

**AUSTRALIAN CONSULTING & TRAINING SOLUTIONS
PTY LTD (ACATS)**

TRADING NAMES



Zealifi

STUDENT HANDBOOK

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INTRODUCTION

Having status as a Registered Training Organisation requires ACATS to comply with the 2015 Standards for RTO's. These standards outline our responsibilities in terms of maintaining consistent, high-quality training and assessment services. Issuing this handbook is part of our compliance obligations but more importantly, it ensures that learners are provided with information that supports and enhances their educational experience.

ABOUT US

ACATS has been operating as a Registered Training Organisation in Queensland since 2008. Over that time, we progressively increased our course offerings and currently deliver business, training and assessment, hospitality and personal development courses and qualifications. As a specialist RTO, we are able to offer highly customised programs and deliver a standard of service that is second to none. We are committed to quality, customer service and compliance.

ACATS offers comprehensive, flexible, responsive and cost effective training services to employers, job seekers, school students and trainees. Our suite of training programs includes both nationally recognised qualifications and courses that are tailored to meet the needs of individuals, businesses and job network members. We also assist many organisations with tailored professional development - from nationally recognised qualifications through to skill focussed courses.

Office Location and Contact Details

Main Contact Number:	1300 122 287
Website:	www.zealifi.com.au
Physical Address:	132 Government Road Richlands QLD 4077
Postal Address:	PO Box 713 Robina QLD 4226
Licences & Permits:	RTO Registration #31709
Operating hours:	8:30am – 5:00pm, Monday to Friday

Scope of Registration

ACATS, in accordance with its “Scope of Registration”, is able to deliver training services, undertake assessments, and issue the following nationally recognised qualifications:

SIT30713 Certificate III in Hospitality

SIT40313 Certificate IV in Hospitality

SIT50313 Diploma of Hospitality

Our Vision

“To be Queensland’s most user-friendly, sought-after, and widely used training provider and licensed-venue consultancy.”

Mission Statement

To contribute to the betterment of our client’s businesses through the provision of practical, effective, and profitable licensed venue solutions. To educate, train, and provide management advice and assistance.

All ACATS’s employees will contribute to our combined successes by providing friendly, professional, ethical, open and personal service to each and every client, to improve their business performance.

We will achieve this by:

- Making customer delight the sole focus of the business
- Ensuring quality in everything we think, say, provide and do
- Providing passionate and innovative customer service with solutions that work
- Continually improving and keeping an open mind to new ideas and technologies
- Only investing time and money in areas that will result in direct benefits to our current and future clients

Our Core Values – Clients

- We value the close, familiar, and trusted relationship we share with our clients
- We value that our clients contact us first for their training needs
- We value our clients who offer to us repeat business regularly
- We value the clients whose loyalty to our business means that we are their training provider of choice

We value the opportunity our clients provide for us to learn from them, to assist in the professional development of our trainers and staff

Code of Practice

Clients have a right to be treated fairly and ethically so we:

- Provide equitable access to clients and learners in all our services including training delivery and assessment.
- Provide client focused service and enthusiasm, without favour or prejudice, and wherever possible, overcoming any reasonable difficulty to meet their needs.
- Provide assistance to ensure that the best possible outcome can be achieved.

- Practice open communication and fair decision making processes that allow stakeholders to express their views and be actively involved in decisions that concern them.
- Maintain and disclose only accurate and up to date information.
- Ensure availability and access to information that discloses our rights and responsibilities.

Clients have a right to expect quality, professionalism and integrity so we:

- Make every effort to help students successfully complete their course once they have enrolled with us.
- Ensure all marketing material contains an accurate and current representation of our ability to honour the delivery of our services. No erroneous or misleading information is intentionally included.
- Conduct business affairs in a manner that is ethically and legally responsible.
- Provide clients and learners with all information required to ensure that the learning process occurs to the satisfaction of all concerned and to comply with relevant legislation.
- Organise and monitor activities so that each learner is provided with assistance commensurate to their abilities and individual needs.
- Select appropriately qualified, skilled and experienced staff committed to providing the best possible service.
- Ensure that any employee or contractor working on behalf of ACATS undertakes their responsibilities in a professional, ethical, objective and positive manner.
- Conduct our business in a manner that enhances the standing of the training industry.
- Acknowledge and act upon any limits or organisational constraints that could diminish the quality of our services.
- Avoid conflicts of interest between all clients and stakeholders.
- Provide clients with information about our grievance and complaints process.
- Refer unresolved complaints or disputes to an external party to facilitate independent review.
- Guarantee our financial sustainability to safeguard the fees paid by students until training and assessment services have been provided.
- Implement a fair and equitable refund policy.
- Have administrative policies and procedures in place to efficiently manage the quality of our services.
- Manage student records securely and confidentially.
- Maintain appropriate and adequate insurance.
- Regularly conducting internal reviews to ensure ongoing compliance with legislation, regulations, and standards.
- Ensuring that our trainers and assessors participate in relevant professional development and skill enhancement opportunities.

