



AUSTRALASIAN TRAINING COMPANY

## STUDENT HANDBOOK

“OUR VISION IS TO PROVIDE THE SAFEST SKILLED WORKPLACE IN INDUSTRY”









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## 2. WELCOME TO THE AUSTRALASIAN TRAINING COMPANY

Thank you for choosing to train with ATC

ATC is an Australian and International Training Provider focusing primarily on the safe operation of offshore and onshore cranes, rigging and safe lifting operations. Our Australian training provider partner TRAINWEST is a Registered Training Organisation, RTO Provider Number 51807.

ATC and TRAINWEST operate in accordance with Australian Quality Framework and Australian Skills Quality Authority.

Our goal is to ensure that your time with us is enjoyable, productive and that your safety and health is protected.

### 2.1 CODE OF ETHICS STATEMENT

As training practitioners, we use our knowledge and skills for the benefit of the Global community to create solutions for a sustainable future. In doing so, we strive to serve the community and respect local cultural traditions, religions and laws ahead of other personal or sectional interests.

In the course of our practice we will:

#### DEMONSTRATE INTEGRITY

- Act on the basis of a well-informed conscience
- Be honest and trustworthy
- Respect the dignity of all persons
- Respect Local culture, religious beliefs and mannerisms

#### PRACTISE COMPETENTLY

- Maintain and develop knowledge and skills
- Represent areas of competence objectively
- Act on the basis of adequate knowledge

#### EXERCISE LEADERSHIP

- Uphold the reputation and trustworthiness of the practice of education and training
- Uphold Local customs and community core values
- Support and encourage diversity
- Communicate honestly and effectively

#### PROMOTE SUSTAINABILITY

- Engage responsibly with the community and other stakeholders
- Practise competently to promote health, safety and wellbeing of the community and the environment
- Balance the needs of the present with the needs of future generations

### 2.2 LEGISLATIVE REQUIREMENTS

ATC operate in accordance and within prevailing legislation, regulations and said standards of any flag state or government in which training courses are delivered

#### OCCUPATIONAL HEALTH SAFETY AND WELFARE

ATC is committed to ensuring the health, safety and welfare of its staff, contractors, participants and volunteers while working for or participating in activities and courses.

## **ALL PARTICIPANTS HAVE THE RESPONSIBILITY TO:**

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not wilfully or recklessly interfere or misuse anything provided by Site in the interest of health, safety or welfare
- cooperate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

Do you have a personal health condition that may become acute while attending your course?

Do you have any medical issues that may affect your training?

Do you have any injuries?

Do you have any special needs?

### ***IF SO, PLEASE INFORM YOUR COURSE INSTRUCTOR ON THE MORNING OF DAY ONE***

All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment or facilities, please notify the educator immediately.

## **3. WHAT TO BRING FOR TRAINING**

### **Unique Student Identification (USI Number)**

For all Australian courses persons must provide ATC with their USI number prior to course commencement. You can apply for a USI Number from the Australian government by logging on to the USI website. Australian Qualifications cannot be issued within Australia without a USI Number.

For more information about how you can apply for a USI Number please browse the website:- [www.usi.gov.au](http://www.usi.gov.au)

**Proof of Id and Photo Identification**  
Delegates attending training need to bring photographic Identification and a secondary form of Identification. Photographic Identification can be;

Valid Passport, Driver's License, High Risk Work License or any other Government issued Identification  
Secondary Identification can include; Medicare Card, Bankcard, or any other Government issued Identification  
Personal Protective Equipment  
Please bring Personal Protective Equipment (PPE) including long trousers, long sleeve hi-visibility work shirt, safety boots and safety glasses for all practical activities.

Correct footwear must be smart and clean. Thongs or Sandals including fashionable dress footwear or similar style are not acceptable. Hard hats will be provided at Training facilities in which ATC operate or otherwise advised as a requirement for delegate to provide.

*Please note – If you are sick on the day of your course, please contact your ATC instructor as soon as possible*



## **4. GENERAL INFORMATION**

### **4.1 ENROLMENT AND REGISTRATION FOR DELEGATES**

All delegates are required to read the delegates handbook and complete the enrolment form prior to the commencement of course. Confirmation of enrolment and any specific pre-course information will be forwarded as outlined in the course content upon ATC receiving attendance confirmation from delegates

### **4.2 SPECIAL NEEDS**

Should any delegates have any special needs that will assist with participating in the course, please ensure they are identified at the time of enrolment.

