



ACQUIRED AWARENESS TRAINING CENTRE

Student Handbook And Pre-Enrolment Information

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Welcome to Acquired Awareness Training Centre (AATC). This student handbook contains important details about our training services. Please read it and if you require further information or have any questions, please contact us on our details below.

You are welcome to contact us via:

Tel: (07) 3881 3008

Email: training@acquiredawareness.com.au

Head Office:

13 Leonard Crescent,
Brendale QLD 4500



Upper Coomera office:

Unit 21/ 3 Dalton Street,
Upper Coomera QLD 4209



Caloundra/Bells Creek office:

Unit 8 Primex Biz Hub
38 – 40 Claude Boyd Parade,
Bells Creek Qld 4551



Our facilities have the following: a fully equipped and air-conditioned training room, kitchenette (including tea/coffee), toilets, on street parking, local shops (excluding Bells Creek), including supermarket chains.

The AATC Team appreciates your enquiry and looks forward to working with you through the various stages of your learning to assist in achieving your desired outcomes.

Kind Regards,

The AATC Team (RTO #40905)

Terms and conditions

AATC is committed to delivering fair, reasonable, ethical, and transparent service in all its undertakings with learners.

Enrolment into a course with AATC is subject to the terms, conditions, policies and procedures detailed in this Student Handbook.

AATC requires learners to agree to undertake their study with us in line with all requirements of the course they enrol into, in line with AATC's learner responsibilities and code of conduct, and any other terms and conditions as outlined in this Student Handbook.

Please ensure that you thoroughly read and understand the terms and conditions in this Student Handbook and understand the content before you enrol. If you do not understand something in this handbook, it is your responsibility to ask AATC for clarification prior to your enrolment.

When you accept a place in any of our courses that are offered by AATC, and the fees are paid, it means a binding contract is created between you and AATC, regardless of whether it was a third party paying for the course fees (e.g. employer, employment agency, partner etc.).

By completing an enrolment with AATC you are acknowledging that you have read the AATC Student Handbook in its entirety, including your responsibilities as a learner, and will abide by all information contained within it.

Notification of cancellation or withdrawal from a course must be made in writing to AATC from the person who is enrolled, i.e. who entered into the binding contract with AATC prior to the course commencement.

Further details surrounding the minimum timing to notify AATC of a learner's cancellation for their attendance at a course, and refund/fee implications, can be found under the 'Fee's and Refunds' section of this Student Handbook.

Educational Standards

Acquired Awareness Training Centre (AATC) has developed and will maintain a commitment to high standards in the provision of vocational education and training and other client services. AATC has policies and management practices to maintain high professional standards in the marketing and delivery of our services, which safeguard the interests and welfare of clients.

AATC maintains a learning environment that supports the success of learners. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. AATC ensures that the following are the minimum elements of our Code of Practice for staff.

Marketing & Advertising

AATC will market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

The information provided to clients will have no false or misleading comparisons with other providers or courses. The AATC marketing strategies will not contravene legislation, including the NVR Standards.

Continuity of Service

AATC is committed to continuity of training product delivery as described in the NVR Standards. In line with this, learners will be informed about the release of new AATC Training and Assessment materials, changes in learner arrangements and changes in third party involvement in training product delivery in a timely manner.

Why we capture your details

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If we are unable to get this information from you, we will not be able to formally enrol you into one of our Nationally Accredited courses.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation, facilitation of statistics and research relating to education, including surveys and data linkage, understanding how the VET market operates, for policy, workforce planning and consumer information. The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy. If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Acquired Awareness Training Centre to request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, ask a question about this Privacy Notice.

Phone: (07) 3881 3008

Email: training@acquiredawareness.com.au

Privacy Policy

Acquired Awareness Training Centre complies with the Privacy Act 1988 – Schedule 1 the Australian Privacy Principles.

Information collected about clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client unless otherwise required by law. Clients can request a copy of the information held about them by a written request to the RTO Team Leader or other authorised AATC representative (as specified by AATC).

Use and disclosure of personal information

Sensitive personal information will only be collected as required from learners and it is treated as confidential within AATC. The information is used for the purpose for which it was collected or for a related purpose.

This may include:

- As required by Federal and State legislation and Licencing Agreements
- Providing the training services and follow up (pre, during and post course)
- Informing learners about additional or upcoming courses, changes to industry and VET requirements or standards, advising of initiatives and opportunities
- Gathering feedback from learners and employers for AATC's market analysis and course development and for the continual improvement of our services
- Reporting to Federal and State Regulators such as the Australian Skill Quality Authority (ASQA) and the Queensland Department of Transport and Main Roads (TMR) and their successors

If you wish to authorise a third party to access your records, please contact the AATC's administration support & RTO Team Leader who can discuss the process with you.

Information about learners from third parties

AATC may need to source or verify information about learners from a third party.

Wherever possible this will be done with the learner's authorisation, or if not possible, AATC will inform the learner when such information is collected.

Receiving marketing and general information

AATC does, from time to time, use personal contact information to provide learners and potential learners with information about courses, RTO activities, Industry and VET changes, initiatives and opportunities, employment, alerts and other information.

Consent for AATC to do this is to be implied unless the individual notifies AATC that they do not wish to receive this information. You may do this by advising the RTO Team Leader or other authorised AATC representative (as specified by AATC), that you do not wish to receive further information. Additionally, learners may reply via email to marketing and general information to advise they no longer wish to receive it.

Retention of Learner Records

AATC is legally required to keep your records to comply with the National Vet Regulator (NVR) Standards. The current requirement is for RTO's to hold these records for a minimum period of 30 years, which AATC do via an electronic Student Management System and an onsite server. AATC must also store physical records for all TMR licensed courses for a period of 5 years.

As detailed in other areas of this section in the Student Handbook, all access to these records is strictly controlled, with only authorised AATC staff having access. At all times AATC will take reasonable steps to ensure all personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure.

Security of personal information

In line with new technology AATC continually improves the security of personal information collected. AATC takes all reasonable steps to protect the personal information of learners by:

- Securing all files with personal information in locked cabinets
- Only providing AATC staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to any PC systems
- Audits of the PC systems
- Not releasing information to third parties without prior written authorisation (unless provision of information is required by legislation or licensing agreements)

Rights to access information

Under the Privacy Act, learners have the right to access personal information held about them. If the information is incorrect, they have the right to require AATC to amend the information.

To access this information learners are required to contact the RTO Team Leader or other authorised AATC representative (as specified by AATC) and complete a request for access form. AATC must verify the learners identity through either presentation of appropriate identification and/or answering a series of specific targeted questions.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the AATC's administration support in person at our head office, via telephone on 07 3881 3008, or, via email on training@acquiredawareness.com.au.

Staff Confidentiality

AATC complies with the Privacy Act 1988 – Schedule 1 the Australian Privacy Principles. Information collected about clients is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure learner information remains confidential.

Learner Information Requests

The RTO Team Leader or other authorised AATC representative (as specified by AATC) are responsible for the processing of all requests for learner information from learners.

These requests require the completion of a request for access form and the verification of the learners' identity through either sighting of appropriate photo ID and/or the correct answering of a checklist of questions derived from the learner's personal details.

These questions are:

- Full Name
- USI number
- Date of Birth
- Address (home and post)
- Phone Number (home and work)

The request for access form must be signed by both the learner and the RTO Team Leader or other authorised AATC representative (as specified by AATC) as an official record of the access and identity verification. There may then be a waiting period of up to 7 days before access can be granted.

The RTO Team Leader or other authorised AATC representative (as specified by AATC) may also, if deemed necessary, further ensure the learner's identification through a signature comparison with their enrolment form.

The RTO Team Leader or other authorised AATC representative (as specified by AATC) is to notify the learner when access is available. The RTO Team Leader or other authorised AATC representative (as specified by AATC) and the learner must both again sign the form upon access as a record of the date and time such access was given. This form is then to be placed in the learner's file for future reference.

Third Party Information Requests

No AATC staff member is to release any information about learners to any third party unless prior written authorisation is obtained from the learner or disclosure is required by law.

Authorised Third Parties:

Learners may nominate third parties they wish to access their records. This process is conducted by the RTO Team Leader or other authorised AATC representative (as specified by AATC) who ensures a third-party access form is completed and the security details for the third party are obtained. These details will be entered into the learner's file.

Any AATC staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question check list prior to releasing any information.

Other Third Parties

AATC staff must not release any information to any other third-party requesting learner information. In this situation the request should be transferred to the RTO Team Leader or other authorised AATC representative (as specified by AATC) who will obtain details of the request and detail these to the learner to determine whether they wish to authorise access through a written consent form.

Note:

All individuals and organisations who wish to engage AATC as their training provider are required to read the various Terms and Conditions as set out in this Student Handbook and those specified on our website (www.acquiredawareness.com.au), course information brochures and enrolment forms. Once an individual or organisation signs an enrolment form, makes a course payment or otherwise engages AATC's services, this forms a contract between the two parties. In line with this, at that point in time, all the Terms and Conditions mentioned in the above listed documents / website form the binding conditions of this contract for both parties.

In addition to the AATC Privacy Policy and Conditions as set out in the AATC Student Handbook and AATC Enrolment Form, your personal information will also be collected and disclosed in accordance with the Privacy Notice under the "Why we capture your details" heading.

Unique Student Identifier (USI) number

VET sector learners are required to hold an Australian National Unique Student Identifier (USI) number prior to enrolment completion. While AATC can assist in the creation, validation and modification of learner USIs, it remains the individual learners' responsibility to ensure this information is provided to AATC prior to the commencement of all nationally recognised courses. To create your USI and enable access permissions, go to the USI website <https://www.usi.gov.au/your-usi/create-usi>.

Learners will be required to consent to AATC creating, validating, or finding their USI as part of the initial enrolment process. This consent area is found on our enrolment form for courses.

The USI system requires some forms of government issued ID. Learners should check the USI system for more information.

For further information contact AATC via telephone on 3881 3008, via email on training@acquiredawareness.com.au or go to <https://www.usi.gov.au/about-us/news/videos>.

I've successfully completed a Nationally Recognised course with AATC, when will my results be available on the USI system?

AATC is required to report all training information to the National Centre for Vocational Education and Research (NCVER) on an annual basis, which is completed in February of each year, for the previous years training. The NCVER then pass this information onto the USI system (this can take several months after AATC's submission to NCVER).

