ATI-Mirage
Student Handbook

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Registered Training Organisation No: 1918

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Table of Contents

Introduction

Student Handbook

The Student Handbook contains everything you need to know from enquiry through to completion.

An electronic format, as well as all of the RTO Policies and Procedures, are available on our website.

You will also find forms that you may need during your time with us. Please visit the page to familiarise yourself with its contents.

https://www.ati-mirage.com.au/about-rto-policiesproceduresforms

About ATI-Mirage

ATI-Mirage is a West Australian owned organisation. The company was formed in October 2003 by the amalgamation of Australian Training Institutes (established 1983) and Mirage Technology (established 1990). The company provides training in computer skills, leadership and management, communication, business writing and other professional development training to the Government, not for profit and private sectors. The company is also involved in the supply of professional training and room hire facilities to a number of organisations Australia-wide.

ATI-Mirage is committed to providing quality training to its customers. The philosophy of ATI-Mirage is to provide flexible, broadly based and modularised training programs for its clients, to ensure a maximum return on the training dollar spent coupled with optimum learning for skills transfer. ATI-Mirage firmly embraces the principles and application of Adult Learning and incorporates these techniques in their training programs.

Scope of Registration

ATI-Mirage Pty Ltd is a Registered Training Organisation (RTO No. 1918) which provides nationally recognised units of competency, qualifications and skillsets within the Vocational Education and Training (VET) sector, as well as accredited and non-accredited training.

For the latest information on qualifications offered on scope visit our website:

https://www.ati-mirage.com.au/

Location

ATI-Mirage is located on Level 1, 863 Hay Street, PERTH, in the Cloisters centre.
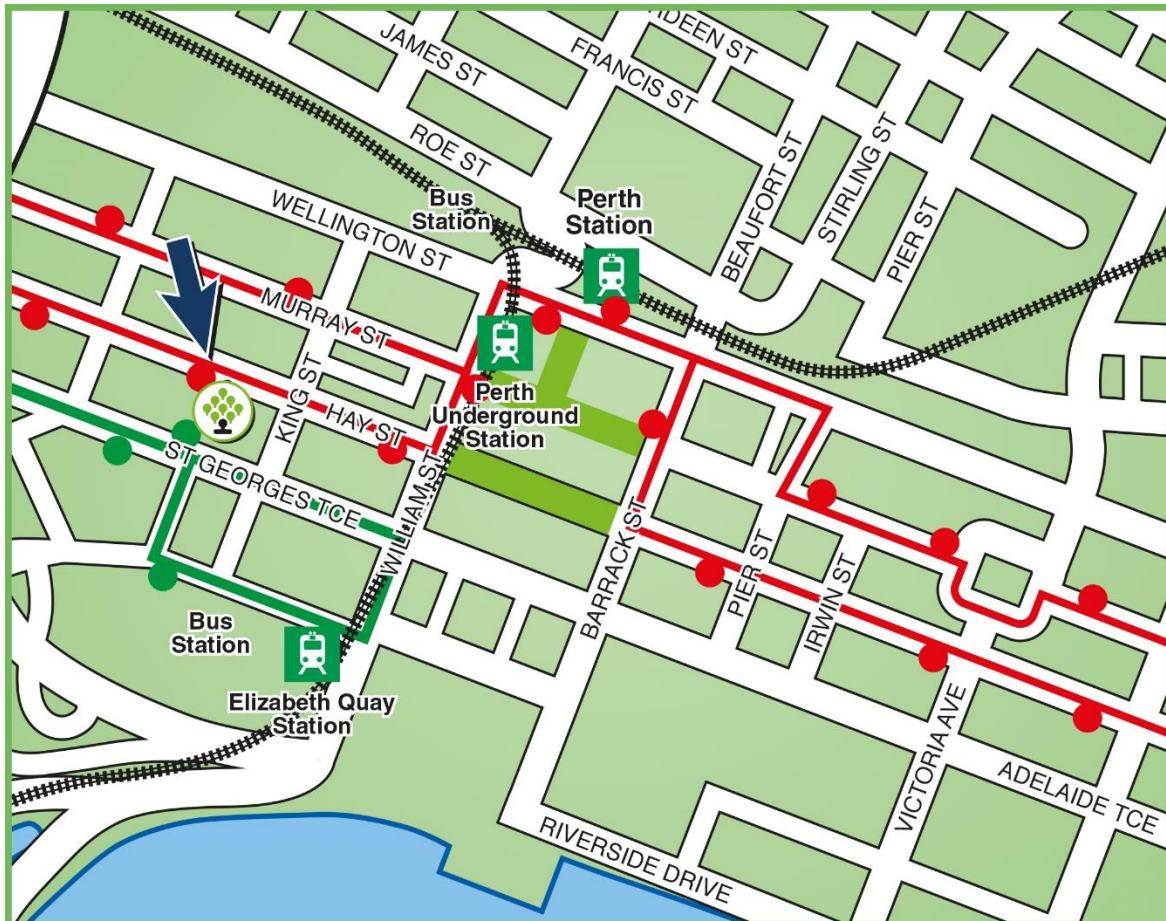
We are located close to His Majesty's Theatre, easily accessible by public transport.

Train Stations

Perth Underground Station & Perth Station

Car Parking

His Majesty's car park, accessed from Murray Street

Wilson open air car park, 378 Murray Street

CAT Information

Green CAT Stop 20

Red CAT Stop 13

ATI-Mirage Code of Practice

ATI-Mirage is committed to providing quality training and education to its students. It is the philosophy of ATI-Mirage to provide flexible training programs for its students, in order to ensure optimum learning. ATI-Mirage firmly embraces the principles and theories of Adult Learning and incorporates these techniques in their training programmes.

The ATI-Mirage Code of Practice covers the following:

- ATI-Mirage Trainers
- Certificates and Statements of Attainment
- Course Delivery
- Educational Standards
- Marketing
- Policies and Procedures
- Quality Assurance and Improvement
- Training facilities and materials

Our Commitment to You

ATI-Mirage is committed to integrating Access and Equity principles within all our services that we provide to our learners. All staff recognise the rights of learners and provide information, advice and support that is consistent with this Code of Practice and our scope of registration as a nationally recognised training organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to your trainer or complete our Complaints and Appeals form.

