ATEC
Adelaide Training & Employment Centre



Student Information Handbook

CHANGING PEOPLE'S LIVES



Welcome

Welcome to ATEC and thank you for choosing us as your training provider. We look forward to guiding you on your learning journey.

We pride ourselves on our professional and engaged learning, which provides each of our students with the best possible experience when achieving their training goals.

We hope you are looking forward to joining us and building new connections along the way. We are here to ensure you get the most out of your learning.

I wish you luck and look forward to hearing of your achievements and offering support where I can. I have every confidence that you'll enjoy your time training with ATEC and wish you every success in your learning and future.



Greg Bassani

Chief Executive Officer

Adelaide Training & Employment Centre (ATEC)

Our Contact Details

Head Office

Physical Address:	275 Grand Junction Road Ottoway SA 5013
Postal Address:	PO Box 754 Port Adelaide SA 5015
Phone:	1300 112 832
Email:	bookings@atec.asn.au
Website:	www.atec.asn.au
RTO Code:	0022

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Introduction

Thanks for choosing Adelaide Training and Employment Centre (ATEC) as your training provider. The staff at ATEC are here to support your learning journey, whether a short course or a full apprenticeship, we will guide you to achieve your desired outcome.

ATEC Background

ATEC is a not-for-profit, bipartite organisation 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 and Development Centre Inc. (PATDC). 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 changed to ATEC Adelaide Training and Employment Centre Inc. as a move to encompass the wider client base of the organisation.

ATEC is a Registered Training Organisation (RTO Code 0022) operating in accordance with the 2025 Standards for RTOs.

Registered training organisations (RTOs) deliver nationally recognised training in the VET sector. To deliver this training, they need to be approved by Australian Skills Quality Authority (ASQA).

RTOs are the only organisations in the Australian VET system authorised to:

- deliver and assess nationally recognised training
- issue nationally recognised qualifications and statements of attainment

For a full list of nationally accredited courses offered at ATEC please click here or refer to our website for all non-accredited and fee for service training by clicking here.

Mission

Our mission at ATEC is '*to excel in the delivery of quality vocational training and employment to apprentices, by harnessing our strong culture, values, business and technical expertise*'.

Board

ATEC is governed by its Board, which consists of industry-based members who have strong connections and backgrounds across all trade areas. This ensures that ATEC remains current and focused on meeting business and industry needs.

Key Staff

Name	Position	Contact Details
Rick Simunsen	Chief Operations Officer	0413 948 823 ricks@atec.asn.au
Damien Pawson	RTO Training Manager	0402 794 776 damienp@atec.asn.au
Claire Whitehead	RTO Compliance Manager	0409 449 102 clairew@atec.asn.au
Vito Russo	Head of Building & Construction	0427 844 228 vitor@atec.asn.au
Mathew Window	Electrical Team Leader	1300 112 832 matheww@atec.asn.au
Greg Kelly	Head of Engineering	0411 470 418 gregk@atec.asn.au
Nick Soulsby	VET in Schools Supervisor	0403 050 571 nicks@atec.asn.au

Quality Frameworks

ATEC's Quality Policy endorses the relentless pursuit of quality, innovation and commitment to our customers. On this basis, ATEC has adopted a Quality Management Framework developed in accordance with the ISO 9001 series of International Standards and the Standards for Registered Training Organisations. Our work processes are documented and standardised while allowing for flexibility and continuous improvement. We encourage all learners to speak to their trainer and actively participate in evaluation processes so that we can continually improve our training.

Training at ATEC

Locations

Ottoway

Head Office Location
275 Grand Junction Road
Ottoway SA 5013

Opening Times:
8:00am - 4:30pm Monday to Friday

Lonsdale

5 Refinery Road
Lonsdale SA 5160

Opening Times:
8:00am - 4:30pm Monday to Thursday
8:00am - 2:30pm Friday

Training Hours

Training Days and Times	
Monday - Thursday	8:00am - 4:30pm
Friday	8:00am - 2:30pm

Break Times	
Morning Tea	9:45am - 10:00am
Lunch	12:30pm - 1:00pm
Afternoon Tea	2:45pm - 3:00pm

Hours of attendance and breaks may vary depending on the course, above listed are the usual hours. Reception at our Ottoway location remains open until 4:30pm Monday to Friday each week.

Facilities

- At Lonsdale food and drinks can be purchased from the lunch vans during morning tea and lunch breaks.
- At Ottoway food and drinks can be purchased from *Pat's Café* between the hours of 7:30am-3:30pm.
- A lunchroom is provided for students at both sites with tea, coffee and water provided, and access to fridges and microwaves.