Learner Identification (ID) Requirements

Learner identification requirements are determined by a number of regulators and funding bodies (e.g. ASQA, QLD Dept. Transport and Main Roads, WHSQ, Construction Skills QLD), and will change depending on the course the learner enrolls in. In order to ensure these requirements are met, AATC have listed the ID requirements for some of its courses below. ID requirements for each course can also be found under that specific courses heading in this Student Handbook.

White Card Course:

- Australian Driver's licence
- Medicare card (Green, Blue or Yellow)
- An additional form of ID to be sighted and some detail recorded on enrolment form on the day of the course (e.g. limited bank card details)

There are several different forms of ID AATC may collect for this course as per WHSQ requirements; the above are the most common which we ask for. Please contact us on 3881 3008 should you be unable to supply the above or have questions about other forms of ID you may supply (please **DO NOT** supply us a copy of your bank card via email or post, or enter any details of your bank card on your enrolment form yourself).

Traffic Control & Traffic Management Implementation Course (New Entrants):

- Australian Drivers licence above learner level (provisional or open) held within the last 5 years
- A General Construction Induction Card (commonly referred to as a white card)

Traffic Control & Traffic Management Implementation Course (Renewals):

- Australian Drivers licence above learner level (provisional or open) held within the last 5 years
- A General Construction Induction Card (commonly referred to as a white card)
- Your current TC and/or TMI card (depending on which course you have enrolled in)

Traffic Management Design, Truck Mounted Attenuator, Variable Message System (VMS) & Portable Traffic Signal Systems (PTSS) ID requirements can be found under each courses specific heading.

Learners who are unable to meet the ID requirements above, or those listed in the information for the course which they intend to enrol in, should contact us for further information.

Please note, it is the course learner's responsibility to ensure they have the necessary identification prior to enrolling.

Dress Code

The dress code for all training sessions is:

- A clean, neat and tidy appearance
- Enclosed footwear (no thongs or sandals)
- Long pants
- Dressed casual shirt (no singlets or sleeveless shirts)

All learners must wear the above clothing in order to participate in training.

For learners who are completing the practical set-ups with AATC for their TMI course, note the below PPE will be required either in replacement of, or in addition to the above:

- Steel-capped boots
- Long pants – preferably bio-motion (as the weather may turn poor on the day of the set-ups)
- Long high-vis shirt – preferably with bio-motion (as the weather may turn poor on the day of the set-ups)
- Broad-brimmed hat, or hard hat with snap-on brim

For learners completing their 20 hours with AATC for their traffic control course, please see the RIIWHS205E – Control Traffic with Stop/Slow Bat course pages for more information.

Language, Literacy and Numeracy (LLN) Support & Reasonable Adjustments

Some people may find they have trouble with their language, literacy (reading and writing), and numeracy skills, generally called 'LLN'.

LLN issues for their course may include not being able to read and/or write well enough to complete it, not understanding enough English to communicate well, and not being able to complete the basic maths required for things such as signage distances or queue lengths of vehicles.

LLN issues are common and having trouble with these skills is nothing to be ashamed of.

It is the learner's responsibility to disclose and make AATC aware of any information relating to their individual learning requirements including language, literacy and numeracy levels.

(Note: If individual learner needs are not identified or disclosed prior to attending a AATC course, AATC may not be able to cater adequately for these needs within the designated face-to-face period without impacting on the needs of other learners or the structure and objectives of the course.)

All learners have the option to be assessed to ascertain if their LLN skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to LLN support services.

Over the page we have some helpful links for LLN support.

LLN Support links:

Reading Writing Hotline – Ph 1300 6 555 06 – website: <https://www.readingwritinghotline.edu.au/>

The Reading Writing Hotline has a provider search page you can use to find an organisation in your area who can offer support to you.

Translating word docs into other languages - <https://www.howtogeek.com/howto/microsoft-office/translate-selected-text-in-microsoft-word-2007/>

Getting Microsoft word to read out text for you – Text to talk – <https://support.microsoft.com/en-us/topic/use-the-speak-text-to-speech-feature-to-read-text-aloud-459e7704-a76d-4fe2-ab48-189d6b83333c>

Once the “Speak” function is set up, highlight the text you want read aloud, then hit the “Speak” button in the top left

Adult Reading and Writing Apps – Google adult reading and writing apps and have someone read through some of the options with you that may suit your needs.

We have a range of strategies to assist learners who struggle with LLN including (but not limited to):

- assistance with reading & writing (whilst still meeting regulator and course requirements)
- reviewing your work and providing written or verbal feedback throughout the courses
- flexible assessment methods (whilst still meeting regulator and course requirements)

If you believe you may have LLN difficulties that will make it hard to complete the course you’d like to book into, please contact us for your options prior to enrolment.

Reasonable Adjustments

Learners who may require some additional supports can contact AATC to talk about possible reasonable adjustments that can be made to the training and assessment process which may assist them with their completion of the course.

While AATC may be able to apply some reasonable adjustments to courses, there are some requirements, skills, physical abilities which must still be met by the learner. If a learner is unable to meet these requirements then they will not be able to enrol and complete the course.

We advise potential learners to carefully go through the information in this handbook, including the course information for their selected course, so that they can make an informed decision.

Access and Equity Principles

AATC will meet the needs of individuals and the community through the integration of access and equity guidelines. We ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

AATC prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Race, nationality, ethnic or ethno-religious background
- Sexuality (actual or presumed)
- Marital status
- Pregnancy
- Age (in relation to compulsory retirement)

Assessment Methods

Acquired Awareness Training Centre applies the “Principles of Assessment” (fairness, flexibility, validity and reliability) in all assessments.

The objective of assessment is for the learner to show that they have achieved the unit’s required competencies. Learners may be assessed by one or more of the following methods, dependent upon the requirements for each particular course:

- **Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
 - This may be performed in the classroom environment, on a live site, or in a simulated onsite environment
- **Oral questioning** – a response is provided to a series of questions presented to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision-making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real-life situation, generally requiring a significant part of the work being carried out without supervision and involving the completion of a project report.
- **Or any other method outlined in the course information**

Learners will be advised of the assessment methodology before training commences.

NOTE: Learners are advised to retain copies of all submitted work (such as evidence for third party reports, projects etc), other than activity workbooks given out to learners in course, which AATC will retain at the end of each course. It is the learner’s responsibility to ensure assessment materials (third party reports with required supplementary evidence etc) are resubmitted if lost in transit to AATC.

Acquired Awareness Training Centre is committed to providing learners with flexibility in their learning by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

For information regarding what reasonable adjustment may be made for learners, please see our “Reasonable Adjustments” heading and/or contact us to discuss your individual needs.

AATC Trainers and Assessors

Acquired Awareness Training Centre is committed to a high standard of training through our trainers and the delivery of our courses and services.

AATC’s Trainers and Assessors hold relevant nationally recognised qualifications, have a thorough knowledge of the content from the courses they deliver and have relevant industry experience. They have the current training qualifications as required by the NVR Standards for RTO’s 2015.

AATC trainers participate in continual professional development throughout each year to ensure the training they deliver is of a high standard.

Learner Services, Welfare & Guidance

Acquired Awareness Training Centre (AATC) has sound management practices to ensure effective learner services. AATC has operational standards to ensure timely issuance of training assessments, results and qualifications. These are appropriate to the competence achieved and issued in accordance with national guidelines. All learner records and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff.

AATC has learner welfare and guidance services relevant to its training products. Where necessary, learners can read the LLN area of our Student Handbook to find relevant links to support. Any fees incurred are the responsibility of the learner.

AATC has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

AATC's will ensure that all fees and charges are known to learners prior to enrolment. Learners are advised of course content, pre-requisites and assessment procedures before training commences.

The AATC's quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy, appeal policy and complaint procedure. For any matter outside of AATC's expertise or control, we will make every attempt to refer the learner to the relevant agency or expert.

Learner Rights

AATC requires learners to agree to undertake their study with us in line with all requirements of the course they enrol into, in line with AATC's learner responsibilities and code of conduct below, and any other terms and conditions as outlined in this Student Handbook.

Please ensure that you thoroughly read and understand the terms and conditions in this Student Handbook and understand the content before you enrol. If you do not understand something in this handbook, it is your responsibility to ask AATC for clarification prior to your enrolment.

By completing an enrolment with AATC you are acknowledging that you have read the AATC Student Handbook, including your responsibilities, and will abide by all information contained within it.

Learners have the right to:

- Be provided with safe learner facilities and environment
- Receive information about courses prior to enrolment
- Receive training as advertised and within the agreed timeframes
- Be treated fairly, ethically, and without bias
- Gain access to their learner records upon request (without infringing upon intellectual property of training materials)
- Give feedback to AATC regarding the training service provided
- Have informed access to AATC's complaints and appeals process
- Right to privacy & confidentiality of personal information

Note: Learners rights are described in more detail throughout this document. It is the learner's responsibility to read the entirety of this handbook so that they can make an informed decision about enrolment.