Our Guarantee to You

ATI-Mirage is committed to providing a pleasant, friendly environment for the duration of your selected course of study. ATI-Mirage will:

- maintain adequate and appropriate insurance, including public liability
- resolve any complaints conveyed by students fairly and equitably
- allow the relevant State Training Authority or its nominated representatives access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- ensure, in the event of ATI-Mirage ceasing operations, that all records of learner results will be sent to the relevant State Training Authority for archiving.

ATI-Mirage will provide you will:

- provide quality training and assessment
- comply with the Standards for Registered Training Organisations (RTOs) 2015
- issue AQF certification documentation
- notify students of any changes to agreed services

In the unlikely event that ATI-Mirage cannot provide the training and assessment as agreed the RTO will endeavour to provide alternative suitable arrangements wherever possible.

Your Responsibilities as a Student

When enrolled as a student at ATI-Mirage, you are required to:

- complete designated training materials, activities and assessments
- adhere to any Occupation Health and Safety (OH&S) directions and obligations
- adhere to any equal opportunity obligations and
- adhere to training program delivery and assessment schedules.

Course Delivery

ATI-Mirage will provide learners all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Learners will also be given access to a current copy of the course guide and assessment material.

ATI-Mirage will ensure that training and assessment occurs in accordance with the requirements of the qualification and, where appropriate, the State Training Authority guidelines for customised programs.

Training Environment

ATI-Mirage will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations. They will also ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

ATI-Mirage will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Quality Assurance and Improvement

ATI-Mirage is committed to monitoring all training and assessment operations to ensure that students receive training and assessment that meets their needs as well as current industry requirements. This is collected through students' feedback / evaluation of the courses and regular industry consultation.

Educational Standards

ATI-Mirage will adopt practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of learners.

ATI-Mirage will maintain a learning environment that is conducive to the success of learners. ATI-Mirage has the capacity to deliver the course(s) on its scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

ATI-Mirage will maintain secure systems for recording, retaining and archiving learner enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints, qualifications and statements of attainment issued. Such documents will be held for the period(s) mandated by the relevant State Training Authority policy guideline.

ATI-Mirage will treat all personal records of learners confidentially in accordance with the *Privacy Notice* included in the enrolment pack.

Marketing

ATI-Mirage will ensure that all advertising and marketing activities are conducted in an ethical manner. A policy has been developed to ensure that all statements made in any advertising or marketing materials;

- are accurate and unambiguous
- follow national and regulatory guidelines
- are only about the services that ATI-Mirage offers
- are designed to clearly distinguish accredited courses from nationally recognised skillsets and qualifications
- do not detract from the good reputation and interests of other educational institutions nor make negative comparisons and/or derogatory statements.

Course Enquiries

You will find the information you need to know on the ATI-Mirage website:

https://www.ati-mirage.com.au/

You will also find all of our policies and procedures which are outlined in this Student Handbook.

ATI-Mirage Trainers

ATI-Mirage will ensure that all trainers have:

- demonstrated currency of a Certificate IV in Training and Assessment, as a minimum
- industry experience that is current and relevant to the particular course or modules that they develop and/or facilitate
- demonstrated competencies at least to the level of those being delivered.

Meet some of our trainers and assessors:

David Williss

Trainer and Assessor, BSB41515 Certificate IV in Project Management Practice

Grad Cert Business (Project Management), Adv.Dip. Project Management, Cert. IV TAE, MAIM, MAIPM, MPMI, VP PMI WA

David has led an impressive career as a leader, project manager and consultant. David's 18 years of leadership and management experience has seen him develop and lead large complex projects and operational teams. David started his career in the Royal Australian Navy and has since then gained broad experience in industry, working across the Maritime, Tourism, Health, Education, Mining and Resources, Defence, local State and Federal Government sectors to list a few.

Deanna Ward

Trainer and Assessor, BSB40515 Certificate IV in Business Administration

M. Professional Communications, Master NLP & EI Coach, Cert IV Life Coaching, Diploma of Business

Deanna has spent the past 15 years in adult learning, in the Higher Education and VET sectors. She has a background in leadership and business, setting up and running her own businesses. Deanna has run leadership and business programs across academic and as well as corporate settings, working with individuals, small teams and organisations to effect positive personal and organisational change.

Student Support Staff

As well as your dedicated trainer and assessors you will have access to the following support staff:

Crystal Chaplin

Training Support Specialist

Crystal provides student support services from enquiry through to certification.

Support Areas:
- Course Enquiries
- Enrolment
- Application for Unique Student Identifier (USI)
- Payments
- Application for Recognition of Prior Learning (RPL) or Credit Transfers
- Deferrals (course extensions)
- Completion Dates
- Progress Status
- Certification

Billy Howarth Senior Consultant IT	Billy is an experienced IT Trainer, who is available with technical IT issues and support with IT training. **Support Areas:** ▪ IT issues ▪ Additional IT support with the IT related units including Microsoft Word, Excel and PowerPoint.
Billy Brennan-Jones Senior Consultant IT	Bill is an experienced IT Trainer, who is available with technical IT issues and support with IT training. **Support Areas:** ▪ IT issues ▪ Additional IT support with the IT related units including Microsoft Word, Excel and PowerPoint.
Ross Sampson Manager Operations	Ross is available if you have any concerns, issues, disputes or complaints that you cannot resolve with your trainer and assessor.

Please discuss your issues with any of the ATI-Mirage team. We are here to assist you with your studies.

To see the latest list of ATI-Mirage personnel:

https://www.ati-mirage.com.au/about-our-people

Student Support Services

If you have any concerns or questions please direct these to the trainer and assessor or student support services.

At enrolment ensure that you let us know any special needs that you may have that might impact on your studies so that we can make provision for you. This might include any medical issues, disabilities or learning difficulties. Please make a note of these on your enrolment form and discuss with a member of staff so that we can make provision for you.

Reasonable Adjustment

We are able to accommodate special needs, but these cannot impact on the integrity of the assessment process or be unfair to other students. This might include flexible delivery modes, assistance with hearing or visual impairments, access to large print format, timing of assessment for example. If you have any requests please discuss these with us. We cannot assist you unless we know of any issues.

Deferral

If you are unable to complete your studies within the designated timeframe you must discuss this as soon as you know you will not be able to complete on time with your trainer and assessor. Please ensure that you advise student services at least one month prior to your completion date. You will be required to complete a Deferral Form which is available on the RTO Policies and Procedures page on the website:

https://www.ati-mirage.com.au/about-rto-policiesproceduresforms

Course Enrolment

Enrolment Form

Please fill out **ALL** sections of the Enrolment Form to enable us to process your enrolment and comply with requirements detailed below.