Clients have a right to be treated with respect and dignity so we:

- Recognise of particular needs and circumstances, taking into consideration client beliefs, ethnic, cultural and religious practices.
- Endeavour to provide such support as is needed to ensure that clients and learners can maximise the benefits of the services we provides.
- Respect the confidentiality and privacy of disclosed information.
- Consistently practice of good manners and courteous behaviour.
- Ensure that training premises and resources provide for learners with specific needs.
- Liaising with our industry and business partners and maintaining an “open door” policy for feedback and suggestions.

VOCATIONAL EDUCATION & TRAINING

National Training Packages

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. A training package and the qualifications contained within it are statements about what a person is competent to do in a workplace.

National Training Packages are developed by industry through the national Skills Council and involve consultation with industry to make sure they meet industry and enterprise needs. Registered Training Organisations such as ACATS use training packages as the basis for developing training programs in specific areas.

A training program is a structured approach to the development and attainment of competencies for a particular qualification. It includes the choice of units or options within the training package and the method, training and location for achieving the competencies.

Competency Based Training (CBT)

Competency standards are used around Australia to describe what your industry accepts as effective performance in the workplace. This includes the knowledge, skills and attitudes needed to do a job.

These standards are divided into units of competency that match specific activities people carry out at work. Examples include: Cleaning a guest room, serving customers, securing premises or building a retaining wall. Every job is made up of several units of competency.

Each unit of competency is further broken down into smaller parts, called elements and performance criteria. These are what assessors use when they are judging whether someone is “competent” or “not yet competent”.

Being deemed “competent” means that:

- You know how to do the job or specific task
- You understand why it should be done in certain ways
- You can manage different tasks simultaneously
- You can deal with everyday problems that may occur
- You understand and comply with workplace policies and procedures plus relevant legislation
- You work well with others in your team or workplace
- You do all of these things consistently and regularly

National Recognition

ACATS recognises and accepts qualifications and statements of attainment issued by other Registered Training Organisations. Students who can provide documentation of previous nationally recognised training should request a Credit Transfer or RPL application. Successful Credit Transfer and RPL applications usually mean that you will have fewer units of competence to complete in order to fulfil the requirements of a qualification.

Credit Transfer is the process whereby a registered training organisation formally “credits” qualifications and statements of attainment issued by other Registered Training Organisations to a course of study. So if you have completed or partially completed another qualification, please speak to your trainer about having your studies recognised.

Recognition of Prior Learning (RPL) is the formal process whereby an RTO evaluates your life and work experience to against the qualification or course of study you have enrolled in thus potentially eliminating the need to undertake some units of competence.

You must have sufficient evidence to demonstrate that you are competent in each performance criteria and the responsibility for providing proof lies entirely with you. Some forms of appropriate evidence might include: Performance appraisals, work samples, employer and/or customer letters, job descriptions and oral or written responses to questions.

An RPL kit is available from ACATS and if you would like to pursue this option, please speak to your trainer.

Vocational Placement

Vocational placement is where a student is placed in a workplace to receive practical training and experience, as part of a training program. Vocational placement complements structured training. Assessment of competence in the workplace is a requirement of a vocational placement.

Some qualifications require students to undertake vocational placement for a specific number of hours. We highly recommend that students participate in vocational placement even if it is not a mandatory component of a qualification. There is no better way for students to practice their skills in a live working environment, develop confidence and demonstrate to a potential employer that they would be make a great addition to the team.

ADMINISTRATION MATTERS

Enrolment and Orientation

Prior to enrolling in a training program, ACATS will discuss your options and provide detailed information about the studies you propose to undertake. Selecting a course or qualification that suits your current employment and future career goals is important and we aim to help you reach your full potential.

