Australian Teachers of Dancing
RTO# 31624

STUDENT HANDBOOK

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INTRODUCTION

Welcome to the first step of your study journey with ATOD!

This information booklet is designed to provide you with information about the services provided by Australian Teachers of Dancing ATOD – RTO# 31624 and our approach to providing you with a safe, non-discriminatory, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by ATOD. This information is contained in the Course Information pack which is supplied separately.

About Australian Teachers of Dancing

Australian Teachers of Dancing (ATOD) is Australia's largest not-for-profit membership-based dance organisation and has the largest offering of Dance and Creative industry qualifications of any Australian RTO.

ATOD offers excellence in dance education across several platforms including systems of training, syllabus and Nationally Recognised Training. ATOD has a highly regarded national and international presence in Dance Education, supporting dancers, dance teachers, and performers to fulfil their dreams.

Considered pioneers and leaders in the field of dance education, ATOD has been working in partnership with passionate dance studios and passionate dancers and dance teachers since 2007. Our course content is informed by our industry experience, current and relevant to today's creative industries landscape.

About our Registered Training Organisation (RTO)

ATOD became an RTO in 2007 and now offers several nationally accredited qualifications in the dance, arts and performance industry. ATOD delivers online education in partnership with schools and dance organisations` Australia wide.

As a wholly Australian owned company and a not-for-profit organisation, ATOD continues to offer excellence in dance education and strive to energize and excite a wide and diverse range of people to be involved in the arts and entertainment industry.

Our trainers are dedicated to staying current with the latest laws and legislation, ensuring that our courses remain compliant and provide you with the most up-to-date knowledge. You will be promptly informed of any changes affecting your course, receiving updated guidance to reflect these advancements. With professional dance backgrounds and active involvement in the dance industry, our trainers offer you real-world insights and opportunities to immerse yourself in the industry at a professional level.

When you study with us, your Trainer will be always there to assist you throughout your enrolment. All our qualifications will involve online studies and practical training in a school or studio environment.

Please read the handbook and if you have questions, please do not hesitate to ask the ATOD team as we will be happy to answer any questions you may have.

Yours in dance, arts and performance,

The Australian Teachers of Dancing (ATOD)

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with Australian Teacher of Dancing RTO# 31624. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to ATOD`s Privacy Policy.
- Access the information ATOD holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to ATOD on the provided services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with ATOD, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.

- Report any perceived safety risks as they become known.

- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.

- Notify us if any of their personal or contact details change.

- Provide relevant and accurate information to ATOD in a timely manner.

- Approach their course with due personal commitment and integrity.

- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.

- Make regular contact with their Trainer/Assessor.

- Prepare appropriately for all assessment tasks, practical tasks, and training sessions.

- Notify ATOD if any difficulties arise as part of their involvement in the program.

- Notify the studio if they are unable to attend a practical training session for any reason at least 12 hours prior to the commencement of the activity.

- Make payments for their training within agreed timeframes, where relevant.

Our expectations of you

We expect our students to comply with the rules and regulations of ATOD code of conduct policy. Failure to observe and obey any of our rules will result in suspension that might lead to termination of enrolment.

Student Support, Welfare and Guidance - Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and/or you might need help with study skills.

The enrolment forms you complete will help us to identify any support you need and you will also be required to complete a test that assesses your language, literacy and numeracy skills (LLN test). Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course. Services that we may offer to you include:

- Support from our trainers/assessors
- One-on-one to assist with study skills

Referral to relevant external services for services not provided by ATOD Contact us at 1800 106227 to discuss your support needs.

Dress Regulations

You will be required to follow the dress regulations of your nominated studio or school. Please make sure to:

- Wear suitable attire for class activities.
- Maintain a high standard of Hygiene (Deodorant, Perfume / Aftershave) and
- Keep appearance to a high standard (Brushed hair, Clean Clothes).

Environment of Inclusivity and respect

Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.

- Utilise facilities and ATOD publications with respect and to honour our copyright and prevent our publication from being distributed to un-authorised persons.
- Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- Monitor your own progress by ensuring that assessment deadlines are observed.
- Respect other students and staff members and their right to privacy and confidentiality.

Discrimination and Harassment

Australian Teachers of Dancing is committed to ensuring that the teaching environment is free from discrimination and harassment. All ATOD staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment are found to have occurred, disciplinary action will be taken against any member who breaches this policy.

