



ATEC

Adelaide Training & Employment Centre

RTO CODE 0022

STUDENT INFORMATION HANDBOOK

Phone: 1300 112 832

Email:

bookings@atec.asn.au

Find us on



1. WELCOME

WELCOME and congratulations for choosing Adelaide Training and Employment Centre (ATEC) as your training provider. The staff at ATEC are here to ensure your learning journey, albiet a short course or a full apprenticeship to support you to achieve your desired outcome.

This handbook forms part of the induction process for new students at ATEC. What you can expect from us, what we expect from you and your rights in regards to your learning journey with us. As you can appreciate, this is only short overview and encourage you to speak to your trainer if you have any questions or would like further information about any of the areas in this handbook.

2. ATEC BACKGROUND

ATEC - Adelaide Training & Employment Centre Inc. is a not-for-profit, bipartite organization established by the Commonwealth and SA Government and Industry in 1989.

ATEC was formerly known as EMF Training Centre (Engineering Metal Fabrication) until our name was changed in 1996 to Port Adelaide Training & Development Centre Inc. PATDC Employment and Training was registered as a trading name in 1999 and in 2003 PATDC Group Training was added.

In July 2006 the name has changed to ATEC Adelaide Training & Employment Centre Inc. as a move to encompass the wider client base of the organisation.

ATEC is a Registered Training Organisation (RTO CODE 0022) operating in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and for the issuance of Australian Qualifications Framework (AQF) certification documentation and with the Training and Skills Development Act 2008 and offers accredited, non-accredited and fee for service training.

For a full list of nationally accredited courses offered at ATEC please click on the following link <https://training.gov.au/Organisation/Details/0022> and refer to our website for all non-accredited and fee for service training <https://www.atec.asn.au/>

3. MISSION

To actively contribute to the growth of employment and development of skills within the community by providing quality training, apprenticeships and recruitment services.

4. BOARD

ATEC is governed by its Board, who consist of industry based members who have a strong connections and background in all areas of trades. This ensures ATEC remains current and focused on meeting business and industry needs.

5. QUALITY FRAMEWORKS

Quality Policy endorses the relentless pursuit of quality, innovation and commitment to our customers. Based on this ATEC has adopted a Quality Management Framework which has been developed in accordance with the requirements of the ISO 9001 series of International Standards and Standards for NVR Registered Training Organisations. Our work processes are documented and standardised while allowing for flexibility and continuous improvement. We encourage all learners to speak to your trainer and actively participate in any forms of evaluation processes to ensure we continually improver our training for you.

6. TRAINING LOCATIONS & SERVICES OFFERED AT ATEC

OTTOWAY – Head Office location

275 Grand Junction Rd

OTTOWAY SA 5013

Phone 1300 112 832

- Electrical/Electronics/Sustainable Energy
- Engineering Production
- Fabrication and Welding
- Fitting & Machining
- Sheet Metal
- General Construction
- Forklift license
- Whitecard
- Yellowcard (EWP)

Training Hours – hours of attendance and breaks may vary depending on the course, usual hours are as follows:

Monday to Thursday 8.00am to 4.30pm

Friday 8.00am to 2.30pm – Reception open till 4.30pm

Morning Tea 9.45am to 10.00am

Lunch 12.30pm to 1.00pm

Afternoon Tea 2.45pm to 3.00pm

FACILITIES

- Food and drinks may be purchased from the vending machine and lunch vans during morning tea and lunch breaks.
- Toilet facilities are available for students adjacent to the workshop and within the Renewable Energy building.
- A lunchroom is provided for students with tea/coffee/water, access to fridge and microwaves.
- A bus stop is located out the front of the Ottoway Training Centre on Grand Junction Road.