Under the *Data Provision Requirements 2012*, ATI-Mirage (RTO No. 1918) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by ATI-Mirage (RTO No. 1918) for statistical, administrative, regulatory and research purposes.

For further information on how this data is used see Privacy Notice below.

Unique Student Identifier (USI)

As of 1 January 2015 all students completing nationally recognised qualifications are required to obtain a Unique Student Identifier.

What is a USI?

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

For more information go to: https://www.usi.gov.au/about

To apply for a USI online: https://www.usi.gov.au/students/create-usi

You can also use this website to retrieve information on your USI if you have lost it.

If you wish ATI-Mirage to apply for the USI on your behalf please tick the box on your enrolment form. You will be required to provide us with a form of identification to verify your identity. Student Support Services will organise this for you. If you still haven't completed this on the first day we can organise all outstanding requirements to get you onboarded.

Pre-Assessment

You will be required to complete a pre-assessment before you commence your program of study.

Reason for Pre-assessment

The pre-assessment is designed to determine your existing skill level and to ensure that the program is suitable for you.

It is not part of your assessment and is only being used to determine the level of support that you will need to complete the program.

If you have extensive prior knowledge and experience you may be able to apply for Recognition of Prior Knowledge (RPL), which is an assessment only pathway and you will not have to attend the training for units where you are awarded RPL. You will need to provide current and sufficient workplace evidence to be assessed. If you think you have extensive knowledge and skills in any of these areas, please mark apply for RPL and the assessor will send you an extensive RPL kit where you will be able to look at the criteria involved in this process.

Even if you have extensive prior knowledge and skills in some areas you may prefer to refresh and reinforce those skills by attending training and still be able to fast-track some of the assessment by submitting workplace evidence, provided it matches the performance criteria of the unit of competency.

If you are unsure of any of the above and wish to have more information or discuss this with assessor prior to completing please send an email to: assessements@ati-mirage.com.au with your contact details and a qualified assessor will contact you to discuss this in more detail.

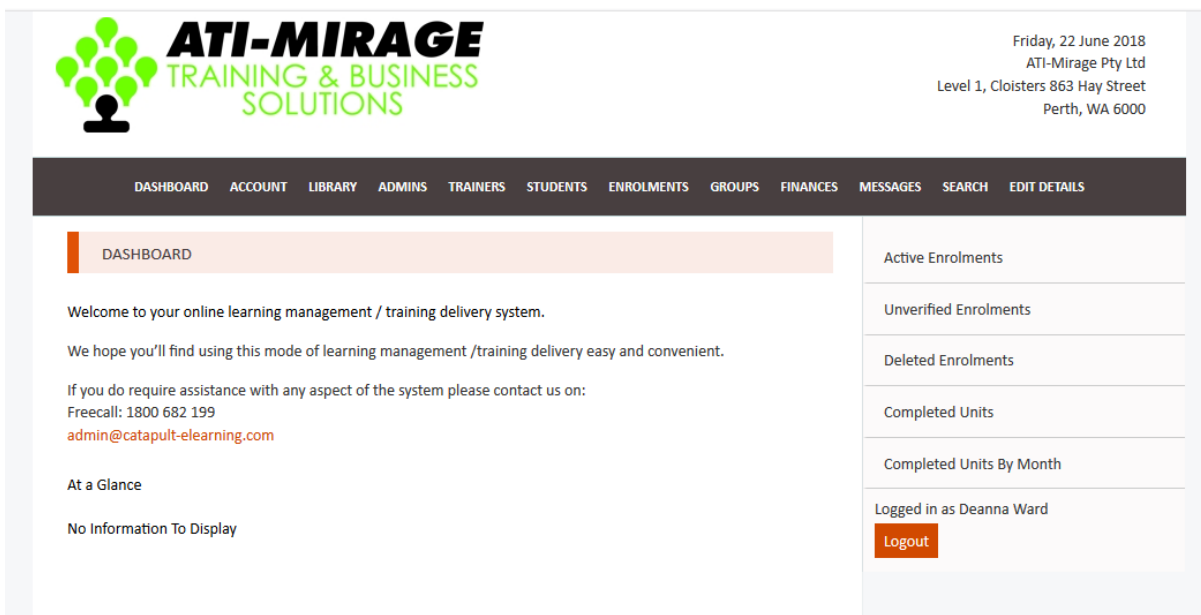See Enrolment Policy and Procedure below for full details.

The ATI-Mirage LMS is an online portal that:

Learning Management System (LMS)

Once you have enrolled you will be given access to the Learning Management System. This will be on the first day of your course delivery and you will be given an orientation by your trainer in the LMS and you will receive a Guide to the Learning Management System and Assessment.

A Learning Management System (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of educational courses or training programs.

- • provides learning materials and assessments in a web-based environment, which means that you can login wherever you are and continue where you left off, without having to retrace your steps, and you will not have to carry all the materials around with you.
stores all evidence submitted, so that you don't have to worry about losing assessment evidence.
- allows you to track your progress in the tracking system inside your Dashboard. You will be able to see your progress as you go and what units you have successfully completed and progress on those you have not yet completed, so you will always know where you are at.
- can be opened in two screens so that you can view the online material whilst you are completing your assessment.

Certificates and Statements of Attainment

ATI-Mirage will issue Certificates or Statements of Attainment to learners who satisfactorily complete the requirements of the course or unit of competency within 30 days of completion. All students will need a verified Unique Student Identifier (USI) as required by the *Student Identifiers Act 2014*.

ATI-Mirage recognises Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations.

Policies, Procedures and State/Commonwealth Legislation

As part of our commitment to ensuring our students enjoy a successful learning experience with ATI-Mirage, we have implemented the following policies and procedures:

- Access and Equity in Training Policy
- Assessment policy, including the Assessment Appeals procedure and Provisions for Language, Literacy and Numeracy (LLN) Assessment
- Complaints and Appeals Policy and Procedure
- Disciplinary Policy
- Occupational Health and Safety Policy
- Privacy Policy
- Recognition of Prior Learning (RPL) Policy and Procedure
- Credit Transfer Policy and Procedure for prior studies
- Fees and Refund policy.

In addition, ATI-Mirage commits to adhere to the requirements of all relevant State and Commonwealth legislation, including:

- Occupational Safety & Health Act 1984
- Privacy Act 1988
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Industrial Relations Act 1998
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Equal Opportunity Act (WA) 1984
- Fair Work Amendment Act 2013
- Student Identifiers Act 2014.