In order to make sure you have all the information you need to make an informed decision about the investment you are about to make, your trainer will provide you with a comprehensive information pack containing the following:

Student Handbook

You are holding this now. It gives plenty of information about how the learning takes place, what to do if you need assistance and other general information.

Language, Literacy & Numeracy Support Indicator

This is a quick written test to help us determine if you will need additional support or adjustments in your learning. Our trainers are able to help if you experience difficulty with literacy or numeracy and in some instances, we may direct you to an appropriate provider who specialises in this area.

Enrolment Form

You complete this so we have all your details on file. If any of your personal details change during the training, please let us know immediately. You will need to have a verified Unique Student Identifier before any official certification can be issued to you.

USI (Unique Student Identifier) Number

All individuals undertaking a VET qualification are required to have a USI number before they can enrol. For school students, this is in ADDITION to the LUI number. Students need to go to www.usi.gov.au and follow the process to have a USI generated. An instruction manual is available upon request.

Confirmation of Understanding and Agreement

When you have been issued with all the information and understand what is expected, you will need to sign this form. It will be kept in your file.

It is very important that you read the information in the Student Handbook carefully and ask questions if you are unclear about any part of the proposed training.

Our Trainers and Assessors

ACATS engages staff with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training product offered. Our trainers and assessors are highly qualified and experienced in their field of industry expertise and in the educational process. In addition, our trainers and assessors regularly do extended vocational placement in their industry so that they retain their currency and credibility. Should you experience difficulties with your learning, please speak with your trainer who will endeavour to assist.

The Training Environment

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to student success in meeting the expected learning outcomes.

International Students

We not offer training or assessment to international students.

The Training Process

- Once you have completed the enrolment form and paid any relevant fees, we will contact you to confirm the training details such as date and time, location and trainer.
- Training delivery may be facilitated individually or in a group. It may include self-paced (online or workbooks), workplace and classroom facilitation.
- All the necessary resources will be provided.
- You may be able to “fast track” your training and possibly complete your qualification earlier than the allocated time through cross credit or recognition of prior learning process.
- All our courses include rigorous theory and practical assessments.

Stationery, Text and Materials

Most student who enrol in a course or undertake a traineeship with ACATS complete the theory component using our online Learning Management System. Hard copy workbooks may also be used or can be arranged upon request. In some courses, special equipment or other materials may need to be purchased by the student however information relating to these requirements will be provided to students prior to enrolment. Students are to ensure that they have the necessary books and equipment/stationery for each unit lesson.

We expect you to be actively involved in the learning process and take responsibility for:

- Monitoring your own progress and asking for assistance when you need it.
- Attending all training sessions punctually as scheduled. Whilst we do understand that illness, injury and other circumstances might prevent you from attending occasionally, any time taken away from the program may result in you not achieving your competency level. A doctor’s certificate may be required if you are absent.
- Presenting yourself appropriately – Your personal hygiene, grooming and attire should reflect the position you aspire to. In some instances, you may be required to wear a uniform or instructed to present yourself in a specific way. If you are unsure of what is expected, please speak to your trainer.
- Maintaining a positive and enthusiastic attitude.

The Assessment Process

The purpose of assessment is to collect evidence about your knowledge and skills and compare it to a set of industry standards. This comparison will result in a “competent” or “not yet competent” outcome. If you are deemed “not yet competent”, your assessor will talk to you about what you can do. You may need to participate in more training, gain experience or undertake additional assessment tasks. There are many ways you can prove your competence including the common ones listed below.

Interview/Answering Questions

This will help your assessor get to know how much you recall and understand. This assessment method may also be used if you are a trainee or experienced employee to give you an opportunity to explain your workplace, your position and the specific tasks you perform.

Training Records

Records include certificates for any training or professional development you may have done in the past, special licences, relevant memberships and attendance at industry meetings.

Work Records

Information that shows the work you have done and when you did it. This includes performance appraisals, production records, workplace awards and commendations.

Work Samples

Items that you have created or produced as part of your job. In some instances photos of work are also useful.

Practical Demonstration/Observation

You demonstrate a skill while your assessor observes your performance.

Simulations and Role Plays

These involve you performing tasks that may be difficult to observe in the workplace because they occur irregularly. They are often used so your assessor can see how you might manage unplanned events like emergencies.