Suspected criminal behaviour will be reported to the authorities immediately. Students should expect fair and friendly behaviour from staff as we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

The causes and forms of harassment are wide-ranging and complex. The same behaviour may be inoffensive to one person and deeply offensive and intimidating to another.

Unintentional or misinterpreted behaviour may cause feelings of harassment. Harassment covers a wide range of behaviours of an offensive nature.

It is commonly understood as 'behaviour that disturbs or upsets', and it is characteristically repetitive. In the legal sense, it is behaviour that appears to be disturbing or threatening. Sexual harassment refers to persistent and unwanted sexual

advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim.

Examples of disturbing of threatening behaviour are:

a. Sexual - Examples include unnecessary touching, jokes of a sexual nature, inappropriate use of suggestive visual display unit material, intimidating behaviour such as asking for sexual favours in return for positive academic assessment or promotion.

b. Racial - Examples of racially motivated actions and behaviour include inappropriate questioning about racial or ethnic origin, offensive graffiti and intimidating behaviour such as threatening gestures.

c. Personal - Examples based on lack of tolerance of personal differences include making fun of personal circumstances or appearance.

d. Bullying - Examples of this form of psychological and/or physical harassment include unmerited criticism, isolation, gossip, changes to job duties that are detrimental, responsibilities delegated but without authority, essential information withheld, or behaviour that is intimidating or demeaning.

e. Sexual Orientation - Examples include homophobic remarks or jokes, threats to disclose sexuality and intimate questions about sexual activity.

f. Disabled - Examples that undermine the dignity of people with disabilities include discussion of the effects of a disability on an individual's personal life, uninvited touching or staring, and inappropriate questioning about the impact of someone's disability.

g. Age - Examples include derogatory age-related remarks and unjustifiable dismissal of suggestions on the grounds of the age of the person.

h. Stalking - Examples include leaving repeated or alarming messages on voice mail or e-mail, following people home, or approaching co-workers to ask for personal information.

i. Religious - Verbal, psychological or physical harassment is used against targets because they choose to practice a specific religion. Religious harassment can also include forced and involuntary changes.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ATOD, school or studio that they feel they can trust.

If they do not wish to contact any staff, they can do so by means of an email to **rto@atod.net.au**. This will initiate our complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to ATOD, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

RECORDS MANAGEMENT

ATOD takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Information Privacy Act 2009 (QLD) other states have other legislations and our privacy policy is available within our website. If you have concerns about how ATOD is managing your personal information, we encourage you to inform our staff and discuss your concerns.

You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at http://www.oaic.gov.au/privacy/privacy-complaints

Data Retention

ATOD is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has been completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

Supplying Student Information to a Third Party

ATOD does not supply students' information to any third party without student permission. However, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, ATOD will seek the written permission of the student or their parents/guardian for such disclosure. ATOD will not disclose your information to any person or organisation unless we have written instructions for you to do so. If you require your records to be accessed by persons such as schools, you need to authorise this access otherwise this access will be denied.

If you have enrolled with ATOD through a partnering studio or school, the sharing of your information will be governed by ATOD's privacy policy, as outlined in the signed partnership agreement between ATOD and the third-party partner.

Student Access to Information

Students have the right to access information that ATOD is retaining that relates to them. However, students do not get access to the assessments once they have been marked and stored. Students are encouraged to contact our staff for further instructions on how to do so or save a copy of their assessments where possible.

Unique Student Identifier (U.S.I) and Student Identity

A Unique Student Identifier (USI) is a reference number made up of (10) numbers and letters that create a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access, obtain or create your USI on your behalf.

By agreeing to provide us with permission to access, obtain or create your USI, you additionally agree to allow the use of a valid form of identification for this purpose.

We **are unable** to issue a qualification or a statement of attainment unless we have a valid USI.

You are advised and agree that you understand and consent that the personal information you provide about your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of (a) applying for, verifying and giving a USI; (b) resolving problems with a USI; and (c) creating authenticated vocation education and training (VET) transcripts.

Please read ATOD`s Privacy Policy carefully before signing and submitting the enrolment form.

CONTACT DETAILS

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message, to confirm this was you who made the changes.