Bus Stop No: 31 Westbound

Bus Stop No: 31 Eastbound

LONSDALE

5 Refinery Road

LONSDALE SA 5160

Phone 1300 112 832

- General Construction
- Forklift license
- Whitecard
- Yellowcard (EWP)
- Child Safe Environment
- Provide First Aid
- Provide Cardiopulmonary Resuscitation (CPR)
- Manual Handling
- Aged & Disability Care

Training Hours – hours of attendance and breaks may vary depending on the course, usual hours are as follows:

Monday to Thursday	8.00am to 4.30pm
Friday	8.00am to 2.30pm
Morning Tea	9.30am to 9.45am
Lunch	12.30pm to 1.00pm
Afternoon Tea	2.30pm to 2.45pm

FACILITIES

- Food and drinks may be purchased from the vending machine and lunch vans during morning tea and lunch.
- Toilet facilities are available for students adjacent to the Workshop.
- A lunchroom is provided for students with tea/coffee/water, access to fridge and microwaves.
- A bus stop is located within 100 metres of our Lonsdale Campus. (Bus Services: 715, 724 and 734)
 - Bus Stop No: 56 Northbound
 - Bus Stop No: 56 Southbound
- The Lonsdale train station is located 100 metres north of the Noarlunga Centre.

PORT ADELAIDE

12 Todd Street
PORT ADELAIDE SA 5015
Phone 1300 112 832

Training Hours – hours of attendance and breaks may vary depending on the course, usual hours are as follows:

Monday to Friday	9.00am to 4.30pm
Morning Tea	As determined by trainer
Lunch	12.30pm to 1.00pm
Afternoon Tea	As determined by trainer

FACILITIES

- Food and drinks may be purchased from the vending machine and local nearby vendors during morning tea and lunch.
- Tea/coffee/water, access to fridge and microwaves available in the kitchens.
- Toilet facilities are available for students adjacent to the training area.
- A Bus Station and Railway Station service Port Adelaide and the training facility is easily accessed by road. Limited car parking is available on the street.

7. PRE-EMPLOYMENT TRAINING

ATEC provides training in pre-employment programs. We aim to achieve maximum employment/apprenticeship/traineeship outcomes from each intake.

We therefore both encourage and expect a commitment from all students to co-operate in accepting employment/apprenticeship/traineeships offered.

Enquiries should be directed to our Ottoway or Lonsdale Campus.

Phone: 1300 221 832

ATEC GROUP TRAINING & RECRUITMENT

Group Training is the term for the employment of an apprentice by one company (ATEC Group Training) and the on-hiring of that apprentice to another (the Host Employer) for an agreed period of time.

ATEC Group Training assumes all legal employer responsibilities and administers the employment, wages and training for the apprentice, while the Host Employer provides suitable work and pays wage costs by way of a fortnightly invoice. This provides a simple and flexible arrangement for the employment of apprentices.

ATEC Group Training primarily services the engineering, manufacturing and associated industries, with emphasis on the following trade vocations:

<u>Mechanical</u>	<u>Fabrication</u>	<u>Electrical</u>
Fitter & Turner	Sheet metal Worker	Domestic Electrician
Tool maker	Welder	Industrial Electrician
Mechanical Fitter	Boilermaker	Electrical Contractor
CNC Machinist	Metal Fabricator	Electrical Fitter

Group Training services are offered through our Ottoway office, and any enquiries regarding Group Training Apprentices/Trainees should be directed to our Ottoway campus:

Phone: 1300 112 832

Email: grouptraining@atec.asn.au

8. UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, if you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI).

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

Students will be able to securely access a single accurate and complete transcript of their nationally recognised training and qualifications gained anywhere in Australia.

The USI is available online at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course. Your USI will be required during the enrolment process.

USI Exemptions

Exemptions are provided for an individual where:

- the individual is an offshore international student studying outside of Australia, if this is the case, ATEC can not provide your training.
- the individual has completed the requirements for a VET qualification or statement of attainment prior to 1 January 2015

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

NB: Students should note that if they are exempt from requiring a USI that the results of their training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

To create your USI or for further information refer to the links on the Pre-enrolment Information page on the ATEC website at www.atec.asn.au

9. PRIVACY

ATEC is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988. A copy of our Privacy Policy is available on request.

ATEC only collects personal information (other than sensitive information) which is reasonably necessary for one or more of its functions or activities – that is, the provision of education, training and employment services. The type of information we collect will depend on the service being provided. (ATEC may also be required by law to collect certain personal information in some situations). If you do not provide us with all of the information requested, we may not be able to provide you with the service you have requested.