During the assessment process, your assessor will negotiate the forms of relevant evidence and timing of assessment with you. As a general rule, at least two forms of evidence will be required to prove your competence.

A FEW OTHER POINTS ON ASSESSMENT:

- The onus will be on you to complete and submit assessments within the time specified by the trainer or to make alternative arrangements before the due date.
- You should always retain a copy of your assessments.
- ACATS is under no obligation to accept or process any assessment item if fees are not fully paid. If this occurs, we will discuss the situation with you.
- It is our policy to allow a student three attempts only at each assessment item. The repeat assessment item will usually be similar but not the same as the initial assessment.
- You should keep track of your progress by communicating regularly with your trainer.

Recognition of Current Competency

If you have gained knowledge and skills through your work, life experience, training or education, you are probably a candidate for recognition assessment. If successful, the process could provide you with a full or part qualification.

Recognition of current competency is the name for the process by which your skills and knowledge are assessed against the requirements of a unit(s) of competency to see if they meet today's industry standards. Recognition Assessment is an umbrella term that refers to the Recognition of Prior Learning (RPL) and Credit Transfer.

If you are able to demonstrate that you already have the required knowledge and skills at the required standard, you will not have to repeat the learning process. It means that it may be possible for you to gain credits or exemptions from completing all or part of your qualification based on evidence of your prior learning and current competence.

Recognition of Prior Learning (RPL)

If you decide to apply for RPL you will need to read the application pack carefully, complete the required information and provide a portfolio of evidence to demonstrate that you have the necessary skills and knowledge. The portfolio can contain any number of items and may include for example:

- courses and qualifications completed
- references which detail your responsibilities
- supervisor reports
- examples of work
- letters from customers
- job descriptions/duty statements
- awards and prizes
- organisation charts to show your position

You will then be asked to attend an RPL assessment with course and RPL experts. The interviewer's job is to make sure you have answered every question as thoroughly as possible so that a decision can be made on granting you RPL. After the interview, you will be notified of the decision. Sometimes you will be asked to provide extra information, or if there is insufficient evidence then a challenge test may be requested to demonstrate your competencies.

Credit Transfer

Students who have completed training with another Registered Training Organisation may be eligible for credit transfer. Only nationally recognised transcripts or Statements of Attainment for equivalent units of competency will be accepted as Credit Transfers.

Cancellations

Whilst every endeavour will be made to offer all advertised courses, we reserve the right to change or cancel timetables, course locations, course offerings, trainers and other such details or circumstances beyond our control that affects enrolments. Every effort will be made to advise students of any changes. Students can choose to receive a full credit to another program or request a full refund.

Discipline Procedures

ACATS is obliged to ensure that the training you receive is of a high quality and because of this, certain rules and standards exist. These are similar to those expected by an employer. A breach of the rules or standards can result in your enrolment being cancelled. If you breach any of the following you may be asked to “show cause”, be put on a “warning” or other disciplinary action as determined by Management to be appropriate.

- Possession, use or consumption of drugs or alcohol during training
- Repeated failure to attend scheduled training
- Repeated failure to complete assigned work or bring required resources
- Disrespect of other students, the trainer or assessor
- Putting others at risk of injury or accident
- Having personal visitors or phone calls interrupt the training
- Other serious misconduct

A “show cause” involves a meeting between you and ACATS Management. You will be asked to explain why your behaviour has been below that expected of you. The meeting will serve as a “warning”. If another incident occurs, we will cancel your enrolment without refund.

Issuance of Certification

At the successful completion of nationally recognised training program, you will be issued with a Qualification or a Statement of Attainment – whichever is applicable. This certification will be issued within 30 days of the final assessment being marked.

You should keep your certificates in a safe place. If you misplace your original document, we can re-issue it for a fee of \$25. Please be aware that if you change your address and do not notify us, you will be charged a reissuance fee if you do not receive the original posted to the last address you provided us.

Record Keeping and Privacy

We believe that your right to the privacy of your personal information is sacrosanct. ACATS retains an ongoing record of your progress and course outcomes. This information remains accessible for 12 weeks after the completion of your studies. After that time, records will be archived but can be accessed by you for fee by applying in writing to the Director. Any information collected is used for training and assessment purposes as is made available to authorised people only.

All collection, storage and disclosure of information will be done in accordance with the Privacy Act 2000.