You can let us know of any changes to your details by sending us an email to rto@atod.net.au . If enrolled through a third-party partner, please remember to also contact ATOD in case of any change to contact details.

AGREED RESPONSIBILITIES

Before submitting your enrolment

It is important that you identify any potential barriers that might prevent you from successfully completing your course. It is your responsibility to notify ATOD of any potential barriers at enrolment (or during your course) to allow ATOD to provide for adequate support throughout the course.

Some things to consider include:
- Access to a computer and the Internet
- An active email address which is regularly checked
- A phone where you can be reached for support as required
- Computer literacy
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- For diploma or higher qualifications, Year 12 or equivalent level of reading, writing, and comprehension
- Access to suitable resources—e.g., video camera—depending on the course you are studying
- Time to complete the assessment items

In addition, the following minimum technical IT specifications are required to successfully access course materials and fully engage as an online learner (distance education):
- Appropriate computer software – Microsoft Word (or the Open Office equivalent), and a PDF Reader.
- Google Chrome Internet Browser.
- PC requirements – Windows 7, Windows 8, Windows 10, or later.
- Mac requirements – Mac OS X 10.6, or later.
- Active email address and stable internet connection.
- Mobile phone with voicemail capability.

By enrolling, without identifying any potential barriers, you are confirming to ATOD that you can commit in full to your studies.

The ATOD students' responsibilities include but are not limited to:

- Undertaking all training and assessment as identified in the portal.

- Working with the delivery partner to achieve competence in required skills.
- Adhering to the student handbook requirements and procedures also the studio/school policy and procedures.

The third-party partner`s responsibilities include but are not limited to:

- Providing skill development by providing tasks that relate to the units of competency within the qualification.
- Provide training and assessment in accordance with the training and assessment plan.
- Working with ATOD to support the achievement of competence in the required skills.
- Notify ATOD and students regarding any issues that may affect the successful completion for the student.
- Explaining and offering support for the application of Recognition of Prior Learning (RPL) to the student if appropriate.
- Updating ATOD with competencies gained by the student as per agreement.
- Providing ongoing opportunities for students to complete the practical tasks associated to the qualification been completed.

ATOD's responsibilities include but are not limited to:

- Notifying students, the studio and the RTO Training Authorities regarding any issues that may affect the successful completion of the student.
- Providing the studio and the student with details of how they access ATOD's training and assessment dispute resolution procedures.
- Provide a compliant and clearly defined terms of use in a third-party agreement with the studio.
- Updating the policies and procedures required and the use of these for the student and studio in the ongoing support of the student.
- Updating and providing support to the student and studio relating to the RTO LMS system.
- Reporting and updating the student management system with competencies achieved and uploading of data to the training authorities.
- Developing and maintaining learning and assessment resources for the units of competencies required, and validation process.
- Maintain quality of training to enable students to achieve competencies as defined by industry and required for further employment.
- Issue Qualifications and Statement of Attainment within 30 days of successful course completion in accordance with the Australian Qualification Framework for the competencies achieved.

ENROLMENTS

ENROLMENT PROCESS

The enrolment process for ATOD students is as follows:
- Contact ATOD either by phone, email or website to submit an enquiry.
- ATOD provides course information including pre-requisite requirements, and registration details and directs students to this Handbook via the website.
- ATOD provides enrolment forms and payment options, by phone, email or directs the student to the ATOD website for further information.
- Student provides the Unique Student Identifier (USI) with the Enrolment Form submission; If this hasn't previously been obtained, registration is available at www.usi.gov.au.
- Summary of enrolment details and invoice with the relevant course fees will be issued and emailed.
- The enrolment is confirmed once payment of relevant course fees has been received.

FEES

Students enrolling via a third-party studio or school partner are required to liaise with the third-party partner regarding fees.

ATOD and their third-party partners do not collect prepaying fees exceeding $1,500 in accordance with ASQA standards of registration.

DELIVERY MODES

Flexible Delivery
Flexible delivery allows the learner to study what they want and when they want through an interactive set of learning resources designed for self-paced progress.

Interactive tutorials and peer support programs provide learners with personal assistance. Web-based student noticeboards inform students of important dates and other announcements.