Learner Responsibilities & Conduct, Plagiarism, and Learner Disciplinary Policy

Learner Responsibilities & Conduct

In addition to every individual's legal 'Duty of Care', Acquired Awareness Training Centre requires learners to:

- Read this Student Handbook and understand the content – if you do not understand anything it contains, it is your responsibility to ask for clarifications
- Provide a valid USI prior to commencement of course, or allow AATC to create a USI on their behalf
- Enable AATC access to the learners' USI information on www.usi.gov.au (for verification purposes)
- Provide identification as required for the particular course(s) a learner is booking into
- Sign relevant AATC forms (Enrolment Form, Attendance Sheets, Consent Forms, Placement Contracts etc.)
- Attend the course(s) for the full duration of the course – arriving prior to course start time and remaining until course finish time & notifying AATC prior to arriving late or leaving early
 - If a learner arrives after a course start time, they will need to repay course fees to attend the course at a future date. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them arriving after a course start time, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.
 - Leaving early will result in the learner needing to repay course fees and resit the course. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them leaving a course early, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.
 - Where a learner does not attend their course, and does not give AATC the required notice beforehand, learners will need to repay course fees to attend the course at a future date. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them not being able to attend the course, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.
 - For further information regarding the above points for non-attendance, late arrival & leaving early, please see the 'fees, charges & refunds' sections of this handbook.
- Inform AATC of any pre-existing injuries that may affect their capacity to perform training related tasks or course placement activities **prior** to course enrolment
- Submit authentic documentation (Note: where the authenticity of the evidence submitted is in question, AATC reserves the right to conduct further investigation by way of interview, contacting third parties and other appropriate means as required)
- Learners must demonstrate competency based on their own work and are responsible for ensuring no plagiarised material is submitted
- Abide by all workplace health and safety requirements while attending AATC training, including while on industry placements
- Present themselves in a clean and tidy manner and maintain personal hygiene (including wearing appropriate PPE where required for the course or onsite work placement)
- Not discriminate against, harass, or, display any kind of aggressive behaviour towards any person they come in contact with whilst training with AATC (including any onsite work placements)

- Respect the rights and opinions of AATC personnel and other learners and to always be respectful and courteous and ethical
- Adhere to all lawful directions given by any AATC personnel
- Comply with evacuation procedures in the event of an emergency and not leave the scene until cleared to do so by emergency personnel or AATC personnel
- Ensure they are not under the influence of alcohol or drugs (illicit or prescription that may cause functional impairment or WHS risks) during training and any on site industry placements
- Ensure that no alcohol or illegal substances are brought into AATC training facilities
- Only smoke in the designated smoking areas and not within any AATC training
- Only eat and drink in designated areas
- Ensure that all rubbish is disposed of correctly with no littering, at AATC depot's and during practical placements
- Ensure mobile phones and other personal electronic devices are turned off and/or switched to silent and out of sight during training sessions, including during any practical placements
- Utilise on-street parking and not park on footpaths, in local business compounds or across driveways
- Not breach the confidentiality rights of other persons
- Not commit an offence under the law while in the training environment, at a workplace, or on a site for practical training
- Not breach safe work practices, or otherwise act in a manner detrimental to the wellbeing of AATC, other learners, other persons or themselves
- Not provide false or misleading information
- Accurately and honestly disclose all information relevant to their enrolment and participation in the training with AATC, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Attend training sessions to a minimum level set for competence where applicable. Fails or refuses to undertake assessment activities as required by AATC's delivery requirements and assessment process
- Meet any deadlines for work to be submitted or completed
 - Some courses require an onsite practical to be completed, online courses or set-ups. If learners do not complete these within the designated timeframes, their enrolment will be drawn to a close. If the learner wishes to receive a course award after this, they will be required to repay all course fees and resit the course in its entirety, including any practical requirements.
- Be responsible for the security of their own possessions whilst at any AATC facility, or out on sites for any practical experience relating to their course

Plagiarism

Plagiarism is the practice of claiming ownership over someone else's work or ideas, including their written words, diagrams, data etc.

Plagiarism of someone else's work is a serious offence and may lead to disciplinary action being taken against a learner. This may include a learners assessment item or items being deemed Not Satisfactory, and/or Not Yet Competent for the Unit of Competency they are enrolled into, and/or their enrolment with AATC immediately being drawn to a close, without issuance of an award. Acquired Awareness Training Centre will not accept plagiarised material in any form.

Examples of plagiarism that are not acceptable can be (but not limited to):

- Submitting assessment item/s which are significantly close to, or copied from another learner's work;
- Submitting assessments that use the exact words, diagrams, tables etc. of another learner; or
- Presenting the work of other learners as one's own work

In the event a fraudulent claim to authorship or ownership of a learner's work or material appears to have been made (whether the alleged plagiarism affects part of, or the entire submission or submissions), AATC reserves the right, and at its sole discretion, to do any or all of the following:

- Require additional evidence of the materials authorship, development, or creation, sufficient to prove the work is authentic and that of the learners
- Require a resubmission of the work
- Deem the assessment item as Not Satisfactory
- Deem the learner as having 'Failed to Complete the course' with a result of Not Yet Competent and notify the learner of the same
- Terminate the learner(s) enrolment without refund
- Cancel future enrolments with refunds subject to the AATC Refund Policy
- Report the plagiarism, or alleged plagiarism, to the relevant body or regulatory authority (e.g. an Employer, QLD Dept. TMR, WHSQ)

Any and all determinations made in this process will be at AATC's sole discretion and, after learner notification of the same, no further negotiation or communications will be entered into regarding this matter.

Learner Disciplinary Procedure

All learners will conduct themselves in a manner that is considerate and reasonable at all times. Learners must ensure that they abide by the conditions laid out in this Handbook and AATC Policies. In the event that a learner is in breach of any of these conditions they may be subject to disciplinary action. These actions can include:

- Verbal warnings
- Written warnings
- Suspension of enrolment
- Termination of enrolment and forfeiture of all monies paid

The severity of the action is dependent upon some of the following factors:

- The seriousness of the offence
- Prior offences and the disciplinary action taken then
- Previous responses to the above action

Written records of any of the above circumstances and actions will be kept in your file and be held for a period of not less than twelve (12) months.

All disciplinary matters will be handled by the RTO Team Leader.

Complaints and Appeals

Complaints

AATC views complaints as an opportunity to improve our standard of service. In line with this, all complaints will be handled in a courteous manner and handled according to their merit. The principals of natural justice and procedural fairness will be adopted at every stage of the complaints and appeals process. Complaints must be lodged in writing by emailing rtoadmin@acquiredawareness.com.au. After receiving a complaint, AATC will investigate, document, and follow up in a timely manner. The person who lodged the complaint will be given feedback by AATC within 30 days.

In the event of a complaint learners and other affected parties should:

- Try to resolve the problem with the person concerned, or
- Seek the assistance of their trainer, or
- Contact the RTO Team Leader and complete the AATC Complaints and Appeals Form
 - AATC will investigate the claim, set corrective actions in place, document outcomes, and give written feedback
 - AATC may choose to engage a third party for assistance
 - Arbitration by a third party acceptable to all parties to the complaint may be necessary

Important: In the event an independent mediator is required the learner will incur the cost of the mediation

Once a decision regarding the complaint has been made by AATC and the learner has been given written notice of the outcome, AATC will consider the matter closed.

Appeals

An appeal may be made when a learner is dissatisfied with a competency result decision made by AATC. For all courses (except the TMD course), the learner has 10 business days from the original competency result decision in which to lodge a (written) appeal requesting the competency result be reviewed (AATC must receive the written appeal within this period). Appeal timeframes for the TMD course can be found under the 'Traffic Management Design' section of this handbook.

Complaints and Appeal Procedure (Nationally Accredited units only):

(For non-accredited course appeals process refer to AATC Student Handbook individual courses, e.g. TMD)

- The learner is to contact AATC and complete the AATC Complaints & Appeal Form within 10 business days of competency result decision. ~
- AATC will endeavour to respond within ten (10) business days of receiving appeal.
- If more than 60 days are required to process and finalise complaint, AATC will notify the learner in writing.

If the appeal remains unresolved after sixty (60) days and the learner has remained contactable throughout the process, the learner will be notified in writing and advised of external organisations that may be able to assist (i.e. Consumer Affairs or relevant Government Departments).

- The person concerned may choose to contact the National Training Complaints Hotline on 13 38 73

~ IMPORTANT: The learner must remain contactable and respond (in writing and within seven calendar days) to AATC communications. If the learner does not respond (in writing) to AATC communications within 7 calendar days, the complaint will be closed - with no further avenue for appeal.

External Complaint & Appeal Procedure

There is an external complaint process available to person(s) concerned if they have exhausted the above procedures and still feel unsatisfied. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: NTCH@education.gov.au

Important: In the event an independent mediator is required the learner will incur the cost of the mediation.

Enrolment Procedure

An enrolment form may be emailed, posted, or, completed at our head office premises. A completed enrolment form is used to advise us of all learner details necessary to register them into a course. All questions must be answered, and the learner's signature must appear under the final certification section indicating the learner has read, understood, and agrees to be bound by all the terms and conditions in the Participant Agreement, Privacy Policy, Indemnity and Waiver and AATC Student Handbook. For more information on why we require these details, please see the next page.

Some of our courses require a third-party report to be completed by the learner and their supervisor(s) prior to their attendance at a course, our renewal courses will require these, and some other courses such as VMS, PTCD/PTSS & TMA.

There may be additional course work which a learner will need to complete prior to attendance in their enrolled course. Information on any pre-requisites can be found underneath each individual course.

Finally, full payment of the course the learner is enrolled in will be required prior to AATC issuing any Statement of Attainment, or Certificate of any kind. If the fees are received in full then the enrolment form and funds are given to AATC's admin officer for processing. If the fees received are a deposit only, then the arrangements for the payment of the balance will be made between the admin officer and learner, as per the terms and conditions set out in this handbook. Any deviation from the terms and conditions in this Student Handbook, AATC's enrolment form and website, must be made in writing and agreed upon by both AATC and the learner.

A copy of the receipt for payment will be given to the learner / paying company. A copy of the Student Handbook is attached to the enrolment form and the learner is again advised to read all policies and procedures prior to commencement of their enrolled course. Within this Student Handbook the learner is also advised about certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

Learners will be recruited responsibly and ethically at all times and recruitment will be consistent with any training package/product requirements. AATC is committed to non-discrimination in any form when recruiting and selecting learners and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a course due to health and safety, language requirements, or the nature of the course. 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 the applicant's qualifications, proficiencies physical abilities etc. Note some courses have mandatory pre-qualification requirements set out by state and/or federal government entities.

We advise all learners to read the information in this Student Handbook carefully and thoroughly before enrolling in any course that AATC deliver, as learners will be bound by these terms and conditions. There is specific enrolment information and pre-requisites under each individual course in this handbook.

The links to each section in this handbook can be found on the previous page under the table of contents.

AATC's enrolment form can be found near the end of this Student Handbook, via our website www.acquiredawareness.com.au or by emailing us on training@acquiredawareness.com.au.

Please read through this handbook for all information regarding enrolment with AATC. Each course has its own section at the end of this handbook, in addition to the other relevant information for all our courses. The information in each courses section should be read in conjunction with all other information contained in the handbook to ensure learners understand all relevant information before enrolling into course.

