



# ATEC

Adelaide Training & Employment Centre

# STUDENT INFORMATION HANDBOOK

## WELCOME!

## **PURPOSE**

This handbook forms part of the induction process for new students.

## **ATEC BACKGROUND**

ATEC - Adelaide Training & Employment Centre Inc. is a not-for-profit, bipartite organization established by the Commonwealth and SA Government and Industry in 1989.

ATEC was formerly known as EMF Training Centre (Engineering Metal Fabrication) until our name was changed in 1996 to Port Adelaide Training & Development Centre Inc. PATDC Employment and Training was registered as a trading name in 1999 and in 2003 PATDC Group Training was added. In July 2006 the name has changed to ATEC Adelaide Training & Employment Centre Inc. as a move to encompass the wider client base of the organisation.

ATEC is a Registered Training Organisation, Group Training Organisation, and a Recruitment Solutions Service. ATEC provides a variety of services across a diverse range of industries to employers, employees and job seekers.

## **MISSION**

Our main aim is to actively contribute to the growth of employment and development of skills within the community through the provision of quality employment and training services (including the Australian Apprenticeships Centre services and Group Training Organisation).

We are committed to the provision of an efficient, high quality service to all of our customers, including employers, group training apprentices & trainees, students and job seekers.

With this commitment we enhance both the skill base of the workforce and the economic development of industry.

## **PRIVACY**

ATEC is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988. A copy of our Privacy Policy is available on request.

ATEC only collects personal information (other than sensitive information) which is reasonably necessary for one or more of its functions or activities – that is, the provision of education, training and employment services. The type of information we collect will depend on the service being provided. (ATEC may also be required by law to collect certain personal information in some situations). If you do not provide us with all of the information requested, we may not be able to provide you with the service you have requested.

You may access your personal information in accordance with the Australian Privacy Principles (APPs) through ATEC student Administration, subject to verification of identity. Any queries/concerns please call 1300 112 832.

## **ACCESS & EQUITY**

Staff and clients are responsible for ensuring that they understand and implement the Access & Equity Policy and behave in a courteous, sensitive and non-discriminatory manner.

## **QUALITY**

Our Quality Policy endorses the relentless pursuit of quality, innovation and commitment to our customers. Based on this the Centre has adopted a Quality Management Framework which has been developed in accordance with the requirements of the ISO 9001 series of International Standards and Standards for Registered Training Organisations (RTOs) 2015. Our work processes are documented and standardised while allowing for flexibility and continuous improvement.

## **SERVICES OFFERED AT ATEC**

ATEC is a Registered Training Organisation operating in accordance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of Australian Qualifications Framework (AQF) certification documentation and with the Training and Skills Development Act 2008.

### **1. TRAINING SERVICES**

ATEC is accredited to provide training in accordance with the national Metals/Manufacturing and Engineering competency standards, together with Building and Construction, Electrical, Business Services and Health and Safety Representative training.

#### **Training Site: Ottoway**

ATEC has a fully equipped industrial training facility located at 275 Grand Junction Road, Ottoway.

Our Managers, training staff and associated administration staff are located at this site Along with our Support Services staff, including the Chief Executive Officer, HR Manager, marketing, payroll, quality system and finance employees.

#### **Training Site: Lonsdale**

ATEC has an industrial training facility located at 5 Refinery Road, Lonsdale. Training staff and associated administration staff are located at this site.

### **2. COMMUNITY SERVICES**

ATEC'S Community Services is a part of our Registered Training Organisation and is accredited to provide training in accordance with the national competency standards for aged care, disability and home and community care.

#### **Training Site: Port Adelaide**

ATEC has a community services training facility located at 12 Todd Street Port Adelaide. Training staff and associated administration are located at this site.

#### **Training Site: Lonsdale**

ATEC has a community services training facility located at our Training Services site at 5 Refinery Road, Lonsdale. Training staff and associated administration are located at this site.

### **3. ATEC GROUP TRAINING & RECRUITMENT**

Group Training is the term for the employment of an apprentice by one company (ATEC Group Training) and the on-hiring of that apprentice to another (the Host Employer) for an agreed period of time. ATEC Group Training assumes all legal employer responsibilities and administers the employment, wages and training for the apprentice, while the Host Employer provides suitable work and pays wage costs by way of a fortnightly invoice. This provides a simple and flexible arrangement for the employment of apprentices.