Practical Delivery
Led by experienced professionals, these sessions are interactive, engaging, and offer exceptional value. Students will actively participate in practical components, ensuring that theoretical concepts are fully understood and effectively applied in practice. It is compulsory for all Dance qualifications.

E-learning/online

Learn from anywhere, all e-learning modules, online assessments, and interactive learning (along with any relevant resources) are accessed by participants through a secure online Learner Portal.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL involves the assessment of previously unrecognised industry skills and knowledge an individual has achieved outside the formal education and training systems. RPL Assessment results in a Statement of Attainment being awarded for singular or multiply units of competency or a full Qualification if all requirements are met.

WHAT IS NATIONAL RECOGNITION?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence Requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to ATOD. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO's.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.

National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

a. Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.

b. Students may not apply for national recognition for units of competence or qualification which are not included in ATOD scope of registration.

c. Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

d. National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek enrolment into the unit of competency or qualification or submit an RPL application.

ASSESSMENTS

Qualifications/ Statements of Attainment issued in the Vocational Education and Training (VET) sector certify the achievement of competency. Competency based training focuses on what the individual can do and is based on work-related skills and requirements, and individual workplace performance.

In awarding competency, criteria are needed to measure skills and knowledge. Competency standards provide those criteria. In the context of national training packages, a competency standard is an agreed statement of skill and knowledge required to perform a specific job or job function. In order to gain competency, the student must be able to demonstrate that they have the skills and the knowledge and that they can apply these to a workplace context.

Competency based assessment is the process of collecting evidence and making valid, reliable, and consistent judgement that is fair to all students. It can be established via a number of ways that include, but are not limited to:
- On the job assessment
- Portfolios of Evidence
- Assignments
- Oral presentations
- In class observations; and
- Role playing / scenario.

Assessment Practices
ATOD maintains the following series of standards with regards to our assessments:
- Incorporate alternative approaches to suit people who may otherwise be disadvantaged by cultural background, language ability or personal disabilities (special needs in this area can be discussed directly with the assessor).
- Are flexible and encourage learning to occur in a wide variety of settings.
- Will be conducted in an open, accountable, and transparent manner.
- Will be fair and equitable.
- Will be conducted by qualified and authorised personnel; and
- Will be integrated into the learning process rather than being separate from it.

ATOD will aim to complete the marking of all assessments within 14 business days from the date of submission.

PLAGIARISM
Plagiarism occurs when a person passes off someone else's work as his or her own and is serious academic offence. Examples include failing to cite an author for ideas

incorporated into a student's paper and handing in an assessment piece downloaded from the internet. All plagiarised assessments will instantly be assessed as Not Yet Competent and students will be required to resubmit their work.

Assessment Outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.

If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have one further attempt to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the 3rd attempt, you are still assessed as Not Yet Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a "Competent" outcome. This might incur an additional fee as identified in the fees list.

Assessment Results

In accordance with the National VET Framework, results of competency assessment are indicated by either:
- C = Competent
- NYC = Not Yet Competent

Language, Literacy and Numeracy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

To support this approach ATOD will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within ATOD and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the requirements of the Standards for NVR Registered Training Organisations, ATOD provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

RPL - Recognition Guidelines

The following guidelines are to be followed when an application for recognition is submitted:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.

- Students may not apply for recognition for units of competence or a qualification which are not included in ATOD's scope of registration.

- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.

- Assessment via recognition is to apply the principles of assessment and the rules of evidence.

- Recognition may only be awarded for whole units of competence.

Forms of Evidence for Recognition for RPL

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on

evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

a. Work records

b. Records of workplace training

c. Assessments of current skills

d. Assessments of current knowledge

e. Third party reports from current and previous supervisors or managers

f. Evidence of relevant unpaid or volunteer experience

g. Examples of work products

h. Performance appraisal or

i. Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with several evidence items, the candidate will start to provide a strong case for competence. ATOD reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

CREDIT TRANSFERS

A credit transfer is formal recognition of the previous studies you have completed for reducing the units or modules that you are required to complete in the course you are enrolled in with ATOD.

ATOD may grant you credit transfers towards your course for units of competency you have already completed with another RTO or authorised issuing organisation. We will grant you Credit Transfer for subjects or units you have completed where equivalence can be established between the unit in your course, and the subject or unit you have completed. ATOD has the discretion to decide if the Credit transfer is valid and will provide feedback on reasons for not issuing a credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it after your enrolment has been confirmed. You can apply for Credit Transfer at any time however it is best if you do this at course commencement so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do. Make sure you attach certified copies of transcripts and/or certificates from your previous study.