Enrolment Policy and Procedure

Purpose

The purpose of this policy and procedure is to ensure that the RTO enrols students into qualifications, skill sets and units of competency in line with best practice so that the student understands the requirements of successful completion to gain competency. This aligns with *Standards for Registered Training Organisations (RTO) 2015, Implement a Comprehensive Training and Assessment Strategy (Clauses 1.1 – 1.4), Support Learners (Clause 1.7), Provide Credit for Prior Studies (Clause 3.5), Participate in the Student Identifier Scheme (Clause 3.6)*

Scope

This applies to all pre-enrolment processes to determine if the prospective student is able to complete the level of competency required, can satisfy any course pre-requisites, has had the opportunity to discuss any Credit Transfers from previous studies completed and the opportunity to discuss the most appropriate and suitable pathway, including options for RPL and any special needs that may require reasonable adjustment or student support services.

This applies to the enrolment and orientation process to ensure that the student understands the duration of study, hours needed to complete the training and assessment, their commitment to complete their studies and student support services available to them to support their learning.

Relevant Documentation

- Enrolment Form
- Pre-assessment to determine ability to complete (self-assessment / employer assessment of group)
- Enrolment Confirmation Letter and map
- Credit Transfer Form (if applicable)
- RPL kit (if applicable)
- Enrolment Pack
- Student Handbook
- LMS and Assessment Guide for qualification (including assessment plan)
- Assessment Packs for the qualification (hard copy)

Related Policy and Procedures

- Credit Transfer Policy and Procedure
- RPL Policy and Procedure

Procedure

ENQUIRY

Candidate enquiries about completing a qualification

ACTIVITY	COMPLETED
Student Support Services provides course information by email directing prospective candidate to ATI-Mirage website where they can find information regarding the course and attaches the current version of the Student Handbook which provides all the information that they need to know from pre-enrolment, enrolment through to completion.	
Where the enquiry is more technical then Student Support Services refers to one of the trainers and assessors for that qualification for example RPL, Credit Transfers or technical course content.	

APPLICATION

ACTIVITY	COMPLETED
Candidate applies for enrolment by completing the Enrolment Form for the program with full details of previous education and any special needs or support required.	
Student Support Services sends Pre-assessment to candidate for completion to determine suitability and copies to assessor.	

PRE-ASSESSMENT

ACTIVITY	COMPLETED
Student completes pre-assessment and returns to assessments@ati-mirage.com.au.	
Student Support Services sends to assessor for the qualification to determine suitability for the program.	
Where the candidate is deemed as suitable for the program, the assessor will advise the candidate of outcome of pre-assessment by email and cc assessments@ati-mirage.com.au.	
Where credit transfer or RPL is being applied the candidate will be sent the relevant documentation to arrange for any Credit Transfers or RPL at this stage by following the process in the Credit Transfer and RPL P&Ps.	
Student Support Services will confirm enrolment and collect a maximum of $1500 deposit for program per person and send confirmation information with details for first day of course.	

ACTIVITY	COMPLETED
Student Support Services will ensure that all information for enrolment has been completed including obtaining a valid USI from the student. Where the student has elected Student Support Services may apply on their behalf. Enrolment cannot be validated until this is completed. At this stage their enrolment details will be entered into VETtrak the Student Management System.	
Before commencement of each student cohort, RTO Consultant reviews draft Training and Assessment Strategy to ensure that the approach is appropriate and seeks approval from the Manager Operations.	
Where candidate is not suitable then the Trainer and Assessor will recommend gap training, and / or other AQF level qualifications / non accredited training to the bridge gap.	

LEARNING MANAGMENT SYSTEM (LMS)

ACTIVITY	COMPLETED
Student Support Services enrols students in the LMS on the morning of the first day or day prior to commencement.	
Student Support Services enrols students into first cluster of units.	
Trainer and Assessor on the first morning of training will conduct LMS orientation.	

ORIENTATION & COMMENCEMENT

ACTIVITY	COMPLETED
Trainer completes orientation with students including discussing course overview, LMS and Assessment Guide, Assessment Packs, Student Handbook, completion requirements etc.	
Student completes Checklist in enrolment pack and signs as receipt and understanding of the requirements for enrolment and commencement of program of study.	
Trainer provides all completed enrolment documentation to Student Support Services at end of orientation session.	
Student Support Services scans and files in electronic student folder under enrolment and returns original to student.	

Access and Equity in Training Policy

Opportunities to undertake training with ATI - Mirage will not be restricted on grounds of nationality, place of birth, language, age, sex, sexual preference, marital status, pregnancy, disability, geography, political or religious beliefs or educational background.

ATI-Mirage will ensure that training provision is culturally appropriate:

- ATI-Mirage actively promotes an environment that is free from any form of discrimination.
- Staff and students of ATI-Mirage are encouraged to use language which does not distinguish between the sexes where such a distinction is irrelevant to the matter at hand.
- ATI-Mirage is committed to providing access and equity for students with disabilities to enable them to participate fully and independently in any courses offered by ATI-Mirage.
- ATI-Mirage is committed to creating a work and study environment that is free from sexual harassment for all staff and students. ATI-Mirage regards sexual harassment as a serious breach of the Equal Opportunity Act and will take all reasonable steps to ensure that no staff member or student subjects another person to, or is subjected to, sexual harassment whilst in the course of any ATI-Mirage activity.
- ATI-Mirage is committed to providing a work and study environment free from bullying for all members of the organisation. ATI-Mirage will endeavour to ensure no staff member or student subjects another person to, or is subjected to, bullying whilst in the course of any ATI-Mirage activity.

Assessment Policy & Procedure

Assessments conducted by ATI-Mirage:

- will be conducted against a clearly defined set of assessment criteria
- will be assessed by assessors who are appropriately trained and able to demonstrate their competence in assessment
- will be flexible and incorporate alternative approaches to meet the needs of students with additional requirements for Language, Literacy and Numeracy (LLN)
- will not be biased in relation to age, gender, race, religion, political affiliation or sexual orientation or other defined attributes.

ATI-Mirage recognises that it is required to retain (electronic) copies of student's results of assessment for a period of 30 years.

In relation to all assessments, ATI-Mirage will:

- consult with students regarding the requirements for assessment
- provide students with a detailed assessment manual for each unit of competence or cluster of units, prior to the assessment being conducted
- provide students the opportunity to evaluate their assessment experience
- issue a Certificate on successful completion of the qualification, or in the event of partial completion, a Statement of Attainment for each unit of competence successfully completed.

