assessment process.
- The dispute resolution process and the right to appeal outcomes or decisions.
- The feedback system and how this assists with continuous improvement.
- General rules related, to smoking, alcohol, aggressive behaviour and student conduct.
- Workplace health and safety .

If you have any questions about your enrolment before, during or after your course – please contact your Active TEC office on PH: **0452228483** and speak to one of our staff members.

Training, Assessment and Competency Policy & Procedure

Training

All training courses provided by Active TEC are usually presented at our own training centres, Training sessions are designed to be completed within the pre-planned time frame, the time frame is indicated in hours, and this is displayed on the marketing brochures, available on our website.

A student may require additional training time if the student feels they are not yet ready to move to the assessment stage, additional training is organised at this time between the student and Active TEC staff.

In general, Active TEC training sessions, are provided within:

- Our own climate controlled class rooms.
- Outdoors at our training facilities, where the task or exercise is pre - planned and staff/student safety has been catered for by utilising formal systems, methods and supervision, to maintain health and safety, in line with the OHS or WHS Act, Regulations, Codes and Standards, as applicable.

However alternative locations, such as Employer Site locations or venues, may be acceptable where the Active TEC is satisfied that the location and facilities are acceptable, the criteria is explained within this policy.

This would include:

- Classroom based training
- Training involving practical tasks that are required to satisfy assessment criteria.
- Training for licences for High risk work (Forklift or Elevated Work Platform > 11 Metres)

Active TEC and its staff shall assure the Employer Site location and Venue, is satisfactory prior to accepting a training assignment, by assuring:

- Safe and secure environment via pre inspections conducted by an Active TEC staff member.
- Appropriate facilities, with sufficient tables, chairs, amenities, access to electricity, heating/cooling to ensure all stakeholders are not subject to conditions that detract from the learning experience.
- The environment by layout or set-up, provides safety and security for all stakeholders.
- Appropriate P.P.E is work by all stakeholders, relevant to the task.
- Any Plant and Equipment that is utilised, be it client supplied or supplied by Active TEC, is pre inspected and fully operational with all safety mechanisms intact and in full working order. Where applicable service records are available and up to date.

Active TEC Staff must complete the LHRW – Pre Event Site/Equipment Review Sheet - ATECLHRWPESERS0218 prior to any practical activity or use of Forklift or Elevated Work Platform > 11 Metres.

Where the equipment is deemed compliant, Worksafe Victoria shall be notified of the pending training session and equipment details, this is a requirement, the form ATECLHRWPESERS0218 shall be retained in the training file.

Additional charges for pre-inspection, training, travel to and from the workplace and accommodation (if applicable), whilst conducting training and assessment at an employer's (Clients) location, may apply.

This will be determined prior via negotiations between Active TEC staff and the "Client" prior to the Training file being released.

Assessment

Assessments come in many formats, and each process is designed to establish that the student does meet the assessment criteria, identified within the relevant unit/s or training course or documentation provided by a relevant authority.

At Active TEC we use a mixture of Verbal, Written, Practical and at times on the job assessments to gather the evidence needed, to satisfy the assessment criteria and establish competency.

Assessments are explained informally, at the induction phase of each training program, and also in our course Student Participant Guides, and also in the course assessment documents themselves.

Competency

To be deemed competent you must satisfy the criteria displayed within the unit or training package. Competency based assessments usually requires the participant to complete the assessment in entirety, as an example a participant provided with a 30-question exam would need to answer all 30 questions correctly, to be deemed competent, that is a 100% score !

You may also be examined whilst performing a practical assessment, which you would also be required to meet the level of performance criteria set out for the task.

On successful completion of the required assessments you will be provided:

- A Statement of attainment

or

- Documents that allow you to apply for Licences issued by the relevant authority.

or

- Both, if this is applicable to the course topic completed .

We will make every effort to assist you to obtain the required level of competency, needed to successfully complete your course, but maintain that successful completion of the course and its criteria ultimately will depend on the **student** after all.

All students must meet the assessment criteria of the course, or unit they partaken in to be eligible for certification or licensing.

Statements of Attainment

Statements of Attainment shall only be issued to students that complete a course and its assessments, in entirety, and have obtained an accepted level of competency.