In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a Certificate and Statement of Attainment within thirty (30) days. The Record of Results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal.

ATOD and its third-party partners reserves the right to withhold the issuance of Certificates and Statements of Attainment until all fees related to the course or qualification have been paid, except where ATOD is not permitted to do so by law.

ATOD must have a valid USI on file for the student for a Certificate or Statement of Attainment to be issued.

Re-issuing Statements and Certificates

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.

INTEGRITY AND ACADEMIC MISCONDUCT

Students are required to be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

ATOD have a zero policy on Cheating, Plagiarism, Copying or someone else other than the student doing the coursework is not accepted and if found that you have done any of the above you will be assessed as not competent and be required to resubmit the assessment/s. If the issue continues, you will be deemed not competent and required to re-enrol in the course at a later date.

Integrity and Academic Misconduct
ATOD is dedicated to fostering a learning environment that emphasizes the importance of academic integrity. We believe that you, along with other students, should be supported in developing and demonstrating your practical skills and knowledge. Upholding academic integrity allows you the freedom to innovate, build knowledge, and produce creative work while respecting and acknowledging the contributions of others.

Academic Misconduct

Academic misconduct is strictly prohibited. It includes any form of dishonesty or misrepresentation in your academic activities at ATOD. This may involve:

- Having someone else complete your assessment.
- Providing your assessment to another student to copy.
- Cheating on any part of an assessment task.
- Submitting someone else's work as your own.
- Failing to properly acknowledge the ideas or words of others (e.g., plagiarism).
- Submitting artificial intelligence responses as your own work.

Policy on the Use of AI Tools in Learning and Assessment

ATOD acknowledges the growing role of AI tools in both work and study. While their use is not prohibited, this policy outlines the rules to ensure that you acquire the necessary skills and knowledge for your courses and maintain fairness and integrity in assessments.

Definition of AI Tools

AI tools include generative platforms such as ChatGPT, Google Bard, Microsoft Bing AI or any other AI generative platform. While these tools can enhance efficiency and streamline your work, they also carry risks and should only be used in compliance with this policy.

Accuracy and Reliability of AI Tools

AI tools are not always reliable or accurate. You should not depend on them for correct information in your studies or future work. For example, AI-generated content may be outdated, irrelevant to Australia or state you live, or entirely incorrect. In some cases, AI tools may even fabricate information.

Confidentiality Concerns

Do not input any confidential or personal information into AI tools, as these tools may use such data for their learning processes and could disclose it to others. This applies to both your own information and that of others.

Assessment Rules

The following rules apply to the use of AI tools in assessments unless otherwise specified in writing:

- **Proofreading and Checking:** You may use AI tools to proofread and check your answers.
- **Research:** You may use AI tools for research but be aware that they may provide inaccurate information. You must not directly copy AI-generated content into your assessment submissions.

- **Writing and Completing Assessments:** You must not use AI tools to write your answers or complete any reports, case studies, or assessment questions.
- **Course Materials:** Do not input any ATOD course materials, assessment parts, tools, or questions into AI tools.
- **Prompts:** You must not purchase or obtain AI prompts to assist with your assessments.
- **Clarification:** If you are unsure about how to appropriately use AI in your assessments, please speak to your trainer about it.
- **Acknowledgment and Responsibility:** Where appropriate, acknowledge and reference your use of AI in your assessments. It is your responsibility to assess the validity and relevance of any AI-generated content that you submit; you bear full responsibility for it.

Consequences
Violations of these rules will be treated as academic misconduct.

Consequences of Academic Misconduct
ATOD will address academic misconduct in a fair, consistent, transparent, and timely manner. If you engage in academic misconduct, you may be required to:

- Re-do the course or specific assessment tasks.
- Complete an alternative version of the course or assessment.
- Be withdrawn from the ATOD training program.

In case you have questions about plagiarism and academic misconduct, please contact your trainer. Please note that you will not be entitled to a refund of fees if any of these consequences are applied.