You may access your personal information in accordance with the Australian Privacy Principles (APPs) through ATEC student Administration, subject to verification of identity. Any queries/concerns please call 1300 112 832.

10. ACCESS & EQUITY

Staff and clients are responsible for ensuring that they understand and implement the Access & Equity Policy and behave in a courteous, sensitive and non-discriminatory manner.

11. LANGUAGE, LITERACY & 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 to ensure that students have these fundamental skills which are vital in building the generic skills of teamwork, communication and problem solving that are highly valued by employers.

ATEC ensures it incorporates the principles of LLN into the delivery of its training and assessment as it has an important role in:

- Assisting students who may need support in any key LLN skills.
- Where training package requirements rules require students to be at a basic literate level and not use an interpreter to undertake the training or assessment.

NOTE: LLN testing may also be required through regulatory requirement eg: High Risk Work Licensing.

12.RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (CT)

RPL is a process that recognises what a person has already learned from other courses, life experiences, work experience or training. When you apply for RPL, the evidence provided to demonstrate prior learning has occurred, is assessed against the competency unit outcomes of the training course. If your application is successful, you will receive recognition for those units.

Credit Transfer gives you automatic advanced standing in the relevant parts of your current training course, as ATEC recognises AQF qualifications and statements of attainment issued by other Registered Training Organisations. To apply for Credit Transfer, first check out the formal arrangements covering your courses.

For further information about recognition of prior learning or credit transfer contact your Trainer or Case Manager.

13.TRAINING & ASSESSMENT METHOD

ATEC delivers training and or assessment through various pathways, these may include:-

- Off the job – completed at ATEC and not in the workplace.
- On the job – completed in the workplace. You may need to come to ATEC if you are unable to perform all of the training and or assessment at your workplace, due to your workplace constraints.
- Combination of both on and off the job.
- Recognition of Prior Learning

All assessments conducted by ATEC conform to the Principles of Assessment as per the Standards for Registered Training Organisations 2015.

Typical assessment methods can include but are not limited to written, practical, observation, verbal, demonstration (actual and simulated), collection of evidence, third party sign off and electronic portfolios such as e-profiling, pending the needs of the learner.

Trainers and or assessors have the capability to provide ‘Reasonable Adjustment’ where applicable to ensure the learner is not disadvantaged.

14.STUDENT SUPPORT SERVICES

The purpose of LSS is to support students who have barriers to learning, support retention in training and assist students with complex support needs to complete their qualifications and transition to employment or further study through the provision of learner case management.

In addition to LSS, students are encouraged to ask their trainers or site administration staff for guidance to access support services and/or facilities to obtain information.

Contacts for assistance with literacy & numeracy, adult literacy and ESL/Asian languages are also available in this way.

15.FEES and REFUNDS

To ensure a place in a course, all invoiced fees must be paid in full upon enrolment in the course unless alternative payment terms have previously been agreed between the Learner and Adelaide Training & Employment Centre (ATEC).

No more than \$1500.00 can be paid in advance by Learners for any Australian Qualifications Framework (AQF) courses prior to commencement, or at any time throughout the course. Usually courses will be confirmed at least one week prior to the proposed commencement date.

Much of the training ATEC provides has government funding available for eligible students, please contact ATEC directly to discuss.

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

(Refer to our Fees and Refund Policy for further information.)

16.GRIEVANCE/ASSESSMENT APPEALS

ATEC is committed to ensuring students receive quality training. At any time there grievance or appeal is raised, ATEC's management aim to deal with and ultimately resolve it in a timely manner.

(Refer to our Grievance/Assessment Appeals Policy for further information)

17.ISSUANCE OF STATEMENT OF ATTAINMENT & QUALIFICATION

On completion of a learners will be issued with:

1. A Certificate in the appropriate field of study for the relevant unit or qualification level and
2. A Record of Results for completed units of competency

On completion of single unit enrolments:

1. Statement of Attainment for completed unit/s of competency

18.WHS INDUCTION

ATEC takes the work, health and safety seriously and requires all students to participate in a Work Health and Safety induction upon commencement of their training. It is critical all students adhere to all safety policies and procedures to ensure theirs and other safety.

