

Proof of Identity

In accordance with Standards for Registered Training Organisations (RTOs) 2015, the trainer must confirm each learner's identity at course commencement. Photo ID will be required on the day.

Delivery Modes

ATEC prides itself on being flexible in our training delivery, offering a range of options including:

- Face-to-face in the workplace (on-job)
- Face-to-face at our RTO Premises (off-job)
- Case Management

Recognition of Prior Learning (RPL)

ATEC provides learners the opportunity to have prior experience, skills and knowledge recognized through RPL. Enquiry for suitability should be made during the booking process and applicants will be required to provide sufficient and valid evidence for assessment for the application to proceed.

Issuance of Certification

Certificates and Statements of Attainment will be made available to you within 30 days of the course completion. Australian RTO standards require certificates to be issued to the individual learner, regardless of who pays the course fee. Permission can be granted by the learner for a third party (e.g. employer) to have access to course results.

Unique Student Identifier Information

If you are studying nationally recognized training in Australia, you will be required to have a Unique Student Identifier (USI).

A USI is a reference number that allows you to see all training records entered in the National Vocational Education and Training (VET) Data Collection.

If you don't already have a USI, one can be obtained online at no cost [here](#) or ATEC can apply on your behalf.

Fee Information

Each course has an established fee which can vary depending on eligibility for funding or concessions.

Any incidental costs which may be applicable are published on the relevant course flyers available on the ATEC website.

Short course bookings are required to be paid in full prior to course commencement.

If a learner is deemed Not Yet Competent upon completion of a course, further costs may apply for any additional training.

The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid in full. Debt recovery fees may apply on overdue accounts.

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Cancellations, Refunds & Transfers

If ATEC cancels or postpones a course, wherever possible the learner will be notified at least one week prior to commencement. Opportunity to reschedule or receive a full refund will be offered.

Requests for refunds or transfers must be made at least seven (7) business days prior to the scheduled course commencement date.

No refunds or transfers will be made with less than seven (7) business days' notice, unless exceptional circumstances can be provided. This will be at the ATEC's discretion.

If you are unable to attend a course for any reason and cannot provide notice, a medical certificate will be required for a course transfer, to avoid your course fee being forfeited.

All cancellations or withdrawal notifications must be made in writing via email to bookings@atec.asn.au.

Complaints & Appeals

Any complaints or disputes regarding refunds are to be put in writing and referred to the Compliance and Risk Manager for handling in accordance with our [Complaints and Appeals Policy](#).

Funding Entitlements

Many of the training courses ATEC offers attract government funding for eligible learners. Please contact ATEC for information about funded training and eligibility.

Support Services

Learner Support Services (LSS) is an equity, participation and retention initiative funded by the SA Government aiming to improve outcomes for accredited vocational education and training to learners with complex needs when accessing SA subsidised training.

The purpose of LSS is to support learners who have barriers to learning, support retention in training and assist learners to complete their qualifications and transition to employment or further study.

Learner Rights & Responsibilities

All learners will be treated with respect and consideration, and confidentiality will be ensured at all times. Full details and information regarding your rights and responsibilities as a learner at ATEC are outlined in our [Student Information Handbook](#).

Privacy Policy

ATEC complies with the Privacy Act 1988 (Cth), which protects the privacy of individuals by regulating the collection, use and disclosure of personal information. You can view our Privacy Policy [here](#).

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