ATEC Group Training primarily services the engineering, manufacturing and associated industries, with emphasis on the following trade vocations:

**Mechanical**

Fitter & Turner  
Tool maker  
Mechanical Fitter  
CNC Machinist

**Fabrication**

Sheet metal Worker  
Welder  
Boilermaker  
Metal Fabricator

**Electrical**

Domestic Electrician  
Industrial Electrician  
Electrical Contractor  
Electrical Fitter

Group Training services are offered through our Ottoway office, and any enquiries regarding Group Training Apprentices/Trainees should be directed to our Ottoway campus:

Phone: 1300 112 832

Fax:: 08 8240 1433

## **TRAINING INFORMATION**

### **RECOGNITION OF PRIOR LEARNING**

RPL is a process that recognises what a person has already learned from other courses, life experiences, work experience or training. When you apply for RPL, the evidence provided to demonstrate that prior learning has occurred is assessed against the competency unit outcomes of the training course. If your application is successful, you will receive recognition for those units.

Credit Transfer gives you automatic advanced standing in the relevant parts of your current training course, as ATEC recognises AQF qualifications and statements of attainment issued by other Registered Training Organisations. To apply for Credit Transfer, first check out the formal arrangements covering your courses.

For further information about recognition or credit transfer contact your trainer or case manager.

### **COMPETENCY BASED TRAINING**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Competency-based training programs are based on standards set by industry and are broken into segments called learning outcomes.

Assessment is designed to ensure each student has achieved all the outcomes (skills and knowledge) required by each unit.

Ideally, progress within a competency-based training program is not based on time. As soon as students have achieved or demonstrated the outcomes required in a unit, they can move to the next unit. In this way, students may be able to complete a program of study much faster. Some competency-based training units have two assessment components:

1. On-the-job: completed in the workplace
2. Off-the-job: completed at ATEC workshop

### **HOLISTIC ASSESSMENT**

Assessors are encouraged to assess groups of units holistically and not adopt a unit by unit approach.

The focus is on what is expected of people in workplaces across a broad range of situations rather than on the learning process. ATEC staff ensures the final assessment decision is based on a judgment of the available evidence.

Assessment made against the standards must ensure that unit outcomes can be demonstrated in a safe and competent manner in a workplace situation.

## **UNIQUE STUDENT IDENTIFIER (USI)**

From 1 January 2015, if you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI).

A USI is a reference number that will allow an individual to see all their training records, results, certificates and statements of attainment, entered in the National Vocational Education and Training (VET) Data Collection.

Students will be able to securely access a single accurate and complete transcript of their nationally recognised training and qualifications gained anywhere in Australia.

The USI is available online at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course.

Your USI will be required during the enrolment process.

## **USI Exemptions**

Exemptions are provided for an individual where:

- the individual is an offshore international student studying outside of Australia
- the individual has completed the requirements for a VET qualification or statement of attainment prior to 1 January 2015

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

**NB:** Students should note that if they are exempt from requiring a USI that the results of their training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

***To create your USI or for further information refer to the links on the Pre-enrolment Information page on the ATEC website at [www.atec.asn.au](http://www.atec.asn.au)***

## **LANGUAGE, LITERACY & NUMERACY**

ATEC takes account of language, literacy and numeracy (LLN) skills as a part of the delivery of our training and assessment. Language, literacy and numeracy skills are generally incorporated into the Training Packages units of competency to ensure that students have these fundamental skills which are vital in building the generic skills of teamwork, communication and problem solving that are highly valued by employers.

ATEC ensures that it incorporates the principles of LLN into the delivery of its training and assessment as it has an important role in:

- assisting students who may need support in any key LLN skills
- building the generic skills of teamwork, communication and problem solving that are highly valued by employers

## **STUDENT SUPPORT SERVICES**

Learner Support Services (LSS) – LSS is an equity, participation and retention initiative funded by the Department of State Development (DSD) with the aim of improving the outcomes of accredited vocational education and training to students with complex needs. LSS supports the broader WorkReady agenda of ensuring that people are in the best position to successfully complete their training and move into higher qualifications and/or a job and is distinguished by its model of support which provides a 'wrap-around-service' for participants.

The purpose of LSS is to support students who have barriers to learning, support retention in training and assist students with complex support needs to complete their qualifications and transition to employment or further study through the provision of learner case management.