Please ensure that you read and acknowledge the WHS induction requirements.

19.EVACUATION PROCEDURE

Each campus has strategically placed evacuation signs indicating safe exit routes to a muster point. All students must take notice of this procedure and exit in an orderly manner immediately the evacuation siren is sounded. A roll attendance will be taken at this point. Do not leave the area until directed by appropriate staff/warden.

20.FIRST AID

Each campus has a currently qualified First Aid Officer/s, and has one or more first aid kit/s on site.

Your trainer will be able to assist you to in directing all enquires to the First Aid Officer.

21. CENTRE'S EXPECTATIONS

Everyone attending the ATEC training centre are expected to adhere to the following; *Failure to do so may incur disciplinary action which may result in suspension/termination of training prior to completion of the course. Steps will be taken in accordance with ATEC's Grievance Procedures.*

1. All Students are required to start work promptly at 8:00am, unless informed otherwise. Students who will be late must ring ahead to inform campus Reception and upon arrival at the campus sign-in at Reception before going to their class. Punctuality is expected at all times. Students leaving early must advise their trainer before going to campus Reception to sign-out.
2. **(Pre-employment Program)** Students are expected to consider all employment opportunities offered to them while attending ATEC.
3. All students are expected to wear the specified safety clothing and equipment relevant to their tasks, and keep them in an appropriate condition.

Minimum clothing requirements for workshop training are appropriate work wear shirts, long trousers (construction students may wear shorts), safety boots and clear safety glasses. Students who do not present with the appropriate clothing or safety gear will be sent home to get it and their employer notified of such. Refer to the Workshop Safety Policy attached to every call up letter from ATEC and located around all workshop areas.

4. **Non Smoking** As a commitment to the health and safety of all staff and students at ATEC we have a no smoking policy. Any students wishing to smoke will do so only during the designated breaks, eg morning/afternoon tea and lunch breaks , in designated smoking areas as per the Non Smoking Policy (refer to the Student Policy Manual) and must dispose of their butts in the appropriate receptacles.

Ignition sources of any kind (cigarette lighters) are not to be taken into any workshops at any sites.

5. You must not attend training whilst under the influence of drugs or alcohol. ATEC reserves the right to take action if any individual is suspected to be under the influence of drugs or alcohol

If you are taking any medication that could adversely affect your safety or performance, you must inform your trainer immediately.

The trainer may need to check how the medication affects you, especially if you need to operate any machinery as part of your training or if there is any specific first aid information we need to be aware of and how the trainer can best assist you throughout the course.

6. All mobile phones and other electronic devices (including IPODs, Ipads etc) are to be switched off during training and only be used in scheduled breaks, unless otherwise approved by your Trainer (emergency situations) in which the mobile telephone is to be set to silent. These devices are to be secured and not operated near machinery.

No radio headphones or blue tooth ear plugs are to be worn or taken into any classrooms or workshops.

7. Students accessing ATEC computers must use them in a responsible manner for educational purposes stated by their trainer only. The internet or networks at ATEC **shall not** be used to access web pages, computer files, trainer's assessment tools, newsgroups, chat groups or other materials regarded as either confidential and / or offensive. If a student is found to breach this expectation, disciplinary action will be taken at the discretion of the Trainer and Supervisor and could include

expulsion from the course and, if relevant, cancellation of your apprenticeship. Users must accept responsibility in regard to copyright protected material, confidentiality and plagiarism

8. Students taking sick leave must ring to inform ATEC reception of their absence. Pre-employment program students must provide a doctor's certificate for absences of two or more days. Failure to present a Medical Certificate may result in the termination of allowances and subsequently enrolment on the program.
9. **Withdrawal** Students wishing to withdraw from their course must notify ATEC Student Administration by email to student_admin@atec.asn.au or by calling 1300 112 832.
10. **Non-contact/abandoned study** in instances where a student does not advise ATEC that they are withdrawing from their course ATEC will endeavour to make contact with the student via telephone, email and/or letter. If the student is unable to be contacted/does not respond within 6 weeks of the date of first attempt at contact, the student will be considered to have abandoned their study.