### **4.3 FEES AND CHARGES**

All course bookings must be confirmed with payment in full prior to the course commencement. Please refer to the individual course details and ATC Terms and Conditions, which may be obtained from our website [www.atcoffshore.com](http://www.atcoffshore.com). Participants are advised to keep their receipts regarding education expenses for taxation purposes. Course fees will be invoiced upon the confirmation of enrolment. Terms of payment will be included on the invoice.

### **4.4 REFUNDS AND CANCELLATION POLICY**

All cancellations or variations to course bookings must be received in writing

### **4.5 CANCELLATION BY ATC**

ATC reserves the right to cancel courses without notice. For any course which is cancelled by ATC, no fee will be charged and deposits made will be refunded in full. ATC will not be liable for any claims arising from course cancellation.

### **Communication by ATC**

Please be aware that ATC preferred method of interaction is via email. Delegates are requested to keep ATC updated with their most current, applicable email address for the duration of enrolment.



## 5. DELEGATE PRIVACY

ATC collects personal information during the enrolment, training and assessment process.

All records are kept in accordance with ATC Privacy Policy and all personal information held by ATC is relevant, accurate and stored securely with restricted access.

Where training is funded by the employer and is a requirement of your employment, ATC will provide a copy of the attendance or assessment results at the completion of your training to your employer as requested. If you have any concerns, please see your trainer.

### 5.1 ACCESS AND EQUITY

ATC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

All delegates must have equitable access to vocational education and training opportunities and participate in training to achieve suitable outcomes.

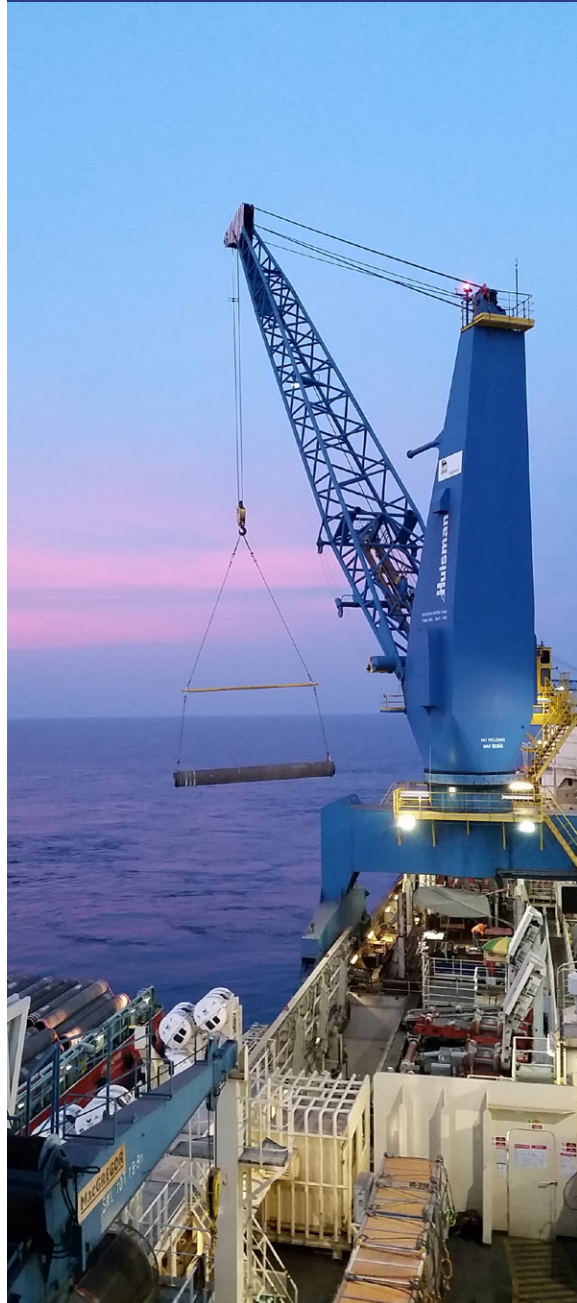
### 5.2 PROVISION FOR LANGUAGE, LITERACY AND NUMERACY

ATC trains delegates for oil and gas, mining, resource and construction sectors in accordance with prevailing Workplace Health and Safety legislation.

As a result, there is a requirement that participants in our courses are 18 years of age and are able to read, comprehend and write English to undertake any set training exercises.

Delegates requiring language, literacy or numeracy assistance are requested to

ATC makes provisions for language, literacy and numeracy assistance or by referring the delegate to the appropriate service.



## 6. AVETMISS AUSTRALIA

Delegates seeking Australian course attainment will be required to complete a course enrolment form prior to commencing training.