Cessation of Enrolment

AATC may terminate the enrolment of a learner at any time throughout their enrolment if the learner:

- Is abusive, aggressive, or insulting towards AATC staff, AATM staff, AATC clients, or other learners
- Breaches the confidentiality rights of other persons
- Commits an offence under the law while in the training environment or at a workplace
- Breaches safe work practices, or otherwise act in a manner detrimental to the wellbeing of AATC, other learners, other persons or themselves
- Has provided false or misleading information
- Has submitted work that is not authentic, including plagiarism and cheating
- Has not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with AATC, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Fails or refuses to undertake assessment activities as required by AATC's delivery requirements and assessment process
- Does not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation
- Does not complete their course within required timeframes
 - Further detail around timeframes can be found under each individual course section
- Fails to attend training sessions to a minimum level set for competence where applicable & for their full duration
 - If a learner arrives after a course start time, they will need to repay course fees to attend the course at a future date. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them arriving after a course start time, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.
 - Leaving early will result in the learner needing to repay course fees and resit the course. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them leaving a course early, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.
 - Where a learner does not attend their course, and does not give AATC the required notice beforehand, learners will need to repay course fees to attend the course at a future date. Where a learner genuinely believes they have unforeseeable extenuating circumstances which resulted in them not being able to attend the course, they may apply to AATC in writing to have the courses resit fees waived.
However, all decisions regarding the waving of fees come at AATC's sole discretion and once a determination is made, no other discussions will be entered into.

Issuance of Awards

In line with the 2015 National VET Regulator (NVR) Standards, AATC will issue all course awards within 30 days of learners being deemed competent after their successful completion of courses (subject to full payment of all AATC course fees and charges). AATC does not issue same day awards.

* IMPORTANT: Nationally recognised VET Qualifications and Statements of Attainment, cannot be issued unless a USI has been provided by the learner and validated by AATC.

* Exemptions to USI requirements may apply under the Student Identifier Act 2014 in rare instances

(See <https://www.usi.gov.au/students/individual-exemptions> for details)

Vocational Outcomes: Placement Policy

To achieve competency in nationally recognised training, learners are required to demonstrate proficiency in the areas of communication, teamwork, problem solving, initiative, planning and organising, decision making, and self-management. These areas are known as employability skills and are recognised by industry.

The more of these skills that are developed, the better equipped and more suited a learner will be to participate in their chosen career. In line with this, when learners have completed their Traffic Control and/or Traffic Management studies with AATC they may contact the affiliated company Acquired Awareness Traffic Management (AATM) on (07) 3881 3008, where you will need to speak with their Human Resources (HR) department to discuss if a suitable position is available. AATC can also pass on a learner's details to AATM at a learner's request.

Please note that completing training with AATC **does not** guarantee employment with AATM.

Course Cancellation & Learner Withdrawal Request

Course Cancellation

All AATC courses are subject to minimum numbers, unforeseen events and/or cancellations as AATC deems necessary (at AATC's sole discretion). Unless otherwise stated there is a minimum number of five (5) learners per course. In the event minimum numbers are not met (or are unlikely to be met), AATC reserves the right to cancel any course up to one (1) day prior to any course. This cancellation may be in the form of a phone call, email notification or face to face.

In the event a course is cancelled by AATC the affected learners will firstly be offered placement in the next available course (this may be a different location) or, if an alternate course cannot be offered ^, AATC will reimburse course fees and charges (excluding 'non-refundable' fees and items).

If the learner does not accept an alternate course date as offered (within thirty (30) days of offer), no additional alternate dates will be offered, and no refund will be given.

Regardless of course cancellation reason or timeframe, AATC will not be liable for any 'non-course fee' costs or expenses (e.g. travel, accommodation, food etc) incurred by a learner or learner's employer or sponsor. Liability and responsibility for these costs will remain with the learner.

^ AATC has six (6) months to offer alternate course date – start date may be up to one year from cancelled course start date

Learner Withdrawal Request

A learner may request at any time whilst they are completing their course to withdraw and cease their enrolment. If the learner wishes to do this, they will need to put the request in writing to the RTO Team Leader by emailing training@acquiredawareness.com.au.

Recognition of Prior Learning (RPL) & Credit Transfer

Learners who have completed appropriate training or who through prior learning and experience, have gained the required knowledge, skills stipulated for the modules of the course, may be granted credit upon substantiation of that claim.

Acquired Awareness Training Centre advises RPL applicants of opportunities and procedures on enrolment via this Student Handbook. RPL is available for Nationally Accredited units only. The performance criteria, performance evidence, knowledge evidence etc for the unit of competencies set the RPL benchmarks which a learner will need to meet. Learners may make an application for RPL on request.

Evidence for recognition of prior learning may include, but will not be limited to:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects, or assignments
- Written presentation
- Interview
- Simulations

Evidence considered for assessment will be AATC's RPL Application Form plus a wide range of supporting evidence, some of which is listed above. Initial assessments are conducted with candidates self-assessing against the performance criteria, performance evidence, knowledge evidence etc for the unit of competencies they are seeking RPL for. Assessments are evaluated by a panel consisting of the course trainer and the RTO Team Leader.

If further evidence is required, learners will be advised. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The learner is advised promptly of the RPL outcome. Official notification from AATC then follows. If the application is not successful, the reasons are given, and an interview is suggested (generally a teleconference). Unsuccessful applicants are advised of the appeal mechanisms. "Top Up" learning options prior to a second assessment will be suggested. RPL is recorded on the learners record if recognition is granted. Fees will be charged for all RPL & Credit Transfer applications.

Learners may be entitled to a credit transfer in the following circumstances:

- They have completed units of competency from a relevant National Training Package
- They have completed approved units of competency from a National Training Product

AATC recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other nationally Registered Training Organisations. Please see the important note below regarding the performance of stop/slow, signage implementation or traffic management design within the State of Queensland.

Important Note regarding the QLD TC Industry Authority, QLD TMI Card & QLD TMD Card:

Within the State of Queensland, the Department of Transport and Main Roads (TMR) requires individuals who wish to complete Traffic Control duties (Stop/Slow), Traffic Management Implementation duties (signage placement) or Traffic Management Design duties (TMP / TGS design) on QLD roads to complete TMR's respective licenced courses (which are the traffic management courses which AATC deliver). This is a state jurisdictional requirement.

With this in mind, learners who wish to complete stop/slow duties in QLD will be required to complete TMR's licenced course for TC. Those wishing to receive a QLD Traffic Management Implementation card to be able to perform signage related duties on QLD roads will be required to sit the TMR licenced course for TMI. And those wishing to receive a QLD Traffic Management Design card will be required to complete TMR's licence course for TMD.

The traffic management related courses which AATC offer, and which are detailed in this Student Handbook, meet both the

requirements for the individual Units of Competency which are Nationally Recognised, in addition to being the licenced courses from TMR for the above QLD authorities & cards. These being:

RIIWH5205E – Control Traffic with Stop/Slow Bat (TC course)

RIIWH5302E – Implement Traffic Management Plans (TMI New Entrant course)

RIIRIS301E – Apply Risk Management Processes (TMI Renewal course)

Traffic Management Design (TMD Course) *

*Successful completion of the QLD Traffic Management Design course gives the learner a card and certificate of completion for use in QLD, however the course is not Nationally Recognised. Learners who wish to receive the National Unit of Competency RIICWD503E – Prepare traffic management plans and traffic guidance schemes, will be required to complete some further work with AATC to meet all the Unit of Competency requirements. Once this additional work is completed, learners would then be able to be issued with a Statement of Attainment for RIICWD503E – Prepare traffic management plans and traffic guidance schemes.

Recognition of Industry Authorities, licences, Certifications, etc

AATC recognises that industry authorities, licences, certifications and other awards/cards/tickets may form part of the evidence of 'currency of competency' provided by a learner, even after the given evidence has passed its expiry date. However, AATC will not accept any Industry Authority, licence, certification or other evidence that is more than three (3) months past its expiry date.

Where evidence does not contain an expiry date, but where it was issued more than 12 months prior to the 'current date', AATC may at its sole discretion, refuse to accept the item, if in AATC's opinion the evidence does not demonstrate currency of current industry practice.

Note: where the issuing body, organisation, or person, of a given piece of evidence is not known to AATC or cannot be contacted by AATC in a suitable manner, AATC may at its sole discretion, refuse to accept this item as valid evidence. In some instances, we may require a certified copy of an original AQF Certification Document to be provided. The copy must be certified by a Justice of the Peace, Lawyer, Solicitor or Police Officer.

If you don't have the original AQF Certification Documentation and the RTO who issued it is no longer in operation, you can contact ASQA to see if they hold your records of the RTO.

Where the authenticity of a piece of evidence needs to be verified AATC reserves the right to contact the issuing RTO, third party etc and by starting the RPL and/or credit transfer process, the learner authorises AATC do so.

Note: in all cases AATC reserve the right, at its sole discretion, to consider each item on a case-by-case basis.

Fees, charges and refunds

Unless otherwise advertised by AATC or negotiated with AATC, fees and charges are GST free and as follows.

Full payment of all course fees, charges and costs must be paid prior to the commencement of training, unless otherwise agreed to in writing by AATC. (Awards will not be issued unless full payment of all outstanding fees, charges and costs have been received by AATC)

Where course costs exceed \$1500 AATC will require a payment of \$1500 prior to course commencement, with the balance due midway through the course. Note: full payment is required prior to issue of Award.

Some courses have additional costs; therefore we ask all learners to read the course cost tables below, as well as the 'Additional fees, charges and costs' section, and the specific section of this Student Handbook dedicated to the course they are looking at enrolling into.

CPCWHS1001 – Prepare to Work Safely in the Construction Industry	
Cost	\$85
Other Information	For learners who completed their training through AATC and are seeking a replacement card for one that was lost, please see the 'Additional fees, charges and costs' section.

RIIWH5205E – Control Traffic with Stop/Slow Bat	
Course Type:	New Entrants
Cost	\$500 (AATC provides 20hr placement)
Other Information	AATC provides 20-hour placement & limited PPE + AATC holds a \$100 deposit for loan of UHF radio & Stop/Slow bat if learner does not have their own, subject to availability of items. A licence fee including criminal history check is also payable to TMR, fees found here .
Cost	\$400 (Learner's employer provides 20hr placement)
Other Information	Learner's employer provides 20-hour placement with competent person & also supplies necessary PPE, insurance etc. A licence fee including criminal history check is also payable to TMR, fees found here .
Course Type:	Renewal (as required by TMR)
Cost	\$230 (Theory component \$200 + TMR Ready Reckoner \$30)
Other Information	Instances where a learner can supply proof of employment in traffic management, but not evidence of Stop/Slow as required by TMR for the renewal course, may require a learner to be placed on AATM sites to ensure proof of practical application, a fee will be charged for this which can be found in the 'Additional fees, charges and costs' section. A licence fee is also payable to TMR, fees found here .