Assessment Appeals Procedure

You may appeal an assessment result if you believe that you have been treated unfairly in any way.

1. Initially discuss your assessment with your Assessor to clearly identify the reasons you were deemed not yet competent.
2. When you have discussed the matter with your Assessor and still feel that you have not been assessed fairly, you may complete the Complaints and Appeals Form.
3. ATI-Mirage will request written submissions from both you and your Assessor and will then make an impartial decision within 14 days.
4. However, if you are still not satisfied, consultation with an independent third party will be recommended.

See Complaints & Appeals Policy and Procedure below.

Provisions for Language, Literacy and Numeracy (LLN)

All training and assessments are undertaken in the English language. Basic English literacy is required for all students to satisfactorily complete course requirements. However, reasonable adjustment will be provided for candidates, with language, literacy and numeracy assessment on request where appropriate within the requirements of the training package.

Issuing Qualifications Policy & Procedure

Purpose of Policy

The purpose of this Issuing Qualifications policy and procedure is to maintain the integrity of nationally recognised qualifications issued by ATI Mirage. This policy is to ensure the eligibility of a person for a national recognised qualification and establish the procedure for the issuing of those awards.

This policy and procedure complies with the Standards for RTO 2015: Standard Three Secure and Accurate Certification and Schedule 5 Application of the AQF Qualifications Issuance Policy within the VET Sector.

Scope of Policy

This policy applies to all enrolled learners of ATI Mirage seeking competency assessment for nationally recognised qualifications. ATI Mirage will only issue qualifications and units of competency listed within scope of registration.

Definitions:

AQF
Australian Qualifications Framework, the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

AQF qualification
An AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment
The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Page Break

Competency
The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Learner

A learner is the person being trained and/or assessed for the purpose of issuing AQF certification documentation.

Qualification

A Qualification is a formal certification issued by the RTO, in recognition that a learner has achieved competency relevant to AQF qualification type endorsed in a training package

RTO

Registered Training Organisation, reference in this Policy & Procedure is for ATI-Mirage (RTO number 1918).

Scope of registration

This is the training products for which an RTO is registered to issue AQF certification documentation.

Statement of Attainment

Statements of attainment will be issued to a learner who have completed satisfied the requirements of the unit/s of competency or accredited short course specified in the statement. This does not meet the full AQF qualification.

TAC

Training Accreditation Council

Unit of competency

The specification of the standards of performance required in the workplace as defined in a training package.

VETtrak

Electronic student management system

Procedure for issuing certification:

- Verify the learner's Unique Student Identifier (USI)
- Learner has fully demonstrated competency and evidence is provided
- Record of competency must be retained on the electronic student management system, VETtrak
- Certification must be issued within 30 calendar days of the leaners final assessment being competent to fulfil the AQF Qualification Insurance Policy
- Certification documentation must be issued directly to the leaner, not another party, such as an employer
- The documentation must be printed on the approved letterheads

- Learners who have completed all units of competency to fulfil the packaging rules of a qualification will be issues a record of achievement together with their qualification
- Learners who have completed one or more units of competency, but not the full qualification, will be issues a statement of attainment
- AQF certification documentation is only issued at the competition of their program of training and assessment. Documentation is not required to be issued during intervals of training or assessment.
- Records must be reported to TAC biannually for the Client Qualification Register (CQR) and annually the Total VET Activity (AVETMISS)
- Records of qualifications and statement of attainments issued will be retained for 30 years to ensure that present and past learners can access their records through the USI system

Co-branding

In accordance with Standards for RTO 2015, ATI Mirage can co-brand qualifications and statements of attainment with a corporate clients' logo where third party arrangement have been registered.

Reissuing Documents
Reissuing of a Statement or Certificate will incur an administration fee, which includes the cost of postage.

Complaints and Appeals Policy and Procedure

Policy Statement

ATI-Mirage is dedicated to ensuring that all complaints and appeals will be managed in a fair, professional and confidential manner with a view to continuous improvement. The complaints and appeals process is easy to access, transparent and dealt with in a constructive and timely manner.

The complaints and appeals process is also a tool to assist in identifying areas for improvement in ATI-Mirage's service delivery, practices, procedures and policies. It is also an important tool to maintain good relations with students, industry clients, and the general public.

Scope

This policy applies to all students and clients of ATI-Mirage. It also applies to any third party providing services on ATI-Mirage's behalf and includes all the trainers (including associates), assessors, and any associated members of staff in relation to the provision of such services to ATI-Mirage.

Complaint

Complaint can include, though is not limited to:
- Difficulties or issues with trainer or assessor
- Student administration and / or support
- Marketing and information
- Fees and finance
- Welfare and safety
- Training facilities
- Learning resources
- Issuing of Statement of Attainment and Certificates
- Student progress.

Appeal

Any student may lodge an assessment appeal if they are dissatisfied with the mark awarded for an assessment task (not achieved) or the final result (not yet competent) for a unit of competency, if they feel the result is unfair or incorrect. The student may request a review of the assessment outcome, if the student believes they have sufficient evidence to be assessed as achieved for a task, competent for a unit, or granted RPL.

Students must lodge a formal appeal for an assessment task within **10 working days** from the date they were notified of the result.

Procedure Statement

1. You should attempt, wherever possible, to resolve your concern(s) directly with the trainer or assessor prior to lodging a formal complaint.
2. If you are not satisfied that the issue has been resolved, you may wish to consult the RTO Manager setting out in detail your concerns in writing. The Complaints and Appeals Form is available for this purpose, or complaints and appeals will be accepted in writing.
3. All complaints will be registered and acknowledged within **two (2) working days.**
4. In the event of the need to conduct an interview concerning any complaint, it will be conducted in a professional and efficient manner, without causing undue stress or inconvenience to you.
5. An accurate, relevant and complete account of the interview will be made, kept confidential, and validated by the interviewee. The information obtained must be relevant to the complaint in question.
6. The outcome of the complaint or appeal will be notified to you in writing **within 14 days.**
7. On occasions where the complaint or appeal is not resolved, consultation with an independent third party will be sought such as the Training and Accreditation Council (TAC), the RTO regulator.
8. Where ATI-Mirage considers more than 60 calendar days are required to process and finalise the complaint or appeal, ATI-Mirage will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and will provide regular updates regarding the status and progress of the complaint or appeal.
9. ATI-Mirage will securely maintain records of all complaints and appeals and their outcomes. ATI-Mirage endeavours to identify the potential cause(s) of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Disciplinary Policy

To ensure all students receive equal opportunities and gain the maximum benefit from their chosen course, these rules apply to all students that attend any of our training sessions. Any student who displays disruptive behaviour may be asked to leave the session and/or the course.

