



## About Adelaide Training & Employment Centre (ATEC)

**RTO 0022**

ATEC is a not-for-profit organisation, providing training to apprentices and specialised training for industry, school learners, school leavers and the unemployed. Our training covers a broad range of qualifications and courses across engineering (mechanical & fabrication), general construction, electrical and community services.

ATEC has two industry focused skills training centres located strategically in the North Western and Southern metropolitan areas. Our Group Training (apprentice hire) division, services the whole metropolitan area. Community Services training is available to learners and employers at our Community Services Training Centres located at Port Adelaide and Lonsdale. For further information about ATEC's products and services or the information provided on this sheet, we encourage and welcome you to visit our website at [www.atec.asn.au](http://www.atec.asn.au) or call us on **1300 112 832** or email us on [onlinebookings@atec.asn.au](mailto:onlinebookings@atec.asn.au)

We hope you enjoy your 'Learning Journey' with ATEC.

### Quality

ATEC - Adelaide Training & Employment Centre Inc. is certified to the International Standards Organisation's 9001 Quality Management Systems series through SAI Global Limited. A certification program implemented since 2005 (*Certificate No: QEC22923*) demonstrates our commitment to quality and continuous improvement of our services. This framework focuses our efforts on improving the degree to which ATEC services meet our customer requirements; on improving the effectiveness of our processes; and improving the perceptions of our customers as to how well their needs and requirements have been met.

ATEC is committed to providing a complete range of flexible vocational education, training, recruitment and apprenticeship services to all our clients through excellence in professional service delivery.



requirements you may have. You are encouraged to disclose any learning, disability or ongoing health/medical condition that may require support. We may be able develop a personal access plan that will assist in your successful participation.

During this process, you will be provided with detailed information about ATEC's policies and procedures, what is expected from you as a learner and any specific requirements which may be required for your course (eg: personal protective equipment) and have plenty of opportunity to ask any questions.

### Unique Learner Identifier (USI)

If you are studying nationally recognised training in Australia, you will be required to have a Unique Learner Identifier (USI). Your USI will be required during the enrolment process.

A USI is a reference number that will allow an individual to see all their training records, results, certificates and statements of attainment, entered in the National Vocational Education and Training (VET) Data Collection.

If you don't already have a USI, you can obtain one online at no cost to you at [www.usi.gov.au](http://www.usi.gov.au) or ATEC can apply on your behalf by sending an email to [onlinebookings@atec.asn.au](mailto:onlinebookings@atec.asn.au)

### Privacy

ATEC is required to collect and securely store your personal information in order to administer your application and enrolment.

ATEC is required by law to collect certain personal information which may be

disclosed to relevant government and agencies for your training purposes. ATEC will only collect personal information relevant to your enrolment and application.

ATEC is bound by and adheres to the Australian Privacy Principles (APP) and the Privacy Act 1988. You may access your personal information in accordance with the APPs by contacting us at any time.

### Access and Equity

ATEC recognises that some groups of people in society have experienced, and continue to experience, disadvantage and unequal educational outcomes.

ATEC is an equal employer and training provider. All people are treated equally, regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age and ethnicity. ATEC where possible, will make reasonable adjustments to ensure all students are given opportunity to achieve their learning outcomes.

### Language, Literacy and Numeracy

ATEC takes account of language, literacy and numeracy (LLN) skills as a part of the delivery of our training and assessment. Language, literacy and numeracy skills are generally incorporated into the Training Packages units of competency.

ATEC ensures it incorporates the principles of LLN into the delivery of its training and assessment processes.

Any eligible learner undertaking government subsidised training will need to undertake an 'Upfront Assessment of Need' (UAN).

### Enrolment

Once you have chosen the qualification or course you wish to undertake, you will be required to complete an enrolment form and where applicable, pay the relevant fees.

Once these are received ATEC will be in contact with you to provide you with any information regarding attending an induction and numeracy and literacy test prior to starting your training.

Please ensure you complete all enrolment sections and relevant paperwork, so we can support any specific study

## Learner Support

Learner Support Services (LSS) is an equity, participation and retention initiative funded by the South Australia Government, with the aim of improving outcomes of accredited vocational education and training to learners with complex needs.