RIIWH5302E – Implement Traffic Management Plans	
Course Type:	New Entrants
Cost	\$290 (Theory)
Other Information	If learners can complete their 3 required practical set-ups with their own employer, the cost is \$290. Note there are strict requirements on what two of the set-ups need to be, based on the Unit of Competency requirements. Learners who instead complete their 3 set-ups with AATC will be charged an extra \$50, bringing the total for their course to \$340. See 'Additional fees, charges and costs' regarding Working in Proximity to Traffic Awareness courses.

RIIRIS301E – Apply Risk Management Processes	
Course Type:	Renewal (this is the Unit of Competency which TMR require to be completed for the TMI Renewal course)
Cost	\$200
Other Information	If learners can complete their 2 required practical set-ups with their own employer, the cost is \$200. Note these must be different types of set-ups and be completed prior to course attendance. Learners who instead complete their 2 set-ups with AATC will be charged an extra \$50, bringing the total for their course to \$250. See 'Additional fees, charges and costs' regarding Working in Proximity to Traffic Awareness courses.

Queensland Traffic Management Design (Non-Accredited Course)	
The costs associated with this course can be found via the 'Traffic Management Design' course section.	

RIICWD503E – Prepare Traffic Management Plans and Traffic Guidance Schemes	
Cost	\$250
Other Information	Please note that AATC only offer this Unit of Competency training to individuals who have successfully completed the Queensland Traffic Management Design course.

RIIRTM301E – Operate truck or trailer mounted attenuators	
Cost	\$499
Other Information	Learners will require access to a Truck Mounted Attenuator (TMA) in their own workplace for the practical portion of this course.

RIIRTM201E – Position, set-up and operate variable message signs	
Cost	\$149
Other Information	Learners will require access to a Variable Message Sign (VMS) in their own workplace for the practical portion of this course. Learners who enrol into the RIIRTM202E – Position, set-up and operate portable traffic signals course for the same day as this one will have \$5 taken off their overall cost, making it \$295 for both courses.

RIIRTM202E – Position, set-up and operate portable traffic signals	
Cost	\$149
Other Information	Learners will require access to a Portable Traffic Signal System (PTSS) in their own workplace for the practical portion of this course. Learners who enrol into the RIIRTM201E – Position, set-up and operate variable message signs course for the same day as this one will have \$5 taken off their overall cost, making it \$295 for both courses.

RIIWH303 – Position, set up and program portable traffic control devices	
Cost	\$250
Other Information	Learners will require access to a Portable Traffic Control Device (such as a Portable Traffic Signal System [PTSS]) in their own workplace for the practical portion of this course.

Group Bookings

Bookings of 5 or more learners into the same course on the same date may attract a discount. For more information regarding group bookings, please contact AATC.

Regional Bookings

AATC regularly travel across Queensland to deliver training, including in regional and remote areas. For costs associated with regional bookings please contact AATC.

Additional fees, charges and costs

- Reissuance of certificate and/or cards:
 - Where the original certificate or card issue was by AATC (a \$50 reissuance fee applies).
 - Where original card/certificate was issued by an alternative RTO, evidence of former training including course learner materials (assignments, workbooks, projects, portfolio etc), award (e.g. SOA) certified by a Justice of the Peace, Lawyer, Solicitor or Police Officer, and a legible copy of original card / certificate (front and back) must be provided (a non-refundable \$50 card / certificate issue fee and non-refundable RPL & credit transfer fees apply, with payment required prior to processing of application).
 - Note a statutory declaration may be required prior to reissuance of a card – contact us for more information.
- RPL & Credit Transfer fees shall be \$1499 per unit. (No RPL or Credit Transfer is offered for non-accredited courses)
- Note that for the TC courses there are additional fees charged by TMR for licences, criminal history checks etc. Fees for these can be found via TMR's website, and will be payable to TMR, not AATC.
- Limited PPE is given to New Entrant learners into the RIIWHS205E – Control Traffic with Stop/Slow Bat course for their minimum 20-hour practical placement when they are completing their hours through AATC. This includes a hard hat with brim and neck shade, high-vis shirt, standard tinted safety glasses.
Learners completing their minimum 20-hour practical placement for the course will need to supply dark work pants, steel-capped ankle height lace-up boots, UHF radio (minimum 2 watts) and a stop/slow bat. AATC has a limited number of UHF radios and stop/slow bats which may be borrowed with a \$100 deposit (refundable when the learner returns the borrowed item(s) in the same working order in which they received them).
- For learners completing the RIIWHS205E – Control Traffic with Stop/slow Bat course as a renewal, there will be an additional \$30 charge for a Traffic Controller Ready Reckoner on top of the theory component cost (as listed in the 'Renewal' section of RIIWHS205E – Control Traffic with Stop/slow)
- If a learner completes the RIIWHS205E – Control Traffic with Stop/slow Bat course as a renewal and brings with them some evidence of 32 hours of Stop/Slow in the last 12 months, but not for all 32 hours, AATC may ask for a challenge test to be completed. The cost of this will be \$50. This is assessed on a case-by-case basis, depending on what evidence a learner provides.
- If a learner completes the RIIWHS205E – Control Traffic with Stop/slow Bat course as a renewal and can demonstrate employment in the traffic management industry, but is finding it difficult to get evidence of stop/slow duties they've performed in the last 12 months, AATC may require the learner to complete some unpaid practical experience on a AATM site. The cost of this will be \$50 per shift required, with a minimum of 2 shifts generally needed. This is assessed on a case-by-case basis, depending on what evidence a learner provides.
- The RIIWHS302E – Implement Traffic Management Plans & RIIRIS301E – Apply Risk Management Processes courses both require learners to complete two online courses via the TMR's website, known as Working in Proximity to Traffic Awareness Parts 1 & 2. The cost for these courses can be found via TMR's website [here](#).

- AATC will not be liable for any 'non-course fee' costs or expenses (e.g. travel, accommodation, food etc) incurred by a learner or learner's employer or sponsor. Liability and responsibility for these costs will remain with the learner. This includes instances where a course may need to be cancelled by AATC, regardless of reason or timeframe
- For learners who are currently employed with Acquired Awareness Traffic Management (AATM) at the time of the commencement of their course, they may be able to have their course paid via a half payment of fees to AATC upfront by the learner, followed by payroll deductions via AATM for the remaining balance in their next payment cycle. This must be discussed with AATM prior to arrival at a course as AATC is a separate company from AATM and as such, we are unable to approve this method of course payment for learners. Instead, learners should have already completed a payroll deduction form with AATM, which gets forwarded to AATC as proof full payment will be made to AATC via AATM on behalf of the learner. Note that any payroll arrangement entered into with AATM is between the learner and AATM. If the agreement is cancelled prior to the full course cost being paid, the learner will ultimately be responsible for the remainder of course costs being paid to AATC. AATC requires full payment of all course costs prior to the issuance of any course award. The learner is responsible for all course costs being paid to AATC.
- Construction Skills Queensland (CSQ) Funding – only for specific applicants, contact AATC for more information
- Goods and Services Tax (GST) – please be advised that, unless otherwise stated, AATC training services are GST free. For further information contact AATC

Refunds

The policy of Acquired Awareness Training Centre is, at all times, to be fair and equitable to enrolled learners. Applications for refunds can be made to the RTO Team Leader.

Acquired Awareness Training Centre's reimbursement conditions are as follows (with exception to the TMD course, where refund information for it is found in the TMD course section of this Student Handbook:

- 100% (excluding 'non-refundable' fees and/or items) if cancellation notice is received from the learner not less than 5-business days before commencement (conditions apply *).
- 0% if cancellation notice is received from learner within the 5-business day period prior to course commencement
- 100% (excluding 'non-refundable' fees and/or items) if the course is cancelled by AATC (if no alternate course is able to be offered by AATC or an AATC approved third party within 6 months)
- There are no refunds after course commencement or for 'non-refundable' fees or items
 - If learners choose to leave a course early, if they arrive late, or if they do not attend the course they've booked into, they will not receive a refund
- Extenuating circumstances may be considered upon request, and will be assessed on a case-by-case basis (contact AATC for details)
 - Note: Learners may apply in writing for a refund if they feel they have a valid reason for withdrawing or not completing the course or have such a right as a consumer. AATC may ask for supporting evidence for your extenuating circumstances claim. This may include, but will not be limited to, doctors' certificates, employer letters etc. Decisions regarding refunds are made at AATC's sole discretion and no further discussion or negotiation will be entered into once the decision is taken.
- In some circumstances AATC may at its sole discretion offer a once off transfer to another course date, however, no refund will be available regardless of whether or not the learner attends the transferred course date. The 5 business day notification prior to course commencement date **will not** apply for the transferred course date, **no refunds are available to learners who transfer to an alternative course date than the one they had initially booked into.**

*No reimbursement of fees or other course related costs will be given once all or part of course materials have been issued.

Please see the 'Course Cancellation & Learner Withdrawal Request' section of this Student Handbook regarding course cancellation. Regardless of course cancellation reason or timeframe, AATC will not be liable for any 'non-course fee' costs or expenses (e.g. travel, accommodation, food etc) incurred by a learner or learner's employer or sponsor. Liability and responsibility for these costs will remain with the learner.

Legislation

Acquired Awareness Training Centre identifies and complies with relevant State, Territory & Federal laws including:

- Work Health and Safety Act & Regulation 2011
- National Vocational Education and Training Regulator Act 2011
- The Australian Qualifications Framework second edition 2013
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Privacy Act 1988 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- Student Identifiers Act and Regulation 2014
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Services Act 2006
- Australian Human Rights Commission Act 1986
- Anti-Discrimination Act 1991

The various acts are held on site and are accessible via Internet or at:

- The Australian Legal Information Institute web site: www.austlii.edu.au
- QLD Legislation website <https://www.legislation.qld.gov.au/OQPChome.htm>
- The Commonwealth Government Legislation website <http://www.comlaw.gov.au/>

Staff and learners should keep aware of the above requirements through such means as orientation, staff meetings, learner discussions and meetings, handbooks, bulletins and noticeboards.