A student's competency shall be determined by the trainer / assessor, after all assessments are complete.

Lost Certificates

Requests for "Statements of Attainment" in addition to the original shall carry an administration and printing cost.

A fee of \$30.00 + G.S.T will be charged, on each occasion a Statement of Attainment is replaced.

Replacement Statements of Attainment may have the letter "R" placed after the certificate number when issued.

Complaints and Appeals Policy and Procedure.

Active TEC Management shall ensure that all complaints and appeals are dealt in accordance with the principles of **natural justice and procedural fairness**, and remains publically available.

There are three basic principles which we follow in our application of / natural justice and procedural fairness:

- the hearing rule - We will give an opportunity to the person making the complaint or appeal to be heard.
- the bias rule - This rule means that the decision maker(s) will be impartial and unbiased in the matter to be decided.
- the no evidence rule -This rule means that the decision that is eventually made must be based on logical evidence (proven on the balance of probabilities)

In essence whatever decisions are made of a complaint or appeal the procedure used must be transparent and fair and seen to be fair.

Decisions taken will be impartial and based on provided relevant information.

This policy focuses on establishing mechanisms to address any complaints by VET program candidates, whether they be prospective, currently enrolled or former candidates.

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Active TEC and its Staff are committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

- Complaints arise when a client is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter.
- Appeals arise when a client is not satisfied with a decision that the RTO has made.
- Appeals can relate to assessment decisions, but they can also relate to other decisions

Clients with either a complaint or an appeal have access to the following procedures.....

Informal Complaint

Active TEC is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible.

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned.

An informal procedure for resolving issues or lodging an appeal is explained to all participants verbally, by the trainer assessor, at the induction phase of the training and assessment program.

An informal process is where the person with a grievance discusses it with directly with the trainer assessor in an effort to reach a resolution, if this process fails Active TEC's Director of Training shall be available to assist students to resolve their issues, if not settled with the Active TEC trainer / assessor.

Lodging a Complaint or Appeal (Formal Process)

A TEC has a formal process designed to be utilised by students who wish to lodge a formal complaint or appeal, this is usually after the informal process has failed to resolve the issue at hand.

All formal complaints must be submitted using the **A TEC Complaint & Appeals Form A016**, this form can be obtained from and Active TEC trainer/assessor, or by contacting Active TEC Office on **0452 228 483**, the form shall be returned to the Active TEC Training Centre U5 40 Lakeside Drive Broadmeadows Vic 3047.

Where a student lodges a formal complaint or appeal, their enrolment will be maintained throughout the process and until such time as the Complaints/ Appeals process is complete.

There is no cost to the Student to lodge a complaint or appeal with Active TEC, and all records relating to the complaint /appeal and the outcome will be retained on the student's file.

Either the student or the Active TEC staff member may wish to be accompanied and assisted by a "third Party" support person or mediator where a "face to face" meeting is organised to discuss the issue.

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Either party may be assisted by a “third Party” support person or mediator of their choice, however they must advise the other of their intention to involve assistance personnel prior to the “Third Party” support person or mediator commencing.

*Special Note – Active TEC **shall not** pay fees and costs of a “Third Party” support person or mediator appointed by the student to represent them.

Active TEC Complaints/ Appeals Procedure (Dispute Resolution Process)

A) The formal Complaint/Appeal must be lodged in writing to Active TEC P/L.

Receipt of a complaint will be acknowledged in writing within five (5) working days and the complaints process will commence within ten (10) working days of the receipt of the complaint.

B) The Director of Training or another nominated official will contact the student, if necessary, seek to clarify the outcome that the student hopes to achieve. At this time the student will be provided with an opportunity to formally present his/her case to the Director of Training in person within 24 - 48 hours.

C) Active TEC will then endeavour to resolve the complaint within a further fifteen (15) working days **but not longer than 60 Calendar days**, and will provide the student with a written statement of the decision and outcome, including details of steps to be taken to address the complaint and reasons for the decision.

D) If the student is still dissatisfied with the decision the matter will be referred to the **Dispute Settlement Centre of Victoria**, to act as an appropriate external independent source to reach an accord.