Fees & Refunds

A fee summary will be provided prior to enrolment and students should review this in conjunction with our Refund Policy. Under certain circumstances, refunds may apply to students who have paid the required training fees, but for certain reasons are unable to commence or complete the training program.

Should ACATS cancel any training program, all participants are entitled to a full refund or a transfer of the funds paid to another training program.

Complaints

We take all feedback, including complaints seriously. If you are dissatisfied with any aspect of the training or assessment, please speak to your trainer immediately. If your concern is not resolved, you are encouraged to contact the Training Manager on 1300 851 550. You may be asked to outline the nature of your complaint and specific details on a formal complaint form or attend a meeting with management. ACATS management will investigate the issue, take action to resolve your concerns and provide you with a response.

If you are not satisfied that the issue has been resolved by ACATS, you may escalate your concern to external and independent parties such as:

- Australian Skills Quality Authority (ASQA) – www.asqa.gov.au
- Anti-Discrimination Board
- Your legal or union representative
- Consumer Affairs or other bodies as appropriate.

All complaints brought to the attention of management (verbal or written format) are recorded and retained in confidential student files.

Appeal of Assessments

To ensure fair, valid, reliable and flexible assessment, ACATS makes every effort to:

- Explain the expected standards and evidence requirements prior to the assessment commencing, and
- Give you feedback on assessment results and the opportunity to discuss any concerns or issues

You may appeal against a finding of “not yet competent” and the assessors decision will be reviewed by Management. To appeal against the outcome of an assessment, you will need to submit a written appeal together with a \$50 administration fee within ten (10) days of the assessment decision. We will organise a formal review of the assessment by another qualified and experienced assessor and provide you with a report on the outcome.

Successful appellants will be refunded the \$50 administration fee.

- Should your complaint not be resolved satisfactorily, you can formally appeal to the Australian Skills Quality Authority (ASQA) – www.asqa.gov.au

Workplace Health and Safety

Health and Safety is an individual and shared responsibility of everyone in the training venue or workplace. ACATS will make every reasonable effort to ensure that we have considered all areas of accident and injury prevention, hazard control, health preservation and promotion.

All learners have a “duty of care” to protect their own safety as well as that of other students and trainers. The success of a safety and health program ultimately rests on the willingness of everyone to cooperate. If you are ever in doubt about how to do a job or task safely, it is your responsibility to ask your trainer for advice or assistance. It is your “duty of care” to:

- Report unsafe conditions, hazards, incidents, accidents and “near misses” immediately to the trainer.
- Follow all lawful instructions given by your trainer.
- Wear protective clothing and other equipment as required.
- Only use equipment and machinery that you have been taught to operate correctly. Follow manufacturers instructions for use at all times.
- Inform staff of any medical condition that may affect their work or of any medication they are required to take.

Workplace Health and Safety is legislated by two government bodies - Worksafe Australia and the relevant state Workcover Authority (e.g Workcover Queensland). More information about Queensland regulations, standards and requirements can be found at <http://www.worksafe.qld.gov.au>.

Emergencies

In the unlikely event of an emergency such as a fire or bomb threat, you may need to evacuate. The evacuation procedure is essentially:

- Remain calm
- Follow the instructions given by your trainer or safety representative
- Move to designated assembly area
- List and respond to the roll call
- Remain in the evacuation area until you are instructed to leave by your trainer or safety representative

Access, Equity and Diversity

We take our legal and moral obligations for compliance with equal opportunity and anti-discrimination very seriously.

ACCESS means the ability, right, or permission to approach, enter, speak with, or use; admittance.

EQUITY essentially means fairness. It means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. ACATS also has an understanding that:

- it is common for people to identify with more than one equity group;
- there are differences within and between equity groups;
- each equity group does not experience the same type of disadvantage; and
- there remain many common barriers for equity groups.

DIVERSITY recognises that many factors influence the ability of people to participate and succeed in vocational education and training and employment, including:

- | | |
|---------------------------------|---------------------|
| • prior educational experiences | • cultural identity |
| • language | • learning styles |
| • goals and expectations | • motivation |
| • work and social experiences | • gender |
| • values and beliefs | • religion |
| • income | • family |
| • geographic location | • age |

Staff and students are recruited in an ethical and responsible manner and consistent with the law and requirements of the National Training Package where applicable. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

ACATS is committed to access and equity by ensuring continued participation of target groups in its VET programs including the following identified groups:

- Women
- Aboriginal and Torres Strait Islanders
- People from Non English Speaking Backgrounds
- People with a disability
- Rural and regionally isolated communities
- People in transition and other special groups (i.e. people re-entering the workforce, sole parents people with literacy issues, the long term unemployed and those who have been institutionalised)

We encourage students to report behaviours and activities that contravene our commitment to access, equity and diversity immediately and to seek advice from our Management team.