<u>Public Transport</u>

- Ottoway
  - Bus stop no. 31G is located at the front of the site on Grand Junction Road, bus services are 254, 254X and 361.
- Lonsdale
  - The Lonsdale Train Station is located approx. 400m from the site.

First Aid

In the unfortunate event that an accident or injury occurs in the workshop, students are to report the incident to their Trainer. Both campuses have qualified First Aid Officers, a first aid room and first aid kits onsite. Please direct all first aid needs to your trainer who will be able to assist you in the first instance.

Language, Literacy & Numeracy

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

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

- Assisting students who may need support in any key LLND skills.
- Where training package requirement rules involve students to be at an outlined literacy level and not requiring an interpreter to undertake the training or assessment.

LLND testing may also be required due to regulatory requirements (e.g. High-Risk Work licensing) or as a requirement to receive government subsidies towards training fees.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises what a person has already acquired from previous training, life experiences, or work experience which are relevant to your course. When you apply for RPL, the evidence provided to demonstrate prior learning has occurred is assessed against the competency unit outcomes of the training course. If your application is successful, you can be granted part or all of a unit of competency. You can discuss or apply for RPL by speaking to your Trainer or Case Manager.

Due to the nature of trade training courses, there may be circumstances where the best and required learning pathway is to undertake a refresher program or full course rather than RPL.

Where RPL is the pathway, ATEC assesses the circumstances, skills, experience and knowledge of each learner. You will be required to supply supporting evidence such as your previous training, work experience, work references, job dockets, worksite paperwork, position description or statement of duty. This will all form part of your RPL portfolio which will be assessed by ATEC.

Our trainers and your Case Manager will assist you in understanding the RPL process, gathering the required evidence and demonstrating competence in the identified areas.

In circumstances where RPL is not awarded, the learner may appeal the decision by following our Complaints and Appeals Policy. If the learner does not wish to appeal the decision, the unit will either be taught on-job, where possible, or booked off-job on a future call-up notice.

For more information on RPL, please speak to your Trainer or Case Manager.

Credit Transfer

Credit transfer (CT) is recognition that you've previously completed a unit of your course through VET or higher education.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your USI transcript. When credit is recognised, you don't need to repeat training or assessment for that unit.

For more information on CT, please speak to Student Administration or your Case Manager.

Training & Assessment Methods

ATEC does not follow a semester structure, instead offering a rolling intake throughout the year. This means that when a nomination to train with us is received, we endeavour to enrol the learner and schedule their training as promptly as possible.

ATEC delivers training and assessments through various pathways, including:

- Off-the-job
    - Completed at an ATEC site, not in the workplace
- On-the-job
    - Completed in the workplace
- Combination of both on and off-the-job
    - If you are unable to complete all the training and assessment requirements in the workplace

Our off-job training is programmed in a block release arrangement, with learners booked into and required to attend classes when the unit is scheduled.

All assessments conducted by ATEC conform to the Principles of Assessment as per the 2025 Standards for RTOs.

Typical assessment methods can include, but are not limited to written, observation, verbal, demonstration (actual or simulated), collection of evidence, third party sign off and electronic portfolios such as e-Profiling, pending the needs of the learner and course requirements.

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.

Trainers and/or assessors have the capacity to provide 'Reasonable Adjustment' where applicable to ensure the learner is not disadvantaged.

Reasonable Adjustment

Reasonable Adjustments under the Disability Discrimination Act 1992 and Disability Standards for Education 2005 are measures or actions taken to help a student with disability to participate in the course on the same basis as other students. ATEC is obliged to provide reasonable adjustment to ensure the maximum participation of our learners with disability.

Learners are encouraged to disclose their disability so that ATEC can provide reasonable adjustments and arrange support as soon as possible. All information is handled confidentially and requested only for the purpose of offering support and arranging reasonable adjustments.

Reasonable Adjustments that can be implemented are not limited to:

- Verbal answering of questions instead of writing
- Use of different equipment to demonstrate the same skills
- Access to learning materials prior to training
- Additional time to complete assessment tasks

Reasonable Adjustments must not compromise the integrity of the unit of competency and the associated assessment requirements or cause unjustifiable hardship to ATEC.

If you require Reasonable Adjustments to be put in place, please contact your Trainer or Case Manager.