The information collected on this form, is a requirement for all Registered Training Organisation. This data is recorded on the TRAINWEST data base and reported to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

Mitigating circumstances warranting the waiving of this policy are individually judged on merit and any such reconsideration shall be at the full discretion of ATC and TRAINWEST.

### 6.1 ASSESSMENT

Delegates undertaking training that is not aligned with a recognised outcome are not obliged to be assessed and at the completion of the relevant course will receive a certificate of attendance.

Assessments are undertaken whereby the delegate is completing a course that is aligned with a unit of competency, skill set or qualification.

Assessments are conducted in class and/or in the workplace depending on the program enrolled in. All assessment work must be authentic to the delegate and signed by the delegate. The relevant Certification will be issued upon successful completion of the assessment requirements.

ATC does not guarantee that any delegate will achieve a successful outcome, however, ATC will make reasonable efforts to assist all participants in achieving their outcomes.

### 6.2 REASONABLE ADJUSTMENT

ATC, where applicable, will make provisions for reasonable adjustment on the assessment process, by adjusting or changing the assessment to meet the needs and characteristics of the delegate being assessed.

Any equity requirements, impact on the organisation and the need to maintain the integrity of the unit of competence, set qualification or licensing is also taken into account.

**RPL- Recognition of Prior Learning**  
RPL is the recognition of skills and knowledge obtained through previous work, training and life experience.

ATC offers all clients and individuals prior to enrolment the option to discuss and review each circumstance and the opportunity for RPL assessment (where applicable for the course).

For more information relating to the assessment process, evidence requirements or the ATC RPL Policy, please visit our website at [www.atcoffshore.com](http://www.atcoffshore.com)



## 7. CERTIFICATION

Delegates will be issued Statement of Attainment based on their successful completion of all assessment criteria. Statements of Attainment will only be issued for whole units of competency achieved, according to the standards set down under AQTF.

Certification of Assessment will be issued in accordance with relevant prevailing standards upon successful completion of all assessment criteria.

Certificate of Attendance or a Certificate of Awareness will be issued in relation to non-standardised competency based assessment or attendance of set training. All requests for re-issuing of certificates must be made in writing, accompanied by a non-refundable fee of **\$110.00 AU** including GST for this this service.

Training outcome records are accessible for a period of 30 years from course completion.



## 8. DISCIPLINARY PROCEDURE

ATC reserves the right to counsel, terminate, suspend or reprimand participants who do not adhere to acceptable standards of behaviour, at any stage of their enrolment.

Reasons for exclusion may include:

- Continuous interruptions to the Facilitator whilst delivering the course content
- Being disrespectful of other participants
- Being disrespectful of staff
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and/or others at risk
- Smoking in non-smoking areas
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of legal or illegal substances that could affect their safety or the safety of others
- Refusing to complete assessment requirements
- Not adhering to course requirements

For a participant booked onto a course and paid for by a company, the company will be contacted and advised that the participant was asked to leave the course and the reason for the action.

Any person who is asked to leave a session or course has the right of appeal through our Complaints and Appeals process

All participants have the right to appeal a decision made about an assessment judgement. All appeals must be in writing addressed to the Director of ATC, who will review the assessment judgement in collaboration with the course facilitator.

The Director may obtain assistance from any other person.

All appeals will be dealt with fairly, promptly, impartially, confidentially and in a timely manner.

### 8.2 CONTINUOUS IMPROVEMENT

ATC is committed to deliver the highest standards of training. To meet our commitment we need your help to continually improve our service. We ask that you inform us of ways that you consider will improve the services offered by the ATC.

Our staff will respect your opinions and the Director of ATC request that all comments and suggestions be forwarded to our administration.

This will assist us to react to your feedback and be proactive in implementing future improvements.

We appreciate the time you take to provide us with feedback, comments and suggestions to continually improve our service

## 9. DISCLAIMER

While every precaution has been taken to ensure the accuracy of the information contained in this document, ATC accepts no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.

Where delegates on our courses may require additional information of a legal nature we recommend that they consult a suitably qualified professional legal practitioner.

For any further information pertaining to the Australian Training Company, ATC Policies, ATC Partnerships and Affiliates, Course fees and Course Overviews, please visit our website at;

[www.atcoffshore.com](http://www.atcoffshore.com)

[Training Locations in Perth Western Australia](#)







## TRAINING LOCATIONS

### ATC SINGAPORE

Huisman FES Building  
36 Tuas View Place,  
Singapore 637882

### ATC AUSTRALIA

ERGT O&G Safety Campus  
7 Compass Road, Jandakot, Perth  
Western Australia 6164