Disruptive behaviour may include but is not limited to:

- continuous interruptions to the trainer whilst delivering the course content
- being disrespectful to other participants
- harassment through the use of offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- collusion and/or plagiarism
- physical assault
- theft
- damage to property
- continued absence at required times, especially assessments
- smoking in non-smoking areas
- other behaviour which is deemed inappropriate or prejudicial to the learner group.

Any person who is asked to leave a session or course has the right of appeal through our appeals process in writing **within 14 days.**

Occupational Health and Safety Policy

It is a fundamental requirement of ATI-Mirage that its activities be carried out in a healthy and safe manner.

ATI-Mirage will, as far as practicable and based on current knowledge:

- provide healthy and safe working conditions for all staff and students
- define and implement safe working practices, and
- provide information on control measures for hazards in the workplace.

An important objective is to eliminate all incidents that could result in personal injury, occupational health problems or adverse effect on the environment.

Consistent with these objectives, ATI-Mirage is also committed to an integrated approach to employee and student wellbeing whether physical, social or psychological. ATI-Mirage aims to:

- Provide safe places and systems of work
- Ensure compliance with legislative requirements
- Provide employees, contractors and customers with regular information and instruction, training and supervision to ensure their safety
- Ensure a hazard management approach is taken to Work Health and Safety
- Facilitating a culture that enables continuous improvement in WHS performance.

While responsibility for health and safety in ATI-Mirage is an important function of all levels of management, each student also has a responsibility for ensuring that his or her own work environment is conducive to good health and safety by:

- complying with all occupational health and safety instructions
- seeking information and advice where necessary before carrying out new or unfamiliar work
- taking personal action to eliminate, avoid or minimise hazards
- being familiar with emergency and evacuation procedures and the location, and use, of emergency equipment
- bringing to the attention of the immediate supervisor/supervising trainer any unsafe situation or procedure
- Ensure their own safety, the safety of fellow employees and all persons on the worksite

ATI-Mirage adheres to the requirements of the *Occupational Safety & Health Act 1984* and the *Occupational Safety & Health Regulations 1996*.

Privacy Policy

ATI-Mirage will only collect personal information by fair and lawful means.

What sort of information may be collected?

Personal information may include:

- Enrolment information: full name, gender, date of birth, country of birth, nationality, residential address
- Course information: agreed starting date (and if the student didn't begin the course when expected, the revised start date), the expected completion date, and any termination of the student's enrolment prior to the expected completion date and any change to the identity or duration of the course
- Tuition fees information: tuition fee pre-payments made by student including the periods to which these payments relate, and an estimate of the total amount the student will be required to pay to undertake the full course.

Security of Personal Information

ATI-Mirage will store securely all records containing personal information and take all reasonable security measures to protect personal information from unauthorized access, misuse or disclosure.

ATI-Mirage will not disclose any information that is gathered about our staff or students to any third party. The company will use the information collected only for the services provided. If staff or student information is required by a third party, then ATI-Mirage will obtain written consent from the relevant student, staff member or client prior to the release of any information. ATI-Mirage will comply and adhere to the *Privacy Act 1988.*

Privacy Notice

Under the *Data Provision Requirements 2012*, ATI-Mirage (RTO No. 1918) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by ATI-Mirage (RTO No. 1918) for statistical, administrative, regulatory and research purposes. ATI-Mirage (RTO No. 1918) may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Recognition of Prior Learning (RPL) Policy and Procedure

Purpose

The purpose for this policy is to outline the procedure for application for recognition of prior learning.

Scope

This policy applies to all students enrolled within nationally recognised Vocational Education and Training (VET) courses offered by the Registered Training Organisation, ATI-Mirage.

Policy

ATI-Mirage provides Recognition of Prior Learning (RPL) for any learner who may have existing and current skills, knowledge and experience relevant to the qualification and/or unit(s) of competency they are seeking. Learners are not required to repeat a learning activity, regardless of how or where the learning was acquired, providing that the learning is current and industry relevant. These learning experiences include previous training, work experience (paid or volunteer), and life experiences.

Candidates are required to complete the appropriate Recognition of Prior Learning Application form and kit and provide supportive evidence. This evidence will be assessed and an interview will be held. The interview and/or demonstration may be conducted face to face, by telephone, Skype or another suitable method of communication.

ATI-Mirage reserves the right not to recognise part, or any, previous experience, if the assessor believes that the skills or knowledge demonstrated fall short of the industry standard. In such a case, the candidate will be required to complete further training in the unit.

There is no limit to the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, or individual units of competency.

Procedure

Recognition of Prior Learning (RPL) is the process whereby RTOs look at the prior knowledge, skills and experience of a candidate to award RPL against a unit of competency.

Candidate completes pre-assessment for program and indicates interest in RPL for all or some units of competency.

You should discuss RPL with your assessor **BEFORE** you commence your studies, as it may mean that you are not required to attend the training sessions and will not have to complete the assessments in the LMS.

Step 1: Register your interest and complete self-evaluation
Complete the RPL application and kit.
In order to apply for recognition of prior learning you must provide evidence that addresses and meet the requirements for this unit. Your evidence may take a variety of forms; it may include but is not limited to:
- Results of any previous assessments
- Details of in-house courses, training programs, orientation, induction
- References or letters from employers and or supervisors
- Workplace documents
- Resume, position description or job description
- Diaries/task sheets
- Emails/letters
- Copies of presentations
- Photographs, videos.

Step 2: RPL Interview and Questioning
The RPL interview provides the opportunity for the candidate and the assessor to have a professional conversation about the candidate's required knowledge and skills and review the evidence presented. The topics of discussion are drawn from the unit(s) of competence required skills and knowledge. The interview is documented for evidence of required skills and knowledge.

If the interview demonstrates the candidate's verbal knowledge is sufficient, the next step is to observe and assess the candidate's performance in practice.

Step 3: Demonstration Assessment

Practical tasks provide the opportunity for the candidate to demonstrate the application of skills and knowledge of a unit of competence or full qualification. A range of evidence will be used to assess practical skills and knowledge to meet the **evidence required to demonstrate competency.**

Step 4: Third Party Report

You may be required to obtain a Third Party Reports as supplementary evidence to authenticate the evidence you have provided. This must be from persons who have directly observed you demonstrate the skills and knowledge identified.

Notification of outcome

After the assessment, the assessor will provide information about the candidate's skills and knowledge that have been recognised and whether the candidate has gained RPL. If the candidate has any skill gaps, the assessor will discuss this with the candidate and address the training options to complete their qualification.

To be able to grant RPL, the assessor must be confident that the applicant is currently competent against all elements of competency within this unit and must ensure that submitted evidence meets the Rules of Evidence.

Rules of Evidence

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Overview of the RPL Process

Candidate Enquiry

Candidate completes the RPL Assessment Tool Kit

STEP 1 — **Candidate Self-Evaluation**

If not ready for RPL, the candidate is to be provided with training options.

STEP 2 — **Interview and Questioning**

STEP 3 — **Supporting Documents/ Observation of Practical Tasks**

Gap Training (*if required*)

STEP 4 — **Third Party Report** (*if required*)

Issue Qualification –

Statement of Attainment

By RTO
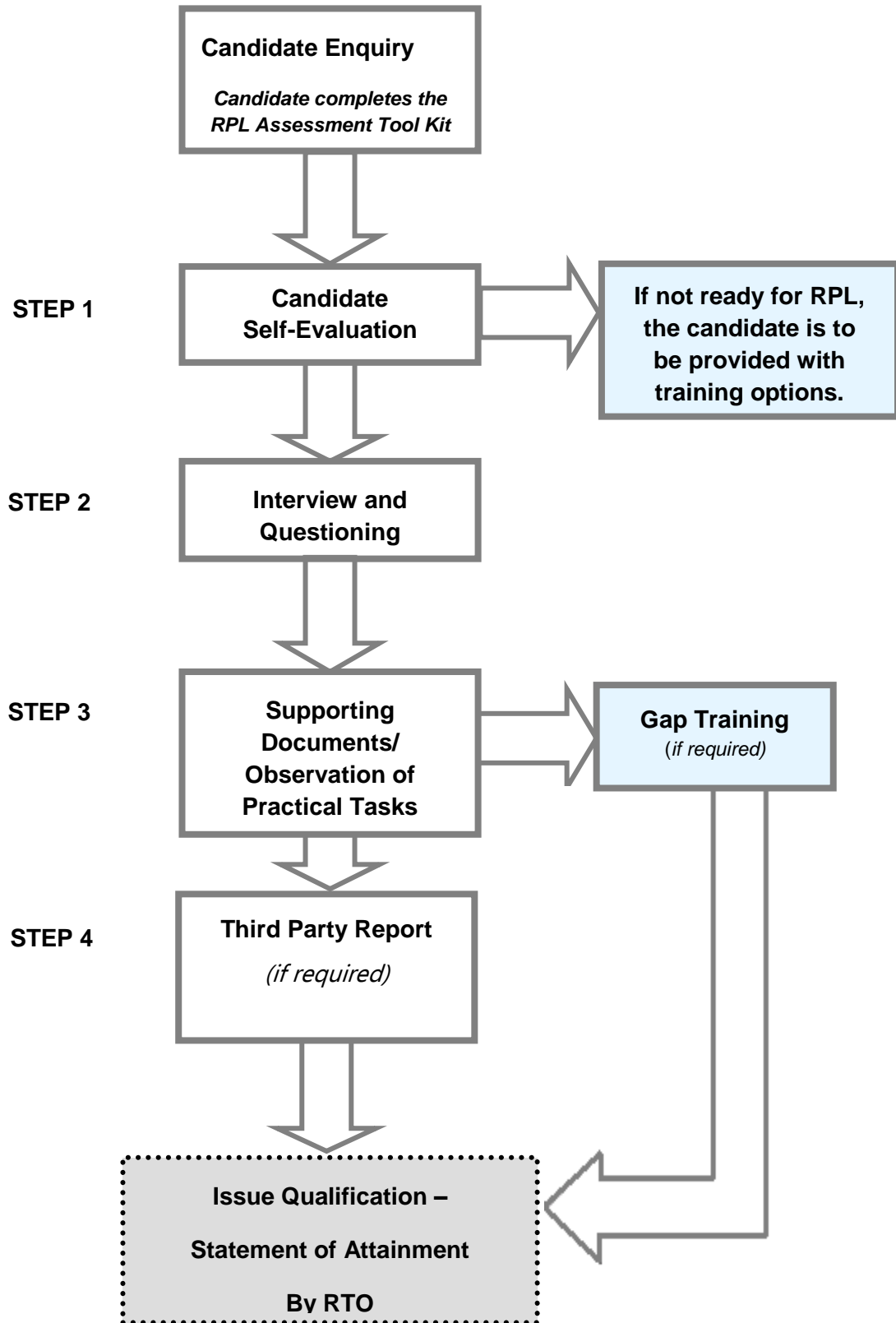
Credit Transfer Policy and Procedure

Purpose

The purpose of this policy is to outline the procedure for applying credit transfers for studies already completed. *This aligns with Clause 3.5 Provide Credit for Prior Studies under the Standards for RTOs 2015.*

Scope

This policy applies to all students enrolled within nationally recognised Vocational Education and Training (VET) courses offered by the Registered Training Organisation ATI-Mirage, and who are applying for credit transfer for prior studies. All RTOs must recognise qualifications, units of competency and skillsets awarded by other RTOs.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, whereas credit transfer is recognising the equivalence of studies previously undertaken and completed successfully.

Recognition of prior learning (RPL) is covered under a separate policy and procedure.

Relevant Documentation

- Course Credit Form
- Unit Equivalency Transition Form

Policy

Candidates are required to complete the Course Credit Form and provide the required evidence. This evidence is:

   a. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
   b. authenticated VET transcripts issued by the Registrar.

The Statement of Attainment or Record of Results must be authenticated by the RTO. If the certificates do not have a unique identifier such as a watermark or seal and cannot be authenticated as original copies, then the RTO must verify authenticity using the RTO Verification of Prior Studies Form. All authenticated copies should be kept in the student's electronic student file in the requisite folder for each unit of competency as evidence and/or completed RTO Verification of Prior Studies Form.

ATI Mirage is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

In some cases, licensing or regulatory requirements/changes may prevent a unit or module being awarded through a credit process, so this should be checked prior to issue.