This process is also available to internal staff or agents of Active TEC.

Note As a student you may wish to contact the Australian Skills Quality Authority to seek further advice.

Plagiarism, Cheating and Collusion policy

Active TEC has developed a policy to address plagiarism, cheating and collusion.

Policy

This policy ensures that mechanisms are in place to avoid Student plagiarism, cheating and collusion and outlines the strategies in place to detect and respond to such incidents.

A Students **shall be suspended** pending a review for:

Cheating - acting dishonestly or unfairly in order to gain an advantage.

Plagiarism - to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one’s own by failing to give appropriate acknowledgement.

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This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

- intentional plagiarism is plagiarism which is deliberate with the intention to deceive.
- unintentional plagiarism is plagiarism which results from a lack of understanding of the concept of plagiarism, or a lack of skill in referencing/acknowledging sources in your written assessments.
- both intentional and unintentional plagiarism are considered breaches of the policy.

Collusion - to plot together to ensure.

- unauthorised collaboration between Students.
- collusion is a form of plagiarism.

Students shall not knowingly allow their work to be copied.

Discipline and Expulsion

If any Student breaches the requirements, Active TEC will be required to take disciplinary action to rectify and/or manage the behaviour.

This may result in either warning or expulsion, this shall be determined by Active TEC management .

Responsibility of Students

All Students have responsibilities to ensure a safe environment, as a Student you are required to:

- obey any reasonable instructions in relation to health and safety.
- ensure that you understand we have adopted "Zero Tolerance" to students attending our courses if they have partaken in the use of Alcohol or drugs, prior to attending a class, or are adversely affected by residual quantity's taken pre-attendance.
- Report unsafe acts (or equipment) to the trainer/assessor or an Active TEC staff member as soon as possible.
- observe good housekeeping practices.
- report all injuries or near misses to the assigned Trainer/Assessor or an "Active TEC" staff member.
- ensure that your conduct does not interfere with Active TEC property.
- use and take reasonable care of any protective equipment that is provided.
- not interfere with or remove any safety devices from equipment (if provided).

Smoking Regulations

For health and safety reasons and in line with State and Territory based legislation, Active TEC has a 'No Smoking' policy, signage is clearly displayed throughout our facility.

It is therefore forbidden to smoke in any area of the training or where there are other students particularly in buildings of any type.

As a student you shall not smoke where training is conducted outdoors , as a standard, unless you obtain the approval of the Trainer/Assessor or a relevant ATEC Staff Member.

First Aid

Your Trainer / Assessor shall assist you with First Aid assistance, if or when you require assistance. First Aid kits are available at every training location under the control of your ATEC Trainer/Assessor.

Active TEC shall have a trained and certified First Aider (Level 2) available to students, and staff at all times.

You must report all incidents or accidents to the ATEC trainer/assessor or Active TEC staff as soon as possible. All incidents and accidents that are reported and attended to by an ATEC First Aider shall be recorded in the "register of injuries" and an "Accident/ Incident" report may be completed and retained.

Inappropriate Behaviour

Active TEC provides a learning/training environment which aims to ensure the health, safety and respect of all students and staff.

Active TEC seeks to create an "inclusive and productive" learning environment in every training course we hold, and any inappropriate behaviour will be discouraged immediately.

Any student that engages in behaviour that is deemed to be inappropriate, and is reported to, or identified by an Active TEC trainer assessor, the Active TEC trainer assessor shall ask the offender to correct their behaviour, or leave the course.

Failure to comply will be referred to the local police and removal shall follow, fees and attendance shall be forfeited.

Food and drink

There is no food and drink allowed in training rooms as a standard (with the exception of sealable water bottles). However an Active TEC staff member may approve the use of the training room where eating facilities are not available. Students are responsible for any mess or damage incurred, and must return the facility to its condition prior to using this zone.

Noise levels

Students need to be aware of noise levels created by themselves, and be respectful of their fellow students and any other occupants of the training venue.

The Active TEC trainer assessor shall ask the offender to correct their behaviour, or leave the course.

Presence of Non-Students

Due to the distraction and disturbance to other students, no children, relatives, friends or pets are to be brought into the training rooms, nor can they stay within the training facility whilst training and assessment is being delivered unless approved by Active TEC staff member (this restriction does not apply to students who use seeing eye dogs).

Dress Standards

Students are expected to dress in an appropriate manner as advised by Active TEC staff via the information sent to them after requesting a booking for a course session.

Clothing shall be applicable to the work environment or industry the training is designed for.

**Note* Where students fail to wear appropriate clothing they shall not be able to participate in the course, and shall be asked to leave.*

Where a student refuses or fails to wear any P.P.E they are instructed to wear, be it provided by the student or by Active TEC, they can be dismissed without refund from the course they are attending.

Drugs and Alcohol Policy

The use of drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other Students.

The use of such substances may result in the risk of injury or a threat to a Student's well-being, or that of any other party will not be tolerated.

Active TEC' policy is simple, that no student or staff member is to attend Active TEC venues or training and assessment events, whilst under the influence of alcohol or drugs.

If a person attends a training course and is deemed to be under the influence of "Drugs or Alcohol" they will be asked to leave, and will have forfeited any course fees they had already paid.

Failure to comply will result in the matter being referred to the local police, and removal shall follow.

Prescription medication

Nothing within our Drugs and Alcohol policy prohibits the use of prescription pharmaceuticals that do not impair the Student's study performance ability, or put others at risk.

However, prescription medication that does impair the student, will result in the student being asked to leave, or being to be removed from the training session by the local police.

Sexual harassment Policy

Active TEC is committed to ensuring that its training environments are free from any form of harassment including Sexual harassment.

Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any person who breaches this rule.

Sexual harassment in education is illegal under the Sex Discrimination Act 1984, some forms may constitute a criminal offence.

If a person attending our training course is sexually harassing another student or staff member they will be asked to leave, and will have forfeited any course fees they had already paid. Failure to comply will be referred to the local police and removal shall follow.

Bullying and harassment Policy

Active TEC will not tolerate Bullying and harassment within its organization.

Bully and harassment is illegal under the "Crimes Amendment (Bullying) Bill 2011 and fines and jail terms are indicated.

If a person attending our training course is Bullying and Harassing another student or staff member they will be asked to leave, and will have forfeited any course fees they had already paid. Failure to comply will be referred to the local police and removal shall follow.

Access, equity and anti-discrimination policy

Active TEC is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in its policies and procedures.

Active TEC recognises and values the individual differences of its students and recognises that students come into its training programs with a wealth of personal knowledge and life experiences.

Active TEC creates an inclusive environment for all people regardless of their background by:

- Providing a welcoming and supportive training environment.
- Offering flexibility in training and assessment where provided with the opportunity.
- Providing reasonable adjustments to training and assessment activities.
- Determining the needs of all individuals upon engagement within Active TEC.

Active TEC is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all Students, prospective Students and other customers.
- No person is discriminated against, harassed or treated unfairly in their dealings with Active TEC .
- Each Student has access to the level of support (as far as practicable) required to enable them to reach their full potential without it causing unjustifiable hardship to Active TEC or the Student.
- It complies with relevant Equal Opportunity legislation and Anti-Discrimination Acts.

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

If a person attending our training course is discriminating another student or staff member it must be reported to the Active TEC Trainer Assessor, they will be asked to leave, and will have forfeited any course fees they had already paid. Failure to comply will be referred to the local police and removal shall follow.

Privacy and Personal Information Policy

Active TEC as a small business and consistent with its operations and responsibilities, under the Privacy Act 1988, the Privacy and Data Protection Act 2015 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, is not required to have in place a Privacy Policy that meets the APPs , however we choose to do so.

The Privacy Act includes thirteen (13) Australian Privacy Principles (APP's) , the APPs set out standards, rights and obligations for handling, holding, accessing and collection of personal information. Active TEC respects the privacy of student's personal information and takes the storage and security of this information seriously therefore this information shall be stored in a locked facility.

Active TEC shall collect personal information directly from candidates participating in Active TEC training courses or engaging Active TEC as a consultant company.

The collection of this information shall be by telephone, facsimile, letter, email and will also include any information provided to us face to face on a registration/enrolment form or assessment documents.