ATEC will terminate the enrolment and issue award as relevant (subject to payment having been received).

11. **Child Safe Environments (CSE)** ATEC has a strong commitment to ensure the safety, care and protection of all children accessing its services. All young people who access ATEC services have a right to feel and be safe. The safety and wellbeing of all children and young people accessing our services will always be our first priority. ATEC policies and CSE procedures demonstrate our commitment that incidents of child abuse or neglect will not be tolerated at ATEC.
12. **Equal Opportunity** ATEC has a firm commitment to fair treatment principles and equal opportunity to employment, training and services. Our policies, practices and procedures are designed to eliminate unlawful discrimination (eg: race, gender age); unlawful discrimination is unacceptable at ATEC.
13. **Harassment and Bullying** ATEC has a firm commitment to providing safe environments. Our policies practices and procedures are designed to eliminate all forms of harassment and workplace bullying- such behaviour is unacceptable at ATEC. If you feel you are or another person is being harassed or bullied please let your trainer, or any ATEC manager know immediately.
14. **Grievances** ATEC is committed to ensuring its students receive quality training and that, while disputes are inevitable, ATEC's management aim to deal with and ultimately resolve any grievances students may encounter while investigations in any issue are in progress, services shall continue as normal insofar as is reasonable and safe.
15. **Work Health & Safety** based on the Work Health and Safety Act 2012 (SA), all students have the right to a safe working environment. Managers are responsible for their respective areas and each campus has an elected Health & Safety Representative. Injury and Hazard reporting forms and, an evacuation procedure and the Maintenance Person are available to assist in ensuring the workplace is safe.

All students and visitors to the workshops must familiarize themselves with and abide by the Workshop Safety Policy.

16. All students are expected to submit written and/or practical work for assessment in accordance with module/unit criteria. Assessment and re-submission of work will also be undertaken in accordance with module/unit criteria.
17. Students are required to notify ATEC should they intend to withdraw from a course.

22. SUPPORTING AND REGULATORY ORGANISATION REFERENCES

In the event you are not satisfied with any aspects or outcomes of your learning journey with ATEC, following are organisations who may be able to assist you further:-

Purpose	Authority	Phone	Website
State funded training	SA State Government Funded (formally WorkReady)	1800 506 266	http://www.skills.sa.gov.au
Training Advocate	Office of the Training Advocate	1800 006 488	http://www.trainingadvocate.sa.gov.au/
Vocational Education Training (VET) Regulator	Australian Skills Quality Authority (ASQA)	1300 701 801	http://www.asqa.gov.au
Training Contracts	Traineeship and Apprenticeship Services (TAS)	1800 673 097	http://www.skills.sa.gov.au
External Complaints	National Training Complaints Hotline	13 38 73	http://www.education.gov.au/NTCH
Federal Workplace Advisory Service	Fair Work Ombudsman	13 13 94	https://www.fairwork.gov.au/
South Australian Equal Opportunity Act 1984	Equal Opportunity Commission	(08) 8207 1977	http://www.eoc.sa.gov.au
Privacy Act 1988	Office of the Australian Information Commissioner (OIAIC)	1300 363 992	http://www.oaic.gov.au
Work Health and Safety Regulator	SafeWork SA	1300 365 255	http://www.safework.sa.gov.au
Workplace injury & rehabilitation	ReturnToWorkSA	13 18 55	http://www.returntoworksa.com

23. ATEC POLICIES & PROCEDURES

The following policies are available on the ATEC website (www.atec.asn.au) under Pre Enrolment Information and as such, it is your responsibility to ensure you read and are familiar with these:-

1. Privacy Policy
2. Access & Equity Policy
3. Client Complaints Resolution Procedure
4. Workshop Safety Policy
5. Fees and Refund Policy
6. Assessment Appeals

Further related policies and procedure can also located on the website, which may assist you during your learning journey. If you cannot access these, you can contact ATEC directly on 1300 112 832 to provide the relevant information to you.

ATEC wishes you all the very best in your learning journey.

Actively participating will ensure you get the best outcome.

“Learning never exhausts the mind.”

Leonardo da Vinci, artist