Relevant Legislation and Information

The **National Vocational Education and Training Regulator Act 2011** and the **Vocational Education, Training and Employment Act 2000** were introduced to provide a legislative foundation for flexible high quality training to support Australia's workforce, both now and in the future.

The legislation listed below is also important:

- Privacy Act 1988 (*Commonwealth*)
- Work Health and Safety Act 2011 (*State*)
- Fair Work Act 2009 (*Commonwealth*)
- Workers' Compensation and Rehabilitation Act 2003 (*State*)
- Equal Opportunity Act 1999 (*Commonwealth*)
- Disability Discrimination & Other Human Rights Legislation Amendment Act 2009 (*Commonwealth*)
- Sex and Age Discrimination Legislation Amendment Act 2011 (*Commonwealth*)
- Racial Hatred Act 1995 (*Commonwealth*)
- Racial Discrimination Amendment Act 1983 (*Commonwealth*)
- Workplace Relations Act 2006 (*Commonwealth*)
- Workplace Gender Equality Act 2012 (*Commonwealth*)
- Industrial Relations Act 1999 (*State*)

Furthermore, each workplace is governed by legislation that relates specifically to particular industries. It is important to have a general understanding of those designed to protect you.

HOSPITALITY

The **Liquor Act 1992** and **Liquor Regulation 2002** are enforced by Liquor Licensing Queensland and governs who can sell and consume alcohol.

The **Gaming Machine Act 1991** exists to control and regulate the operations of gaming and betting premises including the issuance of licenses, access restrictions, operating hours, lawful games and machines, employee licenses and financial accountability.

The **Traveller Accommodation Providers Act 2001** sets out the obligations of accommodation providers in the provision of their services. It includes duty of care in security and safety, and liability. Additional information can be found at www.findlaw.com.au.

The **Food Act 2006** covers all aspects of food handling and the maintenance of premises where food is stored, prepared or sold.

Copies can be viewed and downloaded at: <http://www.comlaw.gov.au>

KEY CONTACTS

Support, Welfare & Guidance Services

We recognise that every learner is entitled to high quality training, the opportunity to achieve a qualification and a clear pathway to employment and life-long learning. We encourage the creation of opportunities for people who may otherwise be disadvantaged in their access to vocational education and training for whatever reason.

We provide guidance and direction to all learners that may need support during some portion of the training program and where necessary will make arrangements for applicable learners to access literacy and/or numeracy support. Please speak with your trainer if you believe you may need additional support in order to successfully complete your studies.

How your trainer and assessor will support you:

- Provide all the necessary learning resources required for you to complete your qualification.
- Conduct training and assessment (both theoretical and practical) on a regular basis in a manner consistent with the training plan competencies, requirements of the workplace and needs of individual students.
- Provide advice and guidance as you progress through your qualification.
- Ensure that you receive fair and equitable treatment throughout the training process.
- Keep up to date records of your progress.
- Provide a Qualification and/or Transcript of Results at the successful completion or conclusion of your studies.
- Direct you to other support agencies or providers if needed.

How you can support yourself:

- Attend all the training and assessment sessions as an active participant.
- Complete all training and assessment projects as required to demonstrate competency.
- Seek advice and assistance when you need it.
- Advise ACATS of any change in your circumstances (e.g. contact details, employment status)

Specialist Support Agencies

Specialist support and assistance can be provided by the responsible Australian Apprenticeship Centre <http://www.australianapprenticeships.gov.au> and the Department of Education, Training and Employment (DETE) - <http://training.qld.gov.au> or by contacting one of the specialist support agencies listed below.