Standards:

- Standards for NVR Registered Training Organisations 2015 – found [here](#)
- AQF Framework <http://www.aqf.edu.au/>
- VET Quality Framework <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>

External Review

Acquired Awareness Training Centre has agreed to participate in external monitoring and audit processes required by the National and State Training Authorities. This includes participating in random quality audits, audit following complaint and audit for the purpose of re-registration. As a VET Quality Framework compliant organisation, we are subject to ASQA audits to maintain this registration.

Intellectual Property & Copyright

All materials used for training with AATC have intellectual property requirements surrounding them. This includes, but is not limited to, licensed materials from the Department of Transport and Main Roads Queensland and the Commonwealth Government of Australia. Without the express written permission from AATC, and/or the owner of the material, learners are not able to copy, alter, transmit, distribute or disclose in any way, the material provided to them as part of their training with Acquired Awareness Training Centre. Those who contravene AATC's, or the owners of other materials used in the course of their training, intellectual property and copyright rights, will be liable for any and all costs involved with the breach, including reimbursement for the breach, fines, and court costs, to the extent allowed by law.

CPCCWHS1001 – Prepare to Work Safely in the Construction Industry (White Card)

AATC offers the course in the following format:

- Face-to-Face learning

Pre-requisites

Course learners are required to:

1. Meet participant identification requirements, refer to heading “Learner Identification (ID) Requirements” and,
2. Have a valid Unique Student Identifier (USI) prior to course commencement.

What is a white card?

A white card, otherwise known as a general construction induction card, is something a person receives once they have completed appropriate training, i.e. the white card course, through a Registered Training Organisation (RTO). The course gives learners general safety knowledge in a construction context. *Note: Once you have completed the course it is not necessary to renew your white card, unless, you lose the card, or, there is a legislative requirement to do so.*

Who needs a white card?

The course is aimed at any person who intends to perform construction work, this includes general labourers, all the way up to supervisors and project managers. The course is recognised nationally and the physical white card that learners receive at the successful completion of the course is recognised in every Australian State and Territory.

Generally, people who need or want the white card are:

- Those wishing to work in the construction industry.
- Those who have lost their blue/white card and are in need of a replacement.
- Those who have a blue/white card but have not worked in the construction industry for a period of two or more years

The broad areas that are covered in the course include:

- Applicable WHS Legislation and safety requirements
- Identifying construction hazards and what control measures to use to reduce or eliminate the risk(s) they pose
- Incident and emergency response procedures for construction work
- Communication processes – inclusive of reporting requirements for incidents and the meaning of common safety signs

Course Mode

The course will be delivered face-to-face across approximately 6 hours, depending upon the language and literacy skills of learners in the course.

The course will be made up of multi-choice questions, short answer questions, verbal questions, class discussions and a practical component where learners will need to demonstrate the use of some items of PPE.

A 100% pass mark will be required for participants to receive their Statement of Attainment and white card.

Learners will sit through a presentation and complete relevant assessments for the topics covered in the course. The course will move gradually through the topics and assessments until it's completion.

A learner who fails to successfully complete the theory component of the course will be:

- Given all reasonable trainer assistance to achieve a Competent (C) outcome on the day of the course,
- If the learner fails to gain a Competent (C) outcome with reasonable trainer assistance then,
- They will be deemed Not Yet Competent (NYC),
- The learner will not be issued the award and will be required to re-enrol at their own expense should they wish to continue.

Benefits

Successful participants will be able to seek work in the construction industry, and participants will gain, and be able to demonstrate to prospective employers, that they have the necessary general safety knowledge to work in the construction industry.

Learning Outcomes

A Statement of Attainment for CPCCWHS1001 and White Card are issued once the course is successfully completed.

Course Topic Areas

- Legislative requirements
- Basic risk management principles
- Common construction hazards
- Measures for controlling hazards and the risk(s) they pose
- Duty of care requirements
- General procedures for responding to emergencies and incidents
- Roles of specific WHS personnel
- Personal Protective Equipment (PPE)
- General safety signs,
- Communications, and
- Many more topics necessary for safety on construction sites

Renewal

There is no renewal program for the White Card. However, it should be noted that for your white card to remain current, you must have worked in the construction industry within the previous two-year period.

RIIWHS205E – Control Traffic with stop-slow bat – Traffic Controller (Stop-Slow) Course

AATC offers the course in the following format:

- Face-to-Face learning
- Flexible delivery for the theory component and
- Flexibility in completing the 20-hour practical component (Note standard 90-day timeframe still applies)

Who is a traffic controller?

A Traffic Controller (TC) is a person accredited under the Traffic Controller Accreditation Scheme authorised by the Department of Transport and Main Roads Queensland (TMR) to control traffic with a stop/slow bat at:

- Roadwork sites where a road closure or part road closure is necessary, or
- Other events on the road where a road closure or part road closure is necessary, or
- Other circumstances where traffic control is required on a roadway as per TMR Requirements

How can I become a Traffic Controller?

To become an accredited TC in Queensland you are required to successfully complete an approved traffic controller training course delivered by a TMR approved training provider and meet the following criteria:

- Have held an open or provisional, approved driver's licence, in the last five years
- Complete a Traffic Controller Accreditation Scheme Application declaring your offence history, your medical fitness and your training qualifications.

It is also a pre-requisite for a TC working on a construction site (e.g. a roadway) to hold a White Card (General Construction Induction Card) or equivalent. If you do not have a white card or need more information, please see the [CPCCWHS1001 – Prepare to Work Safely in the Construction Industry](#) section of this document as AATC regularly run this course.

Pre-requisites (in addition to the above)

To enrol, learners are required to have the following:

- Hold White Card (General Construction Induction Card) or equivalent (as per the above)
- For the new entrant/ full course – Have own transport or available transport, to enable learners to travel to complete the 20hr vocational placement. Public transport is not always available for early start times or the locations where learners may be placed to complete their 20 hours vocational placement.
- Information on pre-requisites for the renewal course can be found below under 'Renewal Course'

Note: For White card information see our [CPCCWHS1001 – Prepare to Work Safely in the Construction Industry](#) section.

ID and USI

All AATC course participants are required to:

- Have a valid Unique Student Identifier (USI) prior to course commencement and,
- Meet participant identification requirements, refer to AATC Student Handbook "Course Participant Identification Requirements"

Course Mode (Full and renewal courses)

Face-to-face, approximately 8 hours (including a simulated practical component)

Plus, an additional 20 hours placement on a 'live' site for the full / new entrant course

Course Topic Areas:

- | | |
|---|---|
| • Pre-requisites for traffic control | • Legal powers to control traffic |
| • Traffic controller signs and signals | • Positioning for controlling traffic |
| • Planning and preparing for traffic control work | • Traffic Control operations – procedures for two-way and multilane roads |
| • WHS | • Communications |
| • Emergencies and reporting incidents | • Accreditation |
| • Worksite clean-up | |

Learners must achieve a Satisfactory (S) outcome in both the theory and the practical components of the course to then be deemed Competent (C) and receive the award. A learner who is initially unsuccessful at completing the theory component of the course will be given all reasonable trainer assistance to achieve a Satisfactory (S) outcome on the day of the course. If the learner is unable to gain a Satisfactory (S) outcome in either the theory or practical component, with reasonable trainer assistance, then the learner will not be issued the award, deemed Not Yet Competent (NYC) and will be required to re-enrol at their own expense.

Industry placement (Full / New entrant course)

Learners must complete a minimum of 20 hours of practical experience at a roadwork site under the direct supervision of an experienced, accredited traffic controller. In line with this, learners are required to sign a 'Placement Contract' with Acquired Awareness Training Centre and either Acquired Awareness Traffic Management or the learners place of employment (if learners employer provides or has access to Traffic Control Services).

Learners are required to attend placement hours and complete a minimum of 20 hours within the timeframe specified in the Placement Contract (currently 90 days).

AATC will only place learners on sites Monday – Friday, during daylight hours.

Learners will need to be prepared to be placed within South East QLD, including the Gold Coast, Brisbane, Ipswich, Moreton Bay, Logan, Redlands & Sunshine Coast areas.

PPE and 'Tools of Trade'

Learners are required to supply some of their own PPE (Personal Protective Equipment) for the 20 hours of practical placement, currently these items will include steel-capped safety boots and long high visibility pants. Acquired Awareness will provide limited additional PPE (currently a hard hat, brim, safety glasses, high visibility shirt)

Learners will also be required to provide their own handheld UHF radio (minimum 2 watt) and Stop/Slow Bat. These items may be available for loan from Acquired Awareness, subject to availability and payment of a deposit. Please note, deposit is non-refundable if the items are not returned to the AATC Brendale Depot:

- Within 48 hours of a request by AATC or,
- Within 48 hours of the end of the placement agreement or,
- The items have been damaged in any way.

Deposit amount is noted under heading 'Fees and Charges'

Award

AATC will issue a Statement of Attainment for RIIWHS205E – Control Traffic with stop-slow bat, to learners who successfully complete the course.

Traffic Controller Industry Authority

To receive a traffic controller industry authority, learners will need to attend a QLD Department of Transport and Main Roads customer service centre, complete the necessary Traffic Controller Industry Authority application paperwork, pay the TMR fee and wait for the application outcome. Note as part of this process a criminal history check is completed.

Renewal Course

Please note that learners completing the renewal training for this course are required to provide a copy of their current Traffic Control Industry Authority, White Card and other ID mentioned under the heading 'Course Participant Identification Requirements'. They must also complete the theoretical component of the course, simulated practical and provide evidence that they have "Currency of Industry Practice" (a completed Third-Party Report, with supporting evidence)

Note: If the "Currency of Industry Practice" evidence is not sufficient, a challenge test and/or other additional third-party evidence will be required. ^

^ A fee may apply for Challenge Test, Video Evidence and other third-party evidence collection (Refer to the Fees and Charges section of the AATC Student Handbook and/or contact AATC for details).

Renewal training must be completed every 3 years as per the Department of Transport and Main Roads Queensland requirements.

RIIWH302E – Implement Traffic Management Plans – Signage Implementation Course

AATC offers the course in the following format:

- Face-to-Face learning
- Flexible delivery for the theory component and
- AATC may facilitate the three (3) onsite setups upon request (a fee will apply, see the “Fees, charges and refunds” section for more details).