In addition to LSS, students are encouraged to ask their trainers or site administration staff for guidance to access support services and/or facilities to obtain information.

Contacts for assistance with literacy & numeracy, adult literacy and ESL/Asian languages are also available in this way.

Assistance may also be sought from among the following:

- Site Supervisor/Manager
- Health & Safety Representative
- Equal Opportunity Contact Officer
- Learner Support Services (LSS) Case Managers

Legislative and regulatory bodies and industry related reference details are listed at the back of this booklet.

## **FEES and REFUNDS**

To ensure a place in a course, all invoiced fees must be paid in full upon enrolment in the course unless alternative payment terms have previously been agreed between the parties. We will not invoice more than \$1,000 in advance of the training course commencing. Usually courses will be confirmed at least one week prior to the proposed commencement date. All pre-paid fees will be held in a separate trust account until such time as the course has commenced, or a refund applies.

The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid.

(Refer to our Fees and Refund Policy for further information.)

For information and advice about consumer rights and protection (including refunds or reimbursements)

### ***Consumer and Business Services***

Chesser House, 91-97 Grenfell Street, Adelaide

Phone 131 882

Website: [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

## **GRIEVANCE/ASSESSMENT APPEALS**

ATEC is committed to ensuring students receive quality training and that, while disputes are inevitable, the Centre's management aim to deal with and ultimately resolve any grievances students may encounter. The following framework to resolution is provided in the event that a grievance may occur:

1. Refer the issue to the ATEC Trainer/Case Manager or the appropriate RTO staff member
2. If you feel the Trainer/Case Manager or staff member has not resolved your issue you may raise a formal complaint by completing a Client Complaint Form or providing a written letter and forward to the Education and Compliance Manager or the Community Services Manager.
3. You will receive acknowledgement of receipt of your written complaint within 5 working days.
4. The complaint will be investigated and you may be contacted for more information. Once an outcome has been reached, you will be advised.
5. If your issue has still not been resolved we ask that you contact the CEO on 1300 112 832
6. If the matter is still unresolved, may contact the appropriate governing body for advice, information or conciliation. Contact details are:

### **WorkReady**

Infoline: 1800 506 266

Email: [workready@sa.gov.au](mailto:workready@sa.gov.au)

### **The Office of the Training Advocate**

Ground Floor West

55 Currie Street, Adelaide

Office hours:

Monday to Friday 8:30am - 5:30pm

Free Call 1800 006 488

*This number is monitored after hours*

Email: [trainingadvocate@.sa.gov.au](mailto:trainingadvocate@.sa.gov.au)

Website: [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

### **Australian Skills Quality Authority (ASQA)**

<http://www.asqa.gov.au/complaints/complaints.html>

### **National Training Complaints Hotline**

Phone: 13 38 73

Monday to Friday 8:00am - 6:00pm

Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

## **ISSUANCE OF STATEMENT OF ATTAINMENT & QUALIFICATION**

**On completion of Traineeship Training and/or Apprenticeship Training** a student will be issued with:

1. A Certificate in the appropriate field of study for the relevant qualification level and
2. A Record of Results for completed units of competency

**On Partial Completion of Traineeships/Apprenticeships** a student will be issued with:

1. Statement of Attainment for completed units of competency

**On completion/partial completion** of all other courses – whichever applies depending on the nature of the training completed:

1. A Certificate in the appropriate field of study for the relevant qualification level **and**
  2. A Record of Results for completed units of competency
- or**
3. A Statement of Attainment, **or**
  4. A Statement of Attendance (for non-accredited training)

## **COURSES OFFERED**

### **INDUSTRIAL TRAINING**

All courses are developed in accordance with client/contract needs, and will contain selected accredited units of competence.

ATEC provides industrial and specialist training in areas such as:

- Metal Fabrication and Welding
- Sheet Metal
- Engineering
- Competitive Manufacturing
- Building Construction (Carpentry, Bricklaying etc)
- Electrical
- Data and Voice Communications
- Forklift
- Fitting/Machining
- Sustainable Energy
- White Card
- Yellow Card (EWP)
- Electrical Rescue and Resuscitation
- Test and Tag
- Welding Certification National Restricted Electrical Licence
- Health and Safety Rep & WHS Committees
- Return to Work Coordinator Training
- Subcontractor Business Units
- Workplace Assessment & Training (TAE)

### **PRE-EMPLOYMENT TRAINING**

ATEC provides training in pre-employment programs. We aim to achieve maximum employment/apprenticeship/traineeship outcomes from each intake.