WORK HEALTH AND SAFETY

Safety of our Staff and Students
ATOD is committed to providing you with a safe environment in which to participate in training and assessment. We are aware of the Work Health and Safety Act 2011 of our responsibility to maintain a safe environment. We also practice safety and wellbeing towards all people.

ATOD ensures all studio/workplace/schools have been assessed as a safe environment for the delivery of the course through the third-party agreement WH&S checklist sign-off.

For students that are undertaking their practical components of the course, and if you are required to take any form of medication, please let your trainer know before the commencement of your session.

Fire and evacuation

There will be a procedure in place at all studios/workplaces/schools for the facilities evacuation process.

Other Guidelines for Students attending practical sessions

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- No smoking or vaping in or less than 100 meters from the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the on-duty staff.
- No consumption of alcohol or illegal drugs within training facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy always.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Working with individuals under 18 years of age

Working with Children (Risk Management and Screening) Regulation 2011 outlines the protection of children from sexual and physical harm. All trainers and staff hold a Work with Children card or Blue card issued by the government.

Students under 18 years of age may enroll with ATOD. According to the regulations, a child is considered an individual less than 18 years of age. ATOD ensures that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation.

All staff are required to report to management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm. In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, ATOD will report to the Department of Communities, Child Safety and Disability Services.

COURSE WITHDRAWAL

Students who cancel their enrolment part way through a training program must provide written notice of their intent to withdraw. This notice must be sent either via email to rto@atod.net.au or through the designated withdrawal form available with the learning management system. Please refer to the cancelation and refunds policy for further information about the cancelation and refund process.

Student Substitutions

Student Substitutions are not accepted by ATOD.

Course Transfer

Requests for transfers to alternate courses can be arranged if ATOD is advised in writing more than 10 working days prior to the program commencement date and if entry requirements of the new course are met, and there is availability on the selected course. All transfers will attract an administration charge unless special circumstances apply.

FEEDBACK AND IMPROVEMENTS

Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and the return of this survey are important to ATOD for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

ATOD focuses on the continuous improvement of all its students, therefore we have provided a student feedback form and ask that each student fill it out to the best of their knowledge. The more honest your answers the better we can continue the development of our trainers, staff and students.

Continuous Improvements

ATOD is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to file a Continuous Improvement report for consideration by ATOD. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement report template is available on request. Students are encouraged to provide feedback to ATOD, so we can improve our services in the future.

ABBREVIATIONS FOR VOCATIONAL EDUCATION AND TRAINING

Abbreviation	Title Meaning
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
NCVER	National Centre for Vocational Education Research
NRT	Nationally Recognized Training
RTO	Registered Training Organization
SOR	Scope of Registration
VET	Vocational Education and Training
VQF	Vocational Education and Training Quality Framework
AQTF	Australian Quality Training Framework
AQF	Australian Qualifications Framework
CT	Credit Transfer
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
CBT	Competency Based Training
CERT	Certificate
FFS	Fee for Service
LLN	Language, Literacy and Numeracy

SUPPORT REFERRALS

Support required	Website contact	Phone
Alcoholism	https://www.qld.gov.au/health/contacts/service-finder/index.html	1800 177 833
Asthma	https://www.asthmaaustralia.org.au/	1800 278 462
Cancer	https://cancerqld.org.au/get-support/	131120
Child Abuse Prevention Service	http://www.childabuseprevention.com.au/	1800 688 009
Consumer Credit and Debt	http://www.ndh.org.au/	1800 007 007
Crime Stoppers (to report a crime anonymously)	https://www.crimestoppersqld.com.au/home.jsp	1800 333 000
Crisis Counselling	http://www.theaca.net.au/find-registered-counsellor.php	3356 4255
Depression	https://www.beyondblue.org.au/get-support/get-immediate-support	1300 224 636
Depression (National Initiative)	https://mindspot.org.au/?gclid=CPLxs-uV0NMCFZcjvQodWvoMJw	1800 614 434
Disabilities	https://bettercaring.com.au/disability/	1300 736 573
Divorce Help Line	http://www.raq.org.au/counselling	1300 364 277
Domestic Violence	http://www.dvconnect.org/	1800 811 811
Drug addiction - Narcotics Anonymous	https://www.counsellingonline.org.au/	1800 177 833
Drugs and Mental Health	https://www.beyondblue.org.au/the-facts/what-is-mental-health?&gclid=CNaQ1_qe0NMCFQuMvQodXDkHTg	1300 224 636
Eczema	http://www.eczema.org.au/	1300 300 182
Emergency Services (Police, Fire, Ambulance)	https://www.qfes.qld.gov.au/Pages/default.aspx	0.0.0
Epilepsy	http://www.epilepsyqueensland.com.au/	1300 852 853 OR (07) 3435 5000
Families and Friends with Mental Illness	https://healthyfamilies.beyondblue.org.au/?&gclid=CMHlnNeh0NMCFQq bvQodXPgAlw	1300 224 636
Family Planning Information	http://www.pregnancybirthbaby.org.au/	1800 882 436