The RIIWH302E – Implement Traffic Management Plans is a requirement of the Queensland Department of Transport and Main Roads (TMR) and the Manual of Uniformed Traffic Control Devices – Works on Road, Part 3 (MUTCD) in order to place signs and devices on QLD roads.

This course is for those people who will be placing signage and devices on QLD roads. To control traffic with a Stop/Slow bat, learners will also need to hold a QLD Traffic Controller Industry Authority, refer to previous section “Traffic Controller (Stop-Slow Course”.

Prerequisites

Learners are required to:

- Hold White Card (General Construction Induction Card) or equivalent and,
- Complete the following QLD Department of Transport and Main Roads (TMR) eLearning courses within three (3) months of attending the “full” (initial) TMI course:
 - Working in Proximity to Traffic (Part 1)
 - Working in Proximity to Traffic (Part 2)

These courses are completed online via the TMR website. Fees apply and are paid directly to TMR by the learner.

Note: A copy of the Working in Proximity to Traffic (WPT) (Part 1 & 2) certificates must be provided to AATC within three (3) months of “full” course attendance date and is required prior AATC issuing a Statement of Attainment and QLD TMI card.

ID and USI

All AATC course participants are required to:

- Have a valid Unique Student Identifier (USI) prior to course commencement and,
- Meet participant identification requirements, refer to AATC Student Handbook “Course Participant Identification Requirements”

Course Mode

Theory component duration (full and renewal courses):

- Full course, approximately 8 hours face to face
- Renewal, approximately 6 hours face to face

Practical component (full and renewal courses):

- Three (3) onsite set-ups for ‘full’ and two (2) onsite set-ups for “renewal”. These must be completed within three (3) months of completing the full course or prior to completing the renewal course and may be completed with AATC (fee applies) or learners’ employer.

All course materials are provided.

Course content

This course covers implementing traffic guidance schemes (TGS), monitoring and reviewing TGS once implemented, removing TGS, clean up, accessing and applying site safety procedures, incident reporting & UHF communications.

Theory Component

The trainer will take the learners through a PowerPoint display and assessment workbook. This will include group discussions, case studies, exercises and combined with two simulated class practicals, focuses on traffic management implementation in QLD. Learners will be given key items as takeaway materials.

To successfully complete the course, learners are required to gain 100% in the theory component (open book test), with two attempts at theory permitted (trainer assistance available for a second attempt), and successfully complete the practical component (multiple attempts permitted). Finally, learners must also complete the WPT courses and send the Certificate of Completions back to AATC.

Learners must achieve a Satisfactory (S) outcome in the theory, the practical components, and the WPT courses to then be deemed Competent (C) and receive the award. A learner who is initially unsuccessful at completing the theory component of the course will be given all reasonable trainer assistance to achieve a Satisfactory (S) outcome on the day of the course. If the learner is unable to gain a Satisfactory (S) outcome in either the theory or practical component, with reasonable trainer assistance, or unable to gain a Satisfactory (S) outcome in the WPT courses, then the learner will not be issued the award and will be required to re-enrol at their own expense.

Practical component

Learners are required to complete three (3) x Traffic Guidance Scheme (TGS) set ups on “live sites” if they are completing the full course and a minimum of two (2) if they are completing the renewal course. The TGS implementations are to be of a varying level of difficulty and different in nature, e.g. stop/slow, lateral shift, road closure, frequently changing, mobile works etc. A competent traffic management implementor (holder of a Traffic Management Implementation card) is required to sign off the learner’s paperwork. There are strict requirements regarding what set-ups must be completed for the TMI Full / New Entrant course, as per the Unit of Competency requirements. For further information on what these specific set-ups need to encompass, please contact AATC on 3881 3008 and follow the prompts to training.

AATC may facilitate the three (3) – Full course – or two (2) – renewal course – onsite setups upon request. Fees and conditions apply.

The onsite setups must be completed and received by AATC within three (3) months of initial course date.

Award and TMI Card

Upon receipt of practical component paperwork and the WPT Certificates of Completion, the AATC trainer will assess the materials and, once the learner has been deemed competent, AATC will issue:

Full (New Entrant) course – a Statement of Attainment (RIIWH302E) and wallet sized QLD TMI card

From 1st Oct 2019 those who successfully complete the QLD Traffic Management Implementation Renewal Course will be awarded a Certificate of Currency for RIIWH302E, a Statement of Attainment for RIIRIS301E Apply Risk Management Processes and issued a wallet sized QLD TMI card.

A .pdf copy of course participant award and card is available to employers upon request (with permission from learners).

Renewal Course

Note: from 1st Oct 2019 the WPT (Part 1 & 2) certificates must be provided to AATC prior to attending a “renewal” course.

Learners completing the renewal training for this course are required to provide a copy of their current QLD Traffic Management Implementation card in addition to the enrolment items required for the full course, provide WPT (Part 1 & 2) certificates prior to course attendance, complete the course theoretical component and simulated practical (where necessary), and provide evidence that they have “Currency of Industry Practice” (i.e. a completed Third-Party Report, with supporting evidence which includes signage sheets, risk assessments, pre-starts and any SWMS that were signed onto / completed for each of the sites)

Note: If the “Currency of Industry Practice” evidence is not sufficient, AATC may require learners to complete the practical set-ups with us, and/or have the learner provide other additional third-party evidence. A fee will apply for the onsite practicals, Video Evidence and other third-party evidence collection (Refer to “Fees, Charges and Refunds” section of this handbook and/or contact AATC for details)

Renewal training must be completed every 3 years as per the Department of Transport and Main Roads Queensland requirements.

Traffic Management Design

Acquired Awareness Training Centre is a Registered Training Organisation (RTO # 40905) and a QLD Department of Transport and Main Roads (TMR) licenced training provider of the Traffic Management Design (TMD) course. This non-accredited course is delivered over two consecutive days in Face-to-Face training sessions.

Employability

The TMD course will enable the learner to seek employment in a Traffic Management Design and/or Inspection role in QLD.

Background

The TMD course superseded the previous QLD Dept. TMR Traffic Management level 3 and Traffic Management level 4 courses. Since 1st July 2016, anyone wishing to work in the Traffic Management Design or Inspection fields within QLD is required to have successfully completed the TMD course.

Prerequisites

Traffic Management Design course prerequisites are as follows:

- Engineers (RPEQ, CPEng or Bachelor of Engineering from a University recognised by an Australian Engineering fraternity) are to have a working knowledge of the MUTCD Part 3, MUTCD Part 3 Supplementary Notes, Traffic Management for Construction and Maintenance Work Code of Practice, TMR Technical Notes and provide evidence of their current RPEQ or CPEng registration (i.e. copy of RPEQ or CPEng membership card or Bachelor).
- All other candidates are required to provide evidence of two years' experience in QLD Traffic Management Implementation or the interstate equivalent (current QLD TMI card required). This may be demonstrated via a current Traffic Management Implementation card and, if not demonstrated on the card, supporting documentation to show two years' experience (i.e. Employer letter, CV).

It is also recommended that all learners possess some industry experience in the Traffic Management Design field. (I.e. Traffic Management Plan (TMP) and Traffic Guidance Scheme (TGS) development)

All candidates (both engineers and non-engineers) are required to successfully complete the pre-course Gating Questions prior to course attendance (This must be achieved not less than ten (10) business days prior to the nominated course start date).

Required Knowledge

It is recommended that Learners have a thorough understanding of the following documents:

- Manual of Uniform Traffic Control Devices (MUTCD) Part 3 – Works on Roads
- MUTCD Part 3 Supplementary Notes
- MRTS02 (Technical Specifications and Annexure)
- Traffic Management for Construction or Maintenance Code of Practice, Austroads Guides and,
- A working knowledge of the Risk Assessment process and the role of the Nominated Traffic Officer (NTO)

Course Process

To participate in and successfully complete the Traffic Management Design program the learner will be required to:

- Satisfy AATC's enrolment requirements, book into a course and pay the required fees and charges
- Successfully complete the pre-course Gating Questions (must be achieved not less than 10 business days prior to course start date)
 - 100% pass mark required
 - Two attempts are permitted
- Successfully complete the two-day face-to-face course
 - Full attendance of both days (two full and consecutive days) is required
 - Complete in class Traffic Management Plan, Traffic Guidance Scheme, Risk Assessment and other exercises
- Successfully complete post course assessment (Two post course assessment choices available upon successful completion of class work: 'Open' – for roads with any traffic volumes, 'Restricted' – for road with traffic volumes of less than 10,000 AADT)
 - The learner has two months from course attendance date to complete post course assessment (electronic submissions only)
 - Assessment involves the development of a comprehensive Traffic Management Plan (including associated TGS and Risk Assessment) in accordance with the standards set out in the TMD course. See conditions [^] ^{**}
 - One re-submit is permitted, with a one month period allowed for the resubmission ^{**}
 - A one-off extension to submission timeframes (of not more than one month) may be requested for extenuating circumstance and will be considered on a case by case basis. See conditions [~]
 - Participants may choose to change from 'Open' to 'Restricted' or vice-versa between the 1st and 2nd assessment submissions, however the initial timeframes for the submission of the final assessment remain unchanged.

Award

Upon successful completion of all course requirements, AATC will issue the participant a Certificate of Completion and a wallet sized Traffic Management Design card #

Acknowledgement of Attendance letter may be available upon request, subject to conditions (refer to ++). Attendance only participants do not receive a TMD certification, TMD card or TMD card number and cannot sign off TMPs and TGS as a Traffic Management Designer.

Maintaining Currency

Course participants are responsible for maintaining currency of their TMD skills, knowledge and competency. AATC recommends that each participant maintain a Continual Professional Development (CPD) Log sufficient to demonstrate ongoing competency.

Fees and Charges:

- Course cost: \$1,499 (GST free) (full course and attendance only)
Paid as follows:
 - \$199 Administration Fee (non-refundable) - paid prior to issue of pre-course Gating Questions
 - remainder paid in full, not less than five (5) business days prior to course attendance and is non-transferable. (non-refundable within fourteen days of course start date)
- Group discounts offered by negotiation (minimum numbers apply).
- Reissuance of certificates will incur a \$50 charge per certificate and card.
- There are no other charges regarding the TMD course.
- A minimum of eight (8) learners required per course for course to proceed (unless otherwise negotiated with AATC prior to course).