We therefore both encourage and expect a commitment from all students to co-operate in accepting employment/apprenticeship/traineeships offered.

Enquiries should be directed to our Ottoway or Lonsdale Campus.

Phone:: 1300 221 832

Fax: 08 8240-1433 (Ottoway)  
08 8186 1828 (Lonsdale)

## TRADE AND TRAINEE TRAINING

ATEC provides Apprentice and Trainee training in the following areas:

- Fabrication and Welding
- Fitting & Machining
- Competitive Manufacturing
- Sheet Metal
- Engineering Production
- Electrical/Electronics/Sustainable Energy
- General Construction

### TRAINING HOURS: Ottoway and Lonsdale campuses

While Hours of attendance may vary depending on the course, usual hours are as follows:

Mondays to Thursdays		8:00 am	to	4:30 pm
Fridays		8:00 am	to	2:30 pm
<i>Morning tea</i>	Ottoway	9:45 am	to	10:00 am
	Lonsdale	9:30 am	to	9:45 am
<i>Lunch</i>		12:30 pm	to	1:00 pm
<i>Afternoon tea</i>	Ottoway	2:45 pm	to	3:00 pm
	Lonsdale	2:30 pm	to	2:45 pm

Some homework will be required.

## ENQUIRIES

Phone: 1300 112 832

Fax: 08 8240 1433

## FACILITIES

### OTTOWAY CAMPUS

- Food and drinks may be purchased from the lunch vans during morning tea and lunch breaks.
- Toilet facilities are available for students adjacent to the workshop and within the Renewable Energy building.
- A lunchroom is provided for students.
- A bus stop is located out the front of the Ottoway Training Centre on Grand Junction Road.  
Bus Stop No: 31 Westbound  
Bus Stop no: 31 Eastbound

### LONSDALE CAMPUS

- Food and drinks may be purchased from the lunch vans during morning tea and lunch.
- Toilet facilities are available for students adjacent to the Workshop.
- A lunchroom is provided for students.
- A bus stop is located within 100 metres of our Lonsdale Campus. (Bus Services: 715, 724 and 734)  
Bus Stop No: 56 Northbound  
Bus Stop No: 56 Southbound
- The Lonsdale train station is located 100 metres north of Noarlunga Centre.

## COMMUNITY SERVICES TRAINING

ATEC Community Services delivers training for full qualifications in the following areas, or can provide training in selected units of competence from the national Training Package in:

- Aged Care
- Disability Care
- Home and Community Care

ATEC Community Services also offers training in:

- CSE – Child Safe Environments
- Provide First Aid
- Provide Cardiopulmonary resuscitation (CPR)
- Manual Handling

## HOURS

The hours of attendance are 8:30 am to 4:00 pm - Monday to Friday.

Class Hours		9:00 am	to	3:00 pm
<i>Morning tea</i>	Ottoway	10:00 am	to	10:15 am
	Lonsdale	10:30 am	to	10:45 am
<i>Lunch</i>		12:30 pm	to	1:00 pm

## ENQUIRIES

Phone: 1300-112 832

Fax: 08 8447 4311

Email: [info@atec.asn.au](mailto:info@atec.asn.au)

## FACILITIES

### PORT ADELAIDE CAMPUS

- Food and drinks may be purchased from local vendors during morning tea and lunch.
- Toilet facilities are available for students adjacent to the training area.
- A Bus Station and Railway Station service Port Adelaide and the training facility is easily accessed by road, ample car parking is available.

### LONSDALE CAMPUS

- Food and drinks may be purchased from the lunch vans during morning tea and lunch.
- Toilet facilities are available for students adjacent to the Workshop.
- A lunchroom is provided for students.
- A bus stop is located within 100 metres of our Lonsdale Campus. (Bus Services: 715, 724 and 734)

Bus Stop No: 56 Northbound

Bus Stop no: 56 Southbound

- The Lonsdale train station is located 100 metres north of Noarlunga Centre.

## WHS INDUCTION

All students will participate in a Work Health and Safety induction upon commencement of their training.

Please ensure that you read and acknowledge the WHS induction

## EVACUATION PROCEDURE

Each campus has strategically placed evacuation signs indicating safe exit routes to a muster point. All students must take notice of this procedure and exit in an orderly manner immediately the evacuation siren is sounded. A roll attendance will be taken at this point. Do not leave the area until directed by appropriate staff/warden.

## FIRST AID

Each campus has a currently qualified First Aid Officer/s, and has one or more first aid kit/s on site.

Your trainer will be able to assist you to in directing all enquires to the First Aid Officer.

## CENTRE'S EXPECTATIONS

**All clients attending the ATEC training centre are expected to adhere to the following; Failure to do so may incur disciplinary action which may result in suspension/termination of training prior to completion of the course. Steps will be taken in accordance with ATEC's Grievance Procedures.**

1. All students are required to start work promptly at 8:00am, unless informed otherwise. Students who will be late must ring ahead to inform campus Reception and upon arrival at the campus sign-in at Reception before going to their class. Punctuality is expected at all times. Students leaving early must advise their trainer before going to campus Reception to sign-out.
2. **(Pre-employment Program)** Students are expected to consider all employment opportunities offered to them while attending the Centre.
3. All students are expected to wear the specified safety clothing and equipment relevant to their tasks, and keep them in an appropriate condition.

**Minimum clothing requirements for workshop training are shirts, long trousers, safety boots and clear safety glasses**

4. The consumption of drugs or alcohol during working hours is prohibited. **Whilst students are considered to be under the influence of drugs and/or alcohol, they will not be permitted to undertake training.**
5. **Mobile phones** and other Personal Communication and Telecommunication (ICT) equipment (including IPODS, hand held computer devices, Blackberry/blueberry telephones etc) are to be **switched off during training** and only be used in scheduled breaks. In exceptional circumstances or in potential emergency situations you may obtain **prior approval** from your trainer to have the phone set on silent. These devices are to be secured and not operated near machinery.

6. Students accessing ATEC computers must use them in a responsible manner for educational purposes stated by their trainer only. The internet or networks at ATEC **shall not** be used to access web pages, computer files, trainer's assessment tools, newsgroups, chat groups or other materials regarded as either confidential and / or offensive. If a student is found to breach this expectation, disciplinary action will be taken at the discretion of the Trainer and Supervisor and could include expulsion from the course and, if relevant, cancellation of your apprenticeship. Users must accept responsibility in regard to copyright protected material, confidentiality and plagiarism
7. Students taking sick leave must ring to inform campus reception of their absence. Pre-employment program students must provide a doctor's certificate for absences of two or more days. Failure to present a Medical Certificate may result in the termination of allowances and subsequently enrolment on the program.
8. **Withdrawal** Students wishing to withdraw from their course must notify ATEC Student Administration preferably by email to [student\\_admin@atec.asn.au](mailto:student_admin@atec.asn.au) or by calling 1300 112 832.
9. **Non-contact/abandoned study** In instances where a student does not advise ATEC that they are withdrawing from their course ATEC will endeavour to make contact with the student via telephone, email and/or letter. If the student is unable to be contacted/does not respond within 6 weeks of the date of first attempt at contact, the student will be considered to have abandoned their study.

ATEC will terminate the enrolment and issue award as relevant (subject to payment having been received).

**All students are expected to adhere to the Centre's policies which include the following:**

10. **Child Safe Environments** ATEC has a strong commitment to ensure the safety, care and protection of all children accessing its services. All young people who access ATEC services have a right to feel and be safe. The safety and wellbeing of all children and young people accessing our services will always be our first priority. ATEC policies and CSE procedures demonstrate our commitment that incidents of child abuse or neglect will not be tolerated at ATEC.
11. **Equal Opportunity** ATEC has a firm commitment to fair treatment principles and equal opportunity to employment, training and services. Our policies, practices and procedures are designed to eliminate unlawful discrimination (eg: race, gender age); unlawful discrimination is unacceptable at ATEC.
12. **Harassment and Bullying** ATEC has a firm commitment to providing safe environments (refer to f) below). Our policies practices and procedures are designed to eliminate all forms of harassment and workplace bullying- such behaviour is unacceptable at ATEC.
13. **Non Smoking** As a commitment to the health and safety of all staff and students at the Centre we have a no smoking policy. Any students wishing to smoke will do so only during the designated breaks, eg morning/afternoon tea and lunch breaks , in designated smoking areas as per the Non Smoking Policy (refer to the Student Policy Manual) and must dispose of their butts in the appropriate receptacles.
14. **Grievances** The Centre is committed to ensuring its students receive quality training and that, while disputes are inevitable, the Centre's management aim to deal with and ultimately resolve any grievances students may encounter While investigations in any issue are in progress, services shall continue as normal insofar as is reasonable and safe.