Result Codes

ATEC uses the following result codes:

Result Code	Result Name	Outcome
CA	Competency Achieved	Competency achieved/pass
AP	Academic Pass	Continuing activity – used for units of competency that have an academic requirement and an authentic workplace performance evidence component
CNA	Competency not achieved	Competency not achieved/fail
RPL	Recognition of Prior Learning	Recognition of prior learning granted
CS	Continuing studies	Continuing activity
CT	Credit Transfer	Credit transfer/national recognition
ST	Status (Credit Transfer)	Credit transfer/national recognition

Statement of Attainment & Qualification

Upon completion of a qualification, learners will be issued with:

- A Certificate showing the qualification successfully completed
- A Record of Results for completed units of competency

Where a learner has commenced a qualification but not completed all units, learners will be issued with:
- Statement of Attainment, showing the units completed
- Transcript, showing all units and the corresponding results

On completion of a single unit enrolment, learners will be issued with:
- Statement of Attainment for the completed unit
- Where relevant, the associated card (White card, EWP)

Re-issuance of Certificates and/or Statements of Attainment:
- Replacement copies of lost or stolen certificates and/or statements of attainment (issued by ATEC) will be provided to you upon request.
- A fee will be charged for a reprint of a certificate and/or Statement of Attainment
- Depending on the age of the records requested, an email copy of your transcript may be emailed to the learner

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 access their training records through 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, will stay with them for life and be updated to reflect any nationally recognised VET course. We will collect your USI during the enrolment process, or you will be requested to obtain one.

To create a USI or for further information visit the USI website.

Abandoned & Withdrawn Study

Withdrawal

Students wishing to withdraw from their course must notify ATEC Student Administration and will be issued with a Statement of Attainment for the units completed, pending any outstanding balance being settled.

Non-contact/abandoned study

Where a student does not advise ATEC that they are withdrawing from their course, we will endeavour to make contact by phone, email and/or letter. If the student cannot be reached and does not respond within six weeks of the initial contact attempt, the student will be considered to have abandoned their studies. ATEC will terminate the enrolment and issue the relevant award, subject to payment having been received.

VET in Schools

VET in Schools (VETiS) gives high school students the opportunity to learn specific industry skills and gain credit towards a nationally recognised qualification while undertaking their South Australian Certificate of Education (SACE).

Why ATEC?

Our courses are designed with strong links and partnerships to industry, ensuring students receive practical, hands-on skills and experiences that employers value. Students will learn from industry experts, with access to state-of-the-art facilities to ensure they successfully complete their course prepared to join their desired trade.

Flexible Industry Programs

Flexible Industry Programs (FIPs) include VET qualifications at Certificate II and III level considered suitable for high school students by industry. They incorporate employability skills specific to industry requirements to help prepare students for their future career.

To undertake a FIP course you must:

- Be an Australian citizen, a permanent resident or an eligible visa holder.
- Be in Years 11-13, studying SACE or equivalent
- Be at least 16 years old or turning 16 during Year 11
- Undertake the VET Readiness Orientation (VETRO) process
    - Initiated by your high school
    - Includes an Upfront Assessment of Need (UAN) testing process

School Based Apprenticeships

School Based Apprenticeships (SBAs) allow students to commence in their chosen career whilst still continuing their high school education and working towards their SACE. SBAs are available to students aged 15 years or older, in Years 10-12 and combine paid employment and training with a reduced traditional subject load all contributing to their SACE. SBAs can range from one day of work a week through to full-time employment, with the student's school subject load varying based on the required SACE points needing to be met.

SBAs are a pathway to employment in a trade or occupation, self-employment, further training or higher education.

How to Apply

The steps to apply for either a FIP or SBA are:

1. Meet with your school's VET Coordinator or Career Advisor
2. With their assistance, you will complete the necessary paperwork and online VET referral
3. We will receive the referral and communicate with your school to discuss the VETRO process

For any additional information or support in your application, please contact us on 1300 112 832.

ATEC's Expectations

Everyone attending ATEC is expected to adhere to the following:

- Punctuality is expected at all times, all students are required to start work promptly at 8:00am, unless informed otherwise. Students who will be late must call to inform Reception and sign-in at the campus Reception before going to class. Students leaving early must advise their trainer before going to campus Reception to sign-out.
- All students are expected to wear the specified safety clothing and equipment relevant to their tasks and keep them in an appropriate condition. Refer to the Workshop Safety Policy for more information.
- ATEC is a smoke and vape-free workplace. Under new laws in effect from the 1st of March 2024, smoking or vaping on ATEC premises or within 10 metres of ATEC boundaries is banned. You may smoke/vape during break times, but you need to be outside that zone to do so. A maximum penalty of $750 may apply for non-compliance. Ignition sources of any kind (e.g. cigarette lighters) are not to be taken into any workshops at any site. Refer to the Smoke Free Workplace Policy for more information.
- You must not attend training whilst under the influence of drugs or alcohol. ATEC reserves the right to take action if any individual is suspected to be under the influence of drugs or alcohol.