Types of information

The type of personal information that Active TEC collects depends on the circumstances of collection and on the type of service you request from Active TEC .

The particular purpose for which personal information is collected by Active TEC is generally either specified or reasonably apparent at the time the information is collected.

Active TEC usually collects information, such as:

- name
- gender
- date of birth
- address
- contact numbe
- email address
- nationality
- language
- cultural or religious beliefs
- disabilities or special needs
- photo Identification
- occupation
- education Level
- existing qualifications, licenses or registrations
- literacy level
- student welfare information

The information collected to meet authority requirements and to allow Active TEC staff to establish a training plan /circumstance that supports the participants training and education goals.

What if a Student will not provide personal information?

If a student does not wish to provide the personal information that Active TEC requests, without prejudice Active TEC shall not be able to provide the Student with the relevant training, products or services.

This will not be in breach of our Access, equity and anti-discrimination policy as there is a fundamental requirement to verify the enrolling student is actually the person participating in the training program.

Security of personal Information

Active TEC is committed to protecting Students' rights to privacy and will take all reasonable steps to ensure personal information is stored in a secure environment protected from unauthorised access, modification and disclosure.

Active TEC uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures.

When Active TEC no longer requires personal information, it will safely destroy the information and delete it from its systems.

Direct marketing and privacy policy

Active TEC may periodically use the personal information it collects about a Student to assist identifying particular products and services which it believes may be of interest and benefit to the Student.

Active TEC may then contact the Student to let them know about these products and services and how they may benefit, the student can stop any further advise or marketing by indicating this in an email to Active TEC Staff utilising the email address info@activetec.com.au this will be recorded and stop the process in the future.

Accuracy of personal information policy

If Active TEC has accurate personal information about a Student, it enables Active TEC to provide the best possible service.

Active TEC will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

If a Student considers their personal information to be incorrect, incomplete, out-of-date or misleading, then the Student can request that the information be amended.

Access to personal Information policy

If a Student requires access to the personal information held by Active TEC, the Student shall be advised to make the request in writing using the [Active TEC Access to Records Request form](#), this can be obtained from an Active TEC staff member via email.

Your request for access will be dealt with in a reasonable time and Active TEC will provide access to the personal information it holds, unless there is an exemption which applies under the Privacy Act.

There is no charge for an individual to view personal information that Active TEC holds about them; however Active TEC shall charge a fee to make you copies of such information, where copies are requested.

If Active TEC refuses a request for access, it will provide the Student with reasons for the refusal.

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Copyright Policy

Active TEC complies with relevant copyright legislation as it is applicable.

Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act.

Active TEC prohibits the re- use or copying of any software, where ownership or permission cannot be proven, we also prohibit the photocopying of any of our own training materials, copying of our documents or software, this is against the law and Active TEC will prosecute anyone who breaches this policy, heavy penalties shall apply.

Quality and Continuous Improvement Policy

Active TEC has an evidence-based and outcomes-focused approach to maintaining quality practices within its business.

Quality is assured in all aspects of the business, in particular training and assessment services, student services and the management of Active TEC Training Services own operations.

Client feedback is fundamental to assuring adequate products and services, therefore feedback shall be obtained for every session completed from both the student and the Trainer/Assessor.

Internal reviews and improvements form part of our continuous improvement program.

Feedback Policy

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

Active TEC uses the following business occurrences to collect invaluable feedback from Students and stakeholders:

- course, Student and class evaluation surveys/ questionnaires;
- student engagement and employer satisfaction surveys;
- interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies;
- face to face contact between trainers/assessors and students;
- complaints and appeals;
- internal audit reports and organisational self - assessments;
- moderation and validation exercises; and
- other interactions with stakeholders.

Students, prospective students and other customers are invited to provide their feedback on any aspect of our services at any time.

Feedback can be provided in person, over the phone or via email by utilising the "Contact Us" tab on our website.

All feedback received will be used in Active TEC feedback and continuous improvement cycle.

END of Information *****



Thank you for considering Active TEC

For additional information contact Active TEC on :

Call Active
PH: 0452 2 28483

or

info@activetec.com.au