Procedure

At enrolment the administration officer will, on receiving a request for course credit:

- supply the student with a **Course Credit Form** for completion.
- on receiving a completed **Course Credit Form** from a student, pass the application onto the **RTO Consultant** or **Manager Operations** who will:

  o verify the attainment of the units of competency by sighting original and/or authentic VET transcript(s), a record of results or a statement of attainment for currency and authenticity and will maintain copies of the evidence of attainment in the student's file. Where necessary, they will have to verify with the issuing RTO.
  o check equivalency of the unit where the credit being applied for is for a superseded unit against the new unit using the Unit Equivalency Transition Form, as there may be a gap that must be filled, in which case only a partial credit will be applied and the candidate may be required to provide additional evidence to address the gap.

- ensure that students who are granted course credit are provided with a signed copy of the Course Credit Form identifying their successful application for course credit; their acceptance of the Form is noted by their signature.
- ensure that the student has a Unique Student Identifier (USI) prior to applying the Credit Transfer in accordance with *Student Identifiers Act 2014.*

Fees and Refund Policy

Purpose

Through this policy, ATI-Mirage ensures that all students and clients are aware of the fees and charges associated with enrolment in a course provided by the RTO.

This policy also provides advice on eligibility for refunds. ATI-Mirage seeks to provide clear and accessible information to individual students about fees and charges prior to and throughout their enrolment and/or other involvement with ATI-Mirage. This includes all pre-course marketing. All fees and payment terms are clearly identified.

This policy aligns with the requirements of RTO Standards 2015 specifically with Clauses 5.3 and Clause 7.3, with regards to transparent practices on fees and refunds and the protection of student prepaid fees.

Information about Fees and Charges

1. Students and persons seeking to enrol in a course with ATI-Mirage are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other fees on the course information and student handbook, relevant flyers and on the ATI-Mirage website.

2. The information provided to each student and/or client will include:
   a. The total amount of all fees including course fees, administration fees, materials fees and any other charges
   b. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
   c. Any fees and charges for additional services.

3. Persons seeking to enrol with ATI-Mirage must read and understand this Fees and Refunds Policy before completing their student acceptance on the Enrolment and Orientation Checklist within the Enrolment Commencement Pack.

4. **At no time will ATI-Mirage bill, invoice or collect more than $1500 per person from any student or client for services to be provided prior to course commencement.** This threshold applies to each course / qualification that the student has enrolled in, and applies to all services (including training, assessment or other services) that are to be provided to the student. On completion of Module 1 of face to face delivery the balance will be due.

5. Payment Information - All students will be informed prior to enrolment of all fees and charges applicable in the following ways:
   - Course flyer and / or client proposal for group bookings
   - Website (Qualifications and Course pages and Policy and Procedures page)
   - Email course enquiry and / or client proposal
   - Student handbook
   - Email course confirmation
   - Enrolment Commencement Pack (Enrolment and Orientation Checklist).

What do student fees cover?

1. Course fees include the cost of all required training materials. There are no additional texts or resources required.

2. All course fees include up to two (2) attempts at assessment per cluster. Where an additional assessment is required in order to achieve competency, ATI-Mirage reserves the right to charge a student an additional re-assessment fee in accordance with the fee table applicable at the time.

3. There will be a reissue fee of $55 inclusive of GST for reissuing of a qualification, testamur or academic statement.

Terms and Methods of Payment

1. Fees are to be charged as follows: (this information should be read in conjunction with the student handbook, the ATI-Mirage website or course flyers where the up to date fees for each item listed can be found:
   a. Course enrolment Fee: Students paying fees themselves will be charged at the following rate:
      1. On enrolment (prior to commencement) - $1500
      2. **On completion of Module 1 of face to face delivery – balance of fees due**
      3. Client group bookings will be in accordance with the client proposal and agreement.

   b. Reassessment fee: This fee is due if students require more than 2 attempts to successfully complete an assessment - $175 per unit of competency.

2. ATI-Mirage accepts the following methods of payment –cheque, credit / debit card, direct debit and direct bank transfer.

3. Credit card payments can be made over the phone by calling the office and quoting the relevant invoice number or by via payment arrangements available on the website.

Refunds and withdrawals

1. No refunds will apply to Students who withdraw from a course once the program has commenced.

2. ATI-Mirage will provide a total refund of tuition fees paid in advance where a course place is no longer available. Additionally, ATI-Mirage will provide a total refund of tuition fees paid in advance or for tuition already received where:
   - the course does not start
   - the course ceases to be provided at any time after it starts but before it is completed.

3. Where a written application is received for a Course Fees Refund the following will apply:

   - Less than 10 working days' notice - 50% fee applies
   - Less than 5 working days' notice - 100% fee applies

All cancellations/reschedules **must be notified by EMAIL** and cannot be accepted over the phone. ATI-Mirage will confirm cancellations/reschedules in writing and advise of the fees to be charged under this policy.

Contact for enquiries and proposed changes

Area:	RTO - Manager Operations ATI-Mirage
Phone:	61 8 9218 9059
Email:	assessments@ati-mirage.com.au

Record of updates and changes

Version No.	Issue Date	Nature of Amendment	Created and Approved
Version 2.0	25/7/2018	Added doc control, RTO No (1918) and details, Unique Student Identifier Act, Privacy Notice, updated RPL process with pre-assessment, refund and fees and charges clarification, minor reformatting	Reviewed and updated by Deanna Ward, RTO Consultant Approved by Ross Sampson, Manager Operations 5/9/2018
Version 2.1	25/10/2018	Removed cost of RPL unit as current charges are available on the website.	Reviewed and updated by Deanna Ward, RTO Consultant Approved by Ross Sampson, Manager Operations 24/10/2018
Version 2.2	1/4/2019	More comprehensive updated Privacy Notice, removed scope and referred to website. New flow so aligns with student experience.	Reviewed and updated by Deanna Ward, RTO Consultant Approved by Ross Sampson, Manager Operations 11/4/2019
Version 2.3	9/8/2019	Changed Balance of Course fees due end of Module 1 face to face delivery in line with new Fees & Refunds P&P.	Updated by Deanna Ward, RTO Consultant Approved by Ross Sampson, 9/8/2019
Version 2.4	15/8/2019	Reviewed by Stephanie London updated Fees & Refunds.	Updated by Deanna Ward, RTO Consultant Approved by Ross Sampson, 20/08/2019