Organisation	Contact Details	Comments
Department of Education, Training and Employment (DETE)	07 3237 0111 30 Mary St Brisbane Q 4002	Support, information and funding for students, including school based apprentices and trainees with special needs.
Apprenticeships Info	1800 210 210 apprenticeshipsinfo@qld.gov.au	Information about apprenticeships and traineeships, contacts and links for funding and support services.
Reading Writing Hotline	1300 655 526	Language, literacy and numeracy assistance
Queensland Council for Adult Literacy	07 3878 9944 PO Box 301 Red Hill Q 4059 info@qcal.org.au	Language, literacy and numeracy assistance
DAAWS (Disabled Australian Apprentice Wage Support)	13 38 73	Available to an employer who currently employs an Australian Apprentice with a disability and has been assessed as a person requiring assistance.
VET Disability Support Service (VDSS)	07 3259 4289 07 3259 4090 VDSS.QVDC@dete.qld.gov.au	Provides support and adaptive equipment in order to assist students with a disability in DET funded programs
Department of Immigration and Multicultural Affairs	02 6264 1111	Translating and Interpreting Services and the Adult Migrant English Program
Indigenous Employment and Training Support	1300 369 925 www.employment.qld.gov.au	Assistance for indigenous apprentices, trainees and vocational students to complete their training and stay in the workforce.
Lifeline 24 hour Crisis Line	13 11 14 www.lifeline.org.au	Crisis support, suicide prevention and mental health support services.
Domestic Violence Connect	1800 811 811 www.dvconnect.org	Free help for people affected by domestic violence.
Legal Aid	1300 651 188	Access to justice for disadvantaged Queensland by providing legal information, advice and representation
Relationships Australia	1300 364 277	Relationship support, counselling , mediation and education programs.
Parent-line	1300 301 300	Support, counselling and parent education.
Queensland Youth Services	33579944 www.qys.org.au	Range of projects, outreach support, information and referral services to support youth.

STUDENT CODE OF CONDUCT

This Code of Conduct clarifies the standards of behaviour that are expected of students participating in ACATS courses. Serious breaches of this code by students will be deemed misconduct and may lead to course enrolment disqualification.

Hours of Training / Work placement

It is your responsibility to

- Attend all training, workshops and practical sessions
- Advise the trainer if absence is unavoidable (any absence could result in you not completing the course).
- Arrive early for all appointments and classes, and remaining in the class for the duration of the session.
- Use only equipment supplied or approved by the trainer.
- Bring a pen.
- Ensure mobile phones are turned off during classes.
- Avoid plagiarism and cheating so that no unapproved assistance in the preparation of any work (including assignments, tests, reports and examinations) for which you are to be assessed is given or received. In group work, contribute equally in preparation of work for assessment.
- Inform trainers of any special needs that you have.

Presentation

It is your responsibility to dress and present yourself professionally and according to the standards set by ACATS, your school or your work placement host employer. If a uniform is not provided or required, you will need to follow the presentation standards below:

Females

- Neat black pants or knee length skirt
- White or black collared, button up shirt with sleeves
- Comfortable, closed in black shoes
- Long hair is to be neatly tied back
- Visible facial piercings are to be removed or covered
- Limit jewellery to a watch, stud or sleeper earrings & wedding rings

Males

- Neat black pants
- White or black collared, button up shirt with sleeves
- Comfortable, closed in black shoes
- Long hair is to be neatly tied back
- Visible facial piercings are to be removed or covered
- Limit jewellery to a watch, stud or sleeper earrings & wedding rings

Classroom / Work Placement Conduct

ACATS aims to encourage a safe and pleasant study/work atmosphere. For this to occur we ask all students to respect the learning needs of other students and keep the noise level to a minimum.

The following actions will not be tolerated:

- Physical abuse of another person, threatening behaviour (including stalking and bullying) that causes any other person to fear physical abuse.
- Harassment (including any unwanted behaviour – physical, verbal, written, electronic or otherwise) directed at an individual or group.
- Any form of discrimination or sexual harassment.
- Creation of a condition that endangers or threatens the health, safety or well-being of themselves or others.
- Unauthorised and/or unsafe use of equipment and resources.
- Possession of, or use of, firearms or dangerous weapons of any kind.
- Possession of Pornographic/offensive material

Be considerate. Any decision you make will affect others and we expect you to take those consequences into account when making decisions.

Be respectful. We treat everyone with respect and expect the same in return. We may not always agree, but a disagreement is no excuse for poor behaviour or a lack of manners. We might all experience some frustration now and then, but we cannot allow that frustration to turn into a personal attack. It's important to remember that if people feel uncomfortable or threatened, the learning environment or workplace is not a productive one.