15. **Work Health & Safety** based on the Work Health and Safety Act 2012 (SA), all students have the right to a safe working environment. Managers are responsible for their respective areas and each campus has an elected Health & Safety Representative. Injury and Hazard reporting forms and, an evacuation procedure and the Maintenance Person are available to assist in ensuring the workplace is safe.

All students and visitors to the workshops must familiarize themselves with and abide by the Workshop Safety Policy.

16. All students are expected to submit written and/or practical work for assessment in accordance with module/unit criteria. Assessment and re-submission of work will also be undertaken in accordance with module/unit criteria.

17. Students are required to notify ATEC should they intend to withdraw from a course.

**NOTES:**

a) Academic statements will be made available for those units for which students have achieved competency.

b) Any refund will be in accordance with ATEC's refund policy.

18. **Graduation Ceremony** Graduates of qualification courses will be invited to attend a graduation ceremony, where they will be presented with a Comemorative certificate for successful completion of their qualification.

## LEGISLATIVE AND REGULATORY REFERENCES

Legislation/Purpose	Authority	Phone	Website
All Australasian jurisdictions	Australasian Legal Information Institute	On Line Help	<a href="http://www.austlii.edu.au">http://www.austlii.edu.au</a>
Taxation	Australian Taxation Office	13 28 61	<a href="http://www.ato.gov.au">http://www.ato.gov.au</a>
South Australian Equal Opportunity Act 1984	Equal Opportunity Commission	(08) 8207 1977	<a href="http://www.eoc.sa.gov.au">http://www.eoc.sa.gov.au</a>
Vocational Education and Training	Training.gov.au	On Line Help	<a href="http://www.training.gov.au">http://www.training.gov.au</a>
Privacy Act 1988	Office of the Australian Information Commissioner	1300 363 992	<a href="http://www.oaic.gov.au">http://www.oaic.gov.au</a>
State Workplace Advisory Service Work Health and Safety Act 2012 (SA)	SafeWork SA	1300 365 255	<a href="http://www.safework.sa.gov.au">http://www.safework.sa.gov.au</a>
Information for South Australians	Directory for South Australia	On Line Help	<a href="http://www.sa.gov.au">http://www.sa.gov.au</a>
Training Enquiries	Workready	1800 506 266	<a href="http://workready@sa.gov.au">http://workready@sa.gov.au</a>
Training Advocate	Office of the Training Advocate	1800 006 488	<a href="http://www.trainingadvocate.sa.gov.au/">http://www.trainingadvocate.sa.gov.au/</a>
Federal Workplace Advisory Service	Fair Work Ombudsman	13 13 94	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
Workers Compensation, Workplace injury & rehabilitation	ReturnToWorkSA	13 18 55	<a href="http://www.returntoworksa.com">http://www.returntoworksa.com</a>
Education and training	Department of Education and Child Development	On Line Help	<a href="http://www.decd.sa.gov.au">http://www.decd.sa.gov.au</a>
Employment, jobs, careers, training	Department of Employment	On Line Help	<a href="http://www.employment.gov.au">http://www.employment.gov.au</a>

## **ATEC POLICIES**

All Students will be issued with an ATEC Policy Booklet containing:

1. Privacy Policy
2. Access and Equity Policy
3. Child Safe Environments – Reporting Child Abuse & Neglect
4. Code of Conduct for Children and Young People
5. Grievance Policy
6. Client Complaints Resolution Procedure
7. Student WHS Induction
8. Work Health and Safety Policy
9. Workshop Safety Policy
10. ATEC Heat Policy
11. Equal Opportunity Policy
12. Workplace Behaviours Policy
13. Alcohol and Other Drugs Policy
14. Non-Smoking Policy
15. Training Services Code of Conduct
16. Fees and Refund Policy
17. Recognition of Prior Learning (RPL)
18. Assessment Appeals