The purpose of LSS is to support learners who have barriers to learning, support retention in training and assist learners complete their qualifications and transition to employment or further study.

## Study Modes

ATEC prides itself in being flexible in its training and assessment delivery and offers a range of options which may include:

- Face to face (RTO premises)
- Face to face (workplace)
- Case Management
- Work placements within the sector
- Realistic workplace scenarios and case studies

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL is a process which recognises what a person has already learned from work experience, non-accredited courses/training and life experiences. When you apply for RPL, you will be required to provide current evidence (generally not older than 3yrs) to demonstrate your prior learning has occurred and will be assessed against the competency outcomes of the relevant training unit/s. If your application is successful, you will receive recognition for those units. Fees apply for RPL, please contact ATEC for further information.

Credit Transfer is recognition of previous formal studies undertaken, which gives you granted status where applicable. ATEC recognises AQF qualifications and statements of attainment issued by other Registered Training Organisations. There are no fees associated for credit transfer.

## Fees and Refund Policy

Each course has an established fee which varies depending on the nature of the course and your circumstance, such as eligibility for concession. Fees for any other incidental costs which may apply to your course are published on the relevant course flyers available on ATEC's website.

No more than \$1,500 is to be paid in advance by learners enrolled in AQF courses before course commencement or at any time throughout the course.

Short course bookings are to be paid in full prior to course commencement.

Courses may only be run subject to minimum enrolment numbers being met.

Payments can be made by cash, cheque, credit card (Visa & MasterCard only), electronic funds transfer and or direct debit (payment plan arrangements). Please contact ATEC on 1300 112 832 to discuss any payment option and any necessary requirements.

If ATEC cancels or postpones a course, wherever possible the learner/client will be notified in writing at least one week prior to commencement. The learner/client will be offered the opportunity to reschedule, or a full refund of all fees paid will be processed within 30 days of cancellation.

All cancellations or withdrawal notifications must be made in writing via email to [bookings@atec.asn.au](mailto:bookings@atec.asn.au)

On receipt of written requests to cancel 7 or more business days prior to the scheduled course commencement date, a full refund of any fees paid will be refunded within 30 days.

No refunds or transfers will be made less than 7 business days of notification prior to the scheduled course commencement date.

No refunds or transfers will be available for non-attendance to a course, without notification, unless exceptional circumstance can be provided. This will be at the discretion of ATEC.

If a learner is deemed Not Yet Competent upon completion of a course, further costs may be applicable for any additional training.

Debt recovery fees may apply on overdue accounts.

Many of the training courses ATEC provides have government funding available for eligible learners. Please contact ATEC for information about funded training and if you are eligible.

The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid in full.

Any complaints or disputes regarding refunds are to be put in writing and referred to the Compliance and Risk Manager for handling in accordance with our Learner Complaints Resolution Procedure (SUP-PRO-DOC-010.1); a copy is available on the ATEC Website.

## Appeals and Complaints

ATEC is committed to ensuring learners receive quality training and outcomes. Where a learner may have a dispute about their training or outcomes, ATEC encourages them to contact either their trainer or management immediately.

ATEC provides a process for advocacy, internal and or external independent mediation to resolve disputes, appeals and complaints in a confidential, impartial and transparent manner.

## Work Health & Safety

ATEC is committed to support the work, health and safety of all learners and ATEC staff. Learner's and staff also have a legal duty to take care and protect their own health and safety and to avoid adversely affecting the health and safety of themselves, other learners and staff.

It is ATEC's policy for everyone to report any hazards, near misses or injuries immediately.

ATEC has specific work, health and safety policies relating to learner and staff expected behaviours with regards to classroom, equipment and workshops.

Smoking is prohibited inside all buildings and is restricted to specific locations at each site.

## Your Feedback

ATEC welcomes your feedback, both positive and negative. You may be asked to complete an evaluation form after you have completed your training, which we encourage you to complete openly and honestly. Should you have any comments or suggestion, you are also welcome to either call ATEC directly or email us.

We all like to hear how well we have done, but also appreciate how we can do things better.

## Contact Information

### Website

[www.atec.asn.au](http://www.atec.asn.au)

### Phone

1300 112 832

### Email

[onlinebookings@atec.asn.au](mailto:onlinebookings@atec.asn.au)