Refunds:

Participants should select their course dates with care, as no TMD Fees and Charges will be refunded within 14 days of course start date and enrolments are course date specific and not transferable. AATC will consider Exceptional Circumstances on a case-by-case basis. When a course is cancelled, AATC will not be liable for learner costs (such as travel, accommodation, loss of income, food or other expenses), all costs will remain the sole responsibility of the learner. For further information contact AATC or refer to the Refund Policy and Course Cancellation sections in the AATC Student Handbook.

Enrolment

Contact AATC for enrolment information. Important note, the Traffic Management Design course is offered subject to minimum participant numbers. AATC will endeavour to notify participants at least fourteen (14) days prior to course date should there be a delivery schedule change, however AATC reserves the right to cancel a course up to one (1) day prior to delivery, due to insufficient course numbers, unforeseen circumstances or as AATC otherwise deems it necessary.

Attendance only enrolments are available, subject to the same enrolment process, costs, gating questions and course participation requirements. Attendance only participants are not required to compete the post course assessment. An Acknowledge of Attendance will be issued to Attendance only participants (who successfully complete all required course work) once their enrolment is drawn to a close.

Re-enrolment

If a participant is unsuccessful on their second attempt at the Gating Questions, they may apply to re-enrol two weeks after notification of the same.

*See Conditions +**

If a participant does not meet the requirements of the face-to-face component of the course, or they fail the post course assessment, they may apply to re-enrol six months after notification of the same. *See Conditions +**

TMD specific Appeals Process

Traffic Management Design course appeals and timeframes:

1. If a learner disagrees with the course competency decision, the learner may request that AATC Peer Review their post course assessment.
Note: The learner must notify AATC of peer review request (in writing) within one (1) month of competency decision date. Request is to be supported by an outline of how the submitted assessment(s) adequately addressed items identified in marker feedback.
2. If a learner disagrees with Peer Review decision, the learner may request a TMR Final Decision. The learner must notify AATC of TMR Final Decision request (in writing) within 7 calendar days of Peer Review decision date (Conditions apply. Contact AATC for details).
3. The outcome of the TMR decision is final, with no further appeal options available.

AATC will endeavour to advise learner of outcome within one (1) month of receiving each individual appeal request listed above (subject to third party response times)

FAQ: Answers to FAQ s are available on the TMR website: <http://www.tmr.qld.gov.au>

For more information contact:

Acquired Awareness Training Centre Pty Ltd (RTO # 40905)

P 07 3881 3008 **F** 07 3881 3365 **E** Training@acquiredawareness.com.au **W** www.acquiredawareness.com.au

Conditions:

- # The QLD Dept. TMR reserves the right to review participant assessment materials and require participants (pre or post award issue) to take part in mentoring/coaching programs in order to further demonstrate TMD competency. TMR may, at its sole discretion, withdraw TMD certification/cancel cards.
- ~ Extensions to submission timeframes upon participant request (max. 4 weeks) or due to extenuating circumstances (max. 4 weeks) will be granted or declined at AATC's sole discretion. AATC reserves the right to require evidence of extenuating circumstance (e.g. a medical certificate).
- ^ Important note: the chosen post course assessment must be completed to TMD course standards to be acceptable.
- + AATC may, at its sole discretion, accept or decline an enrolment or re-enrolment application. If an enrolment or re-enrolment is declined by AATC, no further discussion will be entered into.
- * Payment of all course fees are required for each re-enrolment into the TMD course.
- ** Participants will be notified (via the contact details provided) of post course assessment outcome within one month of AATC receiving post course Initial or Resit submissions. In the event a response timeframe increase to two months is required, AATC will contact the participant.
- ++ From 1st September 2017 an "Acknowledgement of Attendance" letter is available to TMD course participants who wish to attend the course for general TMD knowledge only. To qualify for an "Acknowledgement of Attendance" letter course participants must have: met the TMD entry pathway requirements, passed the pre-course gating questions, paid all course fees and charges in full, attended all 16 hours the two consecutive days of face to face training and, participated in and passed all 'in class work / exercises' (to a level deemed by AATC, and at AATC's sole discretion, to be satisfactory) and have advised AATC that they wish to cease their enrolment.

RIICWD503E – Prepare Traffic Management Plans and Traffic Guidance Schemes

Available to TMD participants who successfully complete the AATC TMD course and gain a QLD TMD card, this course gives the successful learner a national unit accreditation in Traffic Management. Self-paced (expected 8 hours study), learners have 12 months from their TMD course attendance date to complete this workbook. Refer to Fees and Charges for cost and contact AATC for details.

RII RTM301E – Operate truck or trailer mounted attenuators

Acquired Awareness now offer Truck Mounted Attenuator training (based on QLD road requirements). Please note, currently trailer mounted attenuator operation is not permitted in QLD (refer MUTCD Part 3 Supplement Notes)

Employability

Learners who successfully complete this course will be hold the relevant national unit for the operation of truck mounted attenuators (TMA) in QLD. Employment opportunities that may be available would typically be with traffic management companies who offer specialist traffic management services on major QLD roads.

Prerequisites and Required Experience

Applicants to this course must hold a:

- General Construction Induction Card
- Relevant heavy vehicle licence (Medium Ridge or higher)
- Current QLD Traffic Management Implementation Card and,
- Be able to demonstrate recent traffic management implementation experience on high speed (80km/h +) multi-lane roads

What will AATC provide?

AATC will provide the learner materials, training delivery, a TMA and experienced TMA operator for the simulated practical (conducted on the same day as the theory component) and assessment of post course learner evidence (e.g. TMA logbook).

What does the learner need to have access to?

The learner must have access to a TMA at a QLD worksite in order to complete the post theory logbook hours (minimum 32 hours). The learner has three (3) months to complete the logbook from the date of course attendance.

Learners must wear covered footwear, long high visibility pants and shirt (and have a hat) on the day of training.

Course Mode and Process

To participate in and successfully complete the Truck Mounted Attenuator course learners will be required to:

1. Provide evidence that they possess the prerequisites listed above (prior to attending course)
2. Satisfy AATC's enrolment requirements
3. Book into a course and pay the required fees and charges (prior to attending course)
4. Successfully complete the face-to-face theory component (approx. 5 hours)
5. Successfully complete the simulated practical component (approx. 3 hours, completed immediately after the theory component with the trainer) and,
6. Complete the TMA logbook (minimum 32 hours onsite TMA operations within 3 months of course attendance date) or,
7. Provide sufficient evidence of pre-course experience equivalent to the logbook requirements (e.g. by providing Third Party Reports, Employer Letters, dockets/risk assessment and other site information that clearly demonstrates actual TMA operational experience) that has occurred within the 12 months preceding the course date.

Award

Upon successful completion of all course requirements, AATC will issue the participant a Statement of Attainment for RII RTM301E – Operate truck or trailer mounted attenuators, and a wallet sized Truck Mounted Attenuator card.

RIRTM201E – Position, set-up and operate variable message signs

Learners who successfully complete this course will be hold the relevant national unit for the operation of Variable Message Signs (VMS) operation. Employment opportunities that may be available would typically be with traffic management companies or road asset owners. Note this course is based on Queensland specific road requirements.

Pre-requisites

Learners are required to:

- General Construction Induction Card
- Hold a current QLD Traffic Management Implementation card in order to position, setup and operate Variable Message Signs
- Hold a current QLD Driver's Licence
- Have access to a set of VMS trailer or VMS utility in their workplace, in order to complete the practical experience component
- Have access to a set of VMS trailer or VMS utility in their workplace, in order to complete the practical experience component

Learners will also need sufficient language, literacy and numeracy skills to read device manufacturer's specifications and company procedures, complete (read and write) course work and post course logbook.

Course Mode and Process

Theory component duration:

- Approximately 2 hours face to face

Practical component (Simulated practical on day and logbook post course):

- Approximately 2 hours at the end of the theory component for the simulated practical and,
- Complete the VMS logbook (minimum 3 separate set-ups within 3 months of course attendance date) or,
- Provide sufficient evidence of pre-course experience equivalent to the logbook requirements (e.g. by providing Third Party Reports, Employer Letters, dockets/risk assessment and other site information that clearly demonstrates actual VMS operational experience) that has occurred within the last 12 months

Note: This course is able to be run as a combination course with the above RIRTM202E – Position, set-up and operate portable traffic signals. In this case the theory for both will be 4 hours, with the simulated practical being 2 hours.

Award

Upon successful completion of all course requirements, AATC will issue the participant a Statement of Attainment for RIRTM201E – Position, set-up and operate variable message signs, and a wallet sized VMS card.

RIRTM202E – Position, set-up and operate portable traffic signals

Learners who successfully complete this course will be hold the relevant national unit for the operation of Portable Traffic Signal Systems (PTSS) (type 1 or 2) operation. Employment opportunities that may be available would typically be with traffic management companies or road asset owners. Note this course is based on Queensland specific road requirements.

Pre-requisites

Learners are required to hold a:

- General Construction Induction Card
- Current QLD Traffic Management Implementation card in order to position, setup and operate PTSS (in sensor & timed modes)
- Current QLD Traffic Controller Industry Authority in order to operate the device in manual mode. This applies to both Type 1 and Type 2 PTSS and boom barriers and,
- Have access to a set of portable traffic signals (either Type1 or 2) or boom barriers in their workplace, in order to complete the practical experience component.

Learners will also need sufficient language, literacy and numeracy skills to read device manufacturer's specifications and company procedures, complete (read and write) course work and post course logbook.

Course Mode and Process

Theory component duration:

- Approximately 2 hours face to face

Practical component duration (simulated practical on day and logbook post course):

- Approximately 2 hours, simulated practical conducted at the end of the theory component and,
- Complete the PTSS logbook (minimum 3 separate set-ups within 3 months of course attendance date) or,
- Provide sufficient evidence of pre-course experience equivalent to the logbook requirements (e.g. by providing Third Party Reports, Employer Letters, dockets/risk assessment and other site information that clearly demonstrates actual PTSS operational experience) that has occurred within the 12 months preceding the course date.

Note: This course is able to be run as a combination course with the below RIRTM201E – Position, set-up and operate a variable message signs. In this case the theory for both will be 4 hours, with the simulated practical being 2 hours.

Award

Upon successful completion of all course requirements, AATC will issue the participant a Statement of Attainment for RIRTM202E – Position, