

# **The Accredited Training Company**

## **PRE-ENROLMENT INFORMATION**

Note: It is essential that all prospective students read and understand this information before enrolment

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# The Accredited Training Company

## Pre-Enrolment Information for Prospective Students

### Overview

The Accredited Training Company is a private training provider established to provide high quality training First Aid and CPR on the Gold Coast and throughout regional Queensland.

This document provides prospective students with important information on the The Accredited Training Company (ATC), relating to courses, fees, charges and refunds, literacy, language and numeracy requirements and support arrangements, assessments, credit transfer and recognition of prior learning.

Prospective students are encouraged to read this information with care and are invited to discuss any item in this document at the time of their enrolment.

At enrolment, students are required to sign off that they have read and understood the refund policy and associated information with legal implications.

### I. Client selection, enrolment and induction/orientation procedures

ATC courses are open to all people seeking the skills and knowledge provided by the particular course.

The only selection process relates to ATC's need to assess an individual's capability to operate load shifting equipment with safety and legislative requirements.

#### RECRUITMENT AND SELECTION PROCESS

##### Communications

For safety (and employability), reasons a load shifting operator needs to be able to speak and understand English directions and instructions

### II. Course information, including content and vocational outcomes

The flyer the course for which you have expressed interest is included in this pack.

### III. Fees and charges, including refund policy

The current fees, charges and refunds appropriate to the course are included in this kit.

ATC fees are all inclusive, and in addition to tuition and assessment, students also receive high quality learning resources.

### IV. Provision for language, literacy and numeracy assistance

As ATC is a small provider, no specific literacy, language or numeracy services are offered.

### V. Student Support

As a provider of one day courses, ATC does provide a wide range of student support. However, should a student have a problem during their course, the first point of contact is the local available support agency.

### VI. Flexible learning and assessment procedures

ATC provides self-learning resources to enable students to undertake pre-reading and learning to enable them to spend more time in practical activities during the course. All assessment is done face to face. All materials are provided in English.

## **VII. Welfare and Guidance Services**

Because of the nature of the course offerings, ATC does not provide welfare or guidance services.

## **VIII. Appeals and complaints procedures**

ATC has an effective: Appeals and Complaints Policy and associated procedures and these are available to all students and prospective students on request to the Principal.

## **IX. Student Behaviour and Disciplinary Procedures**

ATC expects that all students will treat their instructor and other students in a manner appropriate to an Australian workplace. However, should inappropriate behaviour occur, a student may be asked to leave the course.

### **MOBILE PHONES**

Mobile phones are not permitted in the classroom or practical areas and must be switched off or to silent if carried during breaks.

## **X. Staff responsibilities for access and equity**

ATC staff members have an obligation to:

- Treat all people with dignity and respect at all times
- Respect and be sensitive to an individual's cultural and ethnic background
- Be responsive, engaging and helpful to the reasonable requests of students and members of the general public
- Actively discourage any form of harassment or unlawful discrimination
- Ensure decisions that may adversely affect the rights or interests of others are procedurally fair, reasonable, honest, and impartial

## **XI. Recognition of prior learning (RPL)**

ATC, as a registered training provider, adopts and supports the national policies on the recognition of prior learning (RPL), and an RPL service is available to all prospective ATC students. However, with the requirements for currency in First Aid and CPR and the fact that a maximum of two national units is included in courses, RPL is essentially irrelevant. Moreover, because of the nature of the subject matter, students seeking RPL would still be required to undertake a challenge that includes the full range of assessments including practicals as they apply to students undertaking the unit or group of units for the first time..

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**PLEASE SIGN TO INDICATE YOUR UNDERSTANDING AND ACCEPTANCE OF THE REFUND CONDITIONS,  
TEAR OFF AND PROVIDE TO ATC AT INTERVIEW**

To ATC

This is to certify that I ....., in enrolling for the ..... Course at the The Accredited Training Company have read the refund policy, I understand the conditions under which refunds are payable and accept them as a binding part of contract.

Student (or if under 18 parent or guardian as well)  Signed:.....  Date:.....	Witness:  Name:..... Date: / /  Signature:.....
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### Document development notes

<b>Date</b>	<b>Action</b>	<b>Client seen</b>	<b>client comments</b>	<b>Finalised</b>
70206	Discussion draft prepared			
070620	Acceptance draft finalised and sent			

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