  If you are taking any medication that could adversely affect your safety or performance, you must inform your trainer immediately.

The trainer may need to check how the medication affects you, especially if you need to operate any machinery as part of your training, or if there is any specific first aid information we need to be aware of and how we can best assist you throughout the course.

- All mobile phones and other electronic devices (e.g. tablets, smart watches etc.) are to be switched off during training and only used during scheduled breaks, unless otherwise approved by your trainer. If there is an emergency situation that necessitates it, your trainer may approve you leave your device switched on and set to silent. All devices are to be secured and not operated near machinery.

  No headphones or earphones are to be worn or taken into any classrooms or workshops.

- Students accessing ATEC computers must use them in a responsible manner exclusively for the educational purposes stated by their trainer. The internet or networks at ATEC shall not be used to access web pages, computer files, trainer's assessment tools, newsgroups, social media or other materials regarded as either confidential and/or offensive.

  If any student is found in breach of this expectation, disciplinary action will be taken at the discretion of the trainer and supervisor, including but not limited to expulsion from the course. Users must accept responsibility in regard to copyright protected material, confidentiality and plagiarism.

- Students taking sick leave must ring to inform ATEC Reception of their absence. Short course students are required to provide a medical certificate if unable to attend due to illness or transfer to a future date will not apply and they will be liable for the full fee to rebook.

Child Safe Environments (CSE)

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.

Harassment and Bullying

ATEC has a firm commitment to providing safe environments. Our policies, practices and procedures are designed to eliminate all forms of harassment and workplace bullying – such behaviour is unacceptable at ATEC. If you feel you are or another person is being harassed or bullied, please let your trainer, or any ATEC staff member know immediately.

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 which is reasonably necessary for one or more of its functions or activities – this 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 the information required, we may not be able to provide you with the service you have requested.

You may access your personal information in accordance with the APPs through ATEC Student Administration, subject to verification of identity. If you have any queries or concerns, please contact us.

Access & Equity

ATEC is an equal opportunity training provider and believes that everyone has the right to feel safe. We promote the principles of access and equity through all aspects of training and assessment and have a strong emphasis on ensuring reasonable adjustments are provided to students who are disadvantaged or require additional assistance. Whether this is made available through additional trainer or Case Manager support or referral to our Learner Support Services team, ATEC has options available to best suit each learner's needs and requirements.

We have 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 (e.g. race, gender, age) which is unacceptable at ATEC. 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. If you have any suggestions on how we can improve in respect to access and equity, please contact us.

Support Services

Additional Support Services

If you are struggling with your training or personal circumstances, we are here to help. ATEC can provide internal training and disability support or refer you to appropriate external community support services free of charge.

For a full list of available services, refer to your Support Services Guide, or contact your Trainer or Case Manager.

Success and Wellbeing Services

Success and Wellbeing Services (SWS) is designed to empower students through access to flexible, timely, and confidential support when you need it. We assign an experienced and dedicated Success and Wellbeing Coach to provide tailored support to help students get back on track and bring their goals within reach.

The purpose of SWS 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.

SWS is a State Government funded program where we work in partnership to make sure each VET student gets the support they need and can succeed in their training, irrespective of their life situations.

In addition to SWS, students are encouraged to ask their Trainers, Case Manager or Student Administration staff for guidance to access support services and/or facilities to obtain information.

Contacts for assistance with literacy and numeracy, adult literacy, and English as a Second Language (ESL) are also available this way.

Life is hard. It's full of ups and downs and changes and trials. And sometimes, it can be extremely overwhelming and demanding.

Please refer to the Success and Wellbeing Services (SWS) page on our website for further information.

The Team

Name	Position	Contact Details
Jess Linsell	Success and Wellbeing Coach & Team Leader	0461 320 855 jessl@atec.asn.au
Di Cooper	Success and Wellbeing Coach	0403 269 258 diannec@atec.asn.au
Paul Seawell	Success and Wellbeing Coach	0499 721 488 pauls@atec.asn.au

Work Health and Safety

Based on the Work Health and Safety Act 2012 (SA), all students have the right to a safe working environment. Managers are also responsible for their respective areas and each campus has an elected Health & Safety Representative.

