Student Handbook

July 2021

Access All Areas
TRAINING

RTO: 52312

Contents

1. **Introduction**

Access All Areas Training (AAAT) is a Registered Training Organisation (RTO 52312). We deliver nationally accredited vocational training units of competency.

This handbook, along with policies referenced below, and our Terms & Conditions are intended to give you a clear understanding of our responsibilities as a training provider. This handbook outlines what is required by you, the learner, when you undertake training in a nationally recognised course with us.

2. **It is important for you to read and understanding the following:**
✓ This Handbook
✓ Access All Areas Training (AAAT) – Terms & Conditions

Policies:
✓ 1.0_Complaints
✓ 2.0_Appeals
✓ 3.0_Privacy
✓ 6.0_Fees and refunds
✓ 8.0_Training and assessment.
✓ NCVER Student Privacy Notice

All available on our website by clicking on the *'Policies'* tab.

3. **Details of specific course delivery and assessment**

For each course we offer a summary of objectives & requirements of your training along with details of how you will undertake you learning and assessment. You are encouraged to read these. They can be found on each course page.

4. **Unique Student Identifier (USI)**

All students doing nationally recognised training need a government issued USI. The USI is a reference number made up of numbers and letters. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it is yours for life.

Access All Areas Training must have a valid USI for all students before we can issue a Statement of Attainment. We can only issue a statement of attainment in the same name held at the USI registry.

Please go to www.usi.gov.au to create a USI if you do not already have one. Do not create a new one if you have simply forgotten your current USI. Contact USI

5. **Overseas students**

International Student Visa holders **cannot** do these two courses
• MLPLCA001 - Manage legislative responsibilities for the sale, supply and service of liquor

If you believe you may have incorrectly enrolled, please contact AAAT on info@aaat.edu.au

6. Enrolling

When enrolling you will be asked to read and agree to a few conditions. Please make sure to read and correctly declare your understanding. Upon enrolment and payment for your course, an email and text will be sent to you about logging in to your portal. A tax invoice is also sent.

Course content may change; therefore, you will have three (3) months to complete your training after which point your course will be automatically deactivated.

7. Authenticity of the learner

At enrolment, AAAT Access All Areas Training also requires you to confirm that the work you submit will be your own.

All courses require photo identification to be provided, which is reviewed and confirmed prior to issuance of a statement of attainment. AAAT reserves the right to contact students to verify identification and to ensure authenticity.

For Alcohol training, students must a video of themselves and an approved photographic ID.
For food training, an observer verification email will be emailed to the observer to confirm the authenticity of the observation task.

8. Learner integrity

It is your responsibility to maintain integrity in representing yourself through truthful and accurate information when requested by AAAT. Upon enrolment you are asked to declare and agree about the work submitted being your own.

We do reserve the right to cancel a course if misconduct is found to have occurred. Grounds for this are, but limited to: plagiarism, colluding, cheating, falsifying documents misrepresenting visa requirements or self, fraud or making a false declaration.

For further details, please refer to our Assessment Policy available under the policies tab on the website.

9. Assessment requirements

Assessment is carried out by collecting evidence and making judgements about whether you have demonstrated and understood the required level of competency.

Your assessment will consist of:
- Multiple Choice
- Short Answer
- Role Play Videos – some courses may ask you to submit video roleplays. You need another person to be in the video with you playing the role of the customer. Do not worry about your performance. Your acting is not judged, only your ability to communicate or perform a task.
- Case Studies
- Observation checklist - Third party observation or Other Person Observation Report - **OPOR**
- A competency conversation – in other words a chat with a trainer to verify your assessment.

There is opportunity to resubmit if on your first attempt you get something wrong.

Assessment is made against a set of requirements and skills sets stated with a unit of competency. A judgement is made by the assessor who has the required qualification and industry experience.

For more details on your specific course, have a look at the Course & Assessment details

10. To complete any course, you will need

It is highly recommended you do your course work on a PC or laptop.

Recommended resources:

- Access to a computer or laptop
- Access to a broadband internet connection
- Access to an up-to-date internet browser. Our system does work better with Chrome.
- Access to an email account and program
- Access to a printer
- A video recording device – phone or tablet

11. Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the learner has met all the requirements of the unit of competency.

In all cases, the onus is on you to document and present a convincing case to justify a claim for RPL. Whilst AAAT will provide guidance, it remains your responsibility to present your case to the satisfaction of the assessor.
Please note: Not all States and Territories legislative bodies allow RPL for courses.

12. Language, Literacy and Numeracy (LLN)

To assist identifying any special learning needs, you are encouraged to provide Access All Areas Training with information regarding any learning difficulty or disability or special LLN requirements at enrolment.

If you do have any learning difficulties and have forgotten to indicate these upon enrolment, please let us know. – info@aaat.edu.au . Use the subject title '**LLN**'.