When you disagree, consult others. Disagreements happen all the time and the classroom/workplace is no exception. The important goal is not to avoid differing views but to resolve them constructively.

Ask for help, when you are unsure. Nobody knows everything, and nobody is expected to be perfect. Asking questions helps avoid potential problems but remember to put your hand up as a courtesy and to avoid too many people trying to speak at one time.

Vocational Placement

Vocational placement is intended to be a simulation of secure working conditions; therefore students are expected to put in the same effort as employees. This is your chance to learn new skills and impress a potential employer. Vocational placement should not to be taken for granted as many people would truly appreciate the opportunity, but cannot access it.

ACATS will consider your preferences when choosing your vocational placement. Unfortunately not all local employers are willing to take on students. You are also encouraged to secure your own appropriate vocational placement. It is your responsibility to attend no matter where it is, unless there is a conflict of interest. Refusing or failing to attend will be deemed a misconduct and lead to course enrolment disqualification.

Leave of Absence / Sick Leave

Sick leave is to be taken where a student suffers a personal illness or injury that makes you unfit for study/work for a period. If a student does not report to work claiming illness and it is subsequently established that the student was actually fit for duty, disciplinary action will be taken, up to and including possible exclusion from the course. This accurately simulates actual working conditions.

- If you need to take leave of absence or sick leave please contact your trainer as soon as reasonably practicable to allow us to rearrange the work schedule.
- You will be required to provide a medical certificate for sick leave absences of more than one day.

Drugs/Alcohol/Smoking

Do not possess, trade, sell or consume illicit drugs/alcohol while in training, on breaks during training or at vocational placement.

- Smoking is not permitted in or within 4 metres of any access ways to buildings or work areas. All workplaces will have a designated smoking zone/policy. It is the responsibility of the student to follow these instructions while on work placement.

Internet Access / Mobile Phones / iPods & Other electronic devices.

The access is to be for the sole purposes of performing the duties of the role described. Access to sites such as Facebook / MySpace and Snapchat for example, is not permitted. The host employer internet policy will apply to all students while in that environment.

- Mobile phones are to be put on silent and only answered in case of emergency or during designated breaks.
- iPods and another other types of musical devices are not permitted during class or work placement time.

Your enrolment in a ACATS course signifies that you:

- Understand that if you are considered to be behaving inappropriately, you will be advised verbally that you are breaching the rules and will be requested to stop the offending behaviour.
- Understand that if you do not observe appropriate conduct, you may be excluded from participating in class and may, in extreme cases, be subject to other penalties and restrictions, including being denied access to further training.

ACATS may include report breaches to relevant authorities such as Education Queensland, Centrelink and Job Services Australia organizations to take further action as appropriate.

CONFIRMATION OF UNDERSTANDING AND AGREEMENT

This is to confirm that I have been provided with all relevant information relating to my training program.

- I have understand and where relevant, agree to comply with the information found in this **Student Handbook**.
- I agree to complete all the study, work, assessment and activities required to complete my training within the timeframes outlined. I understand that failure to do this can result in my enrolment or funding if applicable being cancelled.
- I understand that if I lose or damage any loaned text reference books or equipment, I am liable to pay the full cost of replacement.
- I agree to be photographed, filmed, interviewed for the purposes of marketing, publicity and promotion of ACATS. I understand that no remuneration is payable for this and that I can withdraw my consent in writing at any time.
- I understand that issues may arise beyond ACATS's control which affect its ability to deliver courses. Whilst every effort will be made to conduct all courses as planned and advised, ACATS reserve the right to change or otherwise revise any training related issue, including units offered, training and assessment schedules and trainer allocations. We will make every reasonable effort to advise students of any changes made to their selected course.
- I have understood and agreed to abide by the Student Code of Conduct.
- I agree to abide by the terms and conditions published by the eLearning Centre on their website.
- I agree to complete any surveys, questionnaires or feedback as requested.
- I confirm that I am seeking to improve my education and employment status by undertaking a course with ACATS and will actively look for work and/or continuing education opportunities.

PRIVACY DECLARATION

ACATS will use enrolment and other student information for administrative and legislative purposes only. Commonwealth and State Government Departments will be granted access to information for specific purposes as required by law. No further access to your enrolment information will be provided to any other organisation, without your consent, in accordance with the Privacy Act.

Student Name: _____

Student Signature: _____

Date: _____