Gambling Counselling	https://www.gamblinghelponline.org.au/	1800 858 858
Gay and Lesbian Counselling Line	http://diversevoices.org.au/services/	1800 184 527
Grief Support	https://www.beyondblue.org.au/the-facts/grief-and-loss?&gclid=COLZ3qqk0NMCFRd_vQodwB4Lug	1300 224 636
Hepatitis A	http://www.hepqld.asn.au/	1800 437 222
Hepatitis B	http://www.hepqld.asn.au/	1800 437 222
Hepatitis C	http://www.hepqld.asn.au/	1800 437 222
Homeless	https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld/	1800 474 753
Immigration Line	https://www.border.gov.au/	133 177
Interpreter Service	https://www.tisnational.gov.au/	131 450
Kids Help Line	https://kidshelpline.com.au/	1800 551 800
Legal Information and Advice	http://www.legalaid.qld.gov.au/Get-legal-help/Help-over-the-phone	1300 651 188
Lifeline	https://www.lifeline.org.au/	131 114
Mental Health Advice	https://www.qld.gov.au/health/mental-health/help-lines/services/index.html	134 325
Parent line	https://www.parentline.com.au/	1300 301 300
Poison Information Centre	https://www.childrens.health.qld.gov.au/chq/our-services/queensland- poisons-information-centre/	131 126
Police Link (Non-Emergency)	https://www.police.qld.gov.au/programs/policelink/	131 444
Pregnancy Counselling	http://www.pregnancycounselling.com.au/index.htm?gclid=CJjB3LSp0NM CFQd9vQod5WkN6Q	1300 737 732
Rape Crisis Centre	https://www.health.qld.gov.au/sexualassault/html/contact	1800 010 120
Relationship Counselling	http://www.familyrelationships.gov.au/Pages/default.aspx	1800 050 321
Schizophrenia	http://www.onedoor.org.au/?gclid=CL7u75qq0NMCFQwnvQod1OIBSg	1800 843 539
S.E.S - State Emergency Service	http://www.ses.sa.gov.au/site/home.jsp	132 500
Smoking - Quit line	https://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline/	137 848
Suicide Prevention	https://www.beyondblue.org.au/the-facts/suicide-prevention?&gclid=CIXB6e2q0NMCFdgjvQod8OMOxg	1300 659 467
Telephone Interpreter Service	https://www.tisnational.gov.au/	131 450

Veteran's Support	http://www.vvcs.gov.au/	1800 011 046
Victims of Crime Support	http://www.thesamaritans.org.au/?gclid=CNLi16Gr0NMCFUYGKgodHtkJyQ	135 247
Women's Refuge Referral Service	http://www.ozcare.org.au/community-support-services/our-services/domestic-violence-women's-refuges/women's-refuges/	1800 692 273

LEGISLATIONS

Commonwealth Legislation:
- Standards for Registered Training Organisations (RTOs) 2015
- Copyright Act 1968
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Queensland Legislation:
- Work Health and Safety Act 2011
- Vocational Education, Training and Employment Act 2000
- National Vocational Education and Training Regulator Act 2011.
- The Fair Work Act 2009
- Queensland. Working with Children (Risk Management and Screening) Act 2000.
- Queensland: Anti-Discrimination Act 1991
- Charter of Human Rights and Responsibilities Act, 2006

Training Authorities / Regulators:
- National VET Regulator (NVR)
- Department of Education, Employment & Workplace Relations (DEEWR)
- Australian Skills Quality Authority (ASQA)
- Higher Education and Skills Group (HESG)