All learners must complete an LLN quiz before you begin your course. This may also indicate if support is required.

13. Reasonable adjustment

Reasonable adjustment can be considered if learning difficulties or disability are identified by a trainer or stated by you at the commencement of your course. This may include supportive technology or tools to assist physical ability. Any adjustment made to the assessment cannot compromise the requirements of the unit of competency.

Reasonable adjustment may also be made if something makes the assessment as stated by us as too difficult to complete or unsafe to do so due to COVID restrictions.

14. Fees

AAAT charge one fee at enrolment to cover the online delivery and assessment of each unit. This fee gives you instant access to the learning portal but is not a guarantee of completion.

A fee may also include any charges that must be collected on behalf of a government agency.

15. Refunds

We regularly update the course content to ensure it remains current. As such we provide a fixed window of 3 months for students to complete their training. Most courses on offer can be completed within 6-10 hours. Therefore:

- No refunds will be issued if you change your mind.
- Courses have a 3-month expiry and is non-transferable.

A $20 administration fee may apply.
For further details, please refer to our Refund Policy. Policies tab on the website.

16. Access and equity

AAAT is responsive to individual learning needs of our clients.

17. Relevant legislative and regulatory requirements

Training delivered by AAAT is nationally recognised; however, it may also be a requirement to include leaning and assessment material stipulated by a state/territory regulatory authority.

18. Different courses need different things.

Some courses may require you to have met certain pre-requisites. AAAT clearly state on our website when a course has a pre-requisite. The evidence stated as the pre-requisite must be provided by you produced before AAAT can issue a statement of attainment (SOA).

The pre-requisite certificate or SOA can be from another RTO (Registered Training Organisations). The pre-requisite may also be subject to State or Territory legislative requirement of having been completed within a certain time frame. These documents may be subject to verification.

19. Statutory declaration and ID provisions

Some States require students to submit a statutory declaration as part of the enrolment. This declaration must be received by AAAT before issuance of an SOA.

Statement of attainments will not be issued for any units until an ID has been received and verified.

20. Access to trainer/assessors

Students may require assistance from time to time from a trainer. AAAT is committed to ensuring training participants are provided with as much information and support where possible to allow for successful completion. Office hours are - 7am to 3pm Monday to Friday (EST).

Please email info@aaat.edu.au with your full name, the course you are doing and the information or assistance you require.

21. Privacy

Access All Areas Training will not disclose details of any learner to any party or other training institution unless:
   a. it is required to do so under authority of Australian Law or Regulation; or
   b. the learner has approved the release of information.

The RTO will ensure the security of USI's and all related documentation under its control, including information stored in the learner management systems.

All RTOs (Registered Training Organisations) are required to submit data of all learners to federal and state government agencies if requested.
For further details, please refer to our Privacy Policy and the NCVER Privacy Notice – Policies Tab

22. Contact details you provided.

The email details and your phone number are used by AAAT to send essential information about your course. Make sure your details are correct.

23. Complaints and appeals.

Complaints or appeals are treated seriously by Access All Areas Training. A complaint or appeal must contain sufficient detail to enable it to be addressed fairly.

If you are not happy with a judgement of an assessment, policy or process you may write to or speak with someone from AAAT who will acknowledge the complaint or appeal with a written reply.

You should provide the following information when making a complaint/appeal:
- your name and contact details.
- copies of any relevant correspondence or documents relating directly to the complaint/appeal.
- the nature of the complaint/appeal; and
- what you consider is needed to resolve the complaint/appeal.

You can contact the RTO directly by emailing info@aaat.edu.au . The Head of Operations will handle all appeals and complaints.

For more information about making a complaint or lodging an appeal, please look at Policies tab.

24. Completion survey

You are encouraged to complete a survey at the end of your training. Your feedback will assist us to make improvements. Your responses are provided to ASQA (Australian Skills Quality Authority) and NCVER as part of our RTO requirements and governance.

25. Cooperate with regulator

Access All Areas Training, as an ASQA (Australia Skills Quality Authority) registered training organisation (RTO) will always cooperate with the regulator and other government agencies by, but not limited to:
- Providing mandatory information, student surveys and data as directed
- Information related to operations as an RTO
- Quality performance data
- Assist in any complaint, appeal or compliance requirement
- Cooperate with lawful directions and for compliant operations as an RTO

26. Choose wisely

It is your responsibility to select the correct state/territory information applicable to you, your location of work and regulatory requirements. In some cases, state/territory regulatory authorities may require you to complete bridging or refresher courses.

Access All Areas Training cannot advise you about the appropriate course for your circumstances, or any further training required by the specific government regulator as this is the obligation of the participant. You do need to make yourself aware of any local or state legislative changes. Take time to contact your local town/shire council or state regulator.

27. Us

Access All Areas Training
RTO Code 52312
ABN: 861 447 897 84
Call: 1330 287 554
Email: info@aaat.edu.au