All students and visitors must sign-in and familiarise themselves with and abide by the Workshop Safety Policy.

Evacuation Procedure

Both campuses have 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 when the evacuation alarm is sounded. Class attendances will be taken at the muster point by the trainers, do not leave the area until directed by appropriate staff or the warden.

Grievance / Assessment Appeals

ATEC is committed to ensuring its students receive quality training and that, while disputes are inevitable, ATEC'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 reasonably practicable.

For more information, please refer to our Complaints and Appeals Policy.

Feedback & Complaints

ATEC has an obligation to manage complaints in a transparent manner which enables students to be informed of, and to understand their rights and obligations and ATEC's responsibilities in relation to the complaints process. ATEC is committed to providing an environment in which complaints and appeals are responded to promptly, with minimum distress and maximum protection to all parties.

Complaints and feedback can be submitted on our website, over the phone or via your trainer and assessor. All complaints will be treated with strict confidentiality and follow the principles of natural justice and procedural fairness.

An appropriate party independent of ATEC will be made available at the request of the appellant if the processes fail to resolve the complaint of appeal. Any additional costs associated with a third-party review will be disclosed prior to the review.

If the complaint or appeal cannot be resolved within 60 calendar days, ATEC will inform the complainant or appellant in writing and explain why more than 60 calendar days are required. All parties will receive regular updates on the progress of the matter.

ATEC also welcomes feedback and welcomes information to improve our training and assessment and inform our continuous improvement cycle.

For more information, please refer to our Complaints and Appeals Policy.

Fees & 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 learner or employer and ATEC.

No more than $1,500 can be paid in advance for any AQF courses prior to commencement, or at any time throughout the course. A course will usually be confirmed at least one week prior to the proposed commencement date.

Much of the training ATEC provides has government funding available for eligible students, please contact us to discuss this.

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

For more information, please refer to our Fees & Refund Policy.

Useful Websites & Phone Numbers

In the event you are not satisfied with any aspects or outcomes or your learning journey with ATEC, the below organisations may be able to assist you further.

Authority	Contact Details
Department of State Development – Skills SA	1800 673 097 www.skills.sa.gov.au
South Australian Skills Commission	1800 006 488 https://skillscommission.sa.gov.au
Australian Skills Quality Authority (ASQA) *ASQA Tip-off Line*	1300 701 801 www.asqa.gov.au 1300 644 844 https://www.asqa.gov.au//tipoffsandcomplaints
National Training Complaints Hotline	13 38 73 www.dewr.gov.au/national-training-complaints-hotline
Australian Human Rights Commission	1300 369 711 https://humanrights.gov.au
Fair Work Ombudsman	13 13 94 www.fairwork.gov.au
Equal Opportunity Commission	(08) 7322 7070 or 1800 188 163 (country callers) www.equalopportunity.sa.gov.au
Office of the Australian Information Commissioner (OIAC)	1300 363 992 www.oaic.gov.au
SafeWork SA	1300 365 255 or 1800 777 209 (24hr critical incidents line) www.safework.sa.gov.au
ReturnToWorkSA	13 18 55 www.rtwsa.com
Consumer & Business Services	13 18 82 www.cbs.sa.gov.au
Australian Apprenticeship Information	1300 488 064 www.apprenticeships.gov.au
National Register of VET	www.training.gov.au

ATEC Policies & Procedures

It is your responsibility to ensure you read and familiarise yourself with ATEC's policies and procedures, which are available by clicking the below links:

Access & Equity Policy

AI Usage Policy

Child Safe Environment Policy

Complaints & Appeals Policy

Fees & Refund Policy

Privacy Policy

Reasonable Adjustment Policy

Smoke Free Workplace Policy

Student Code of Conduct

Support Services Guide

Workshop Safety Policy

Further information can be found on our website which may assist you in your learning journey. If you cannot access these, please contact us so we can provide you with the relevant information.

Disclaimer

All information presented in this document is correct at the time of publication. This document is uncontrolled once printed. If you have any difficulties accessing any of the links or contacts listed throughout this document, please advise ATEC so amendments can be made.

ATEC

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OTTOWAY
275 Grand Junction Road
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LONSDALE
5 Refinery Road
Lonsdale SA 5160

T 1300 112 832

www.atec.asn.au

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REAL SKILLS
REAL SUPPORT
REAL JOBS

Certified System
Quality
ISO 9001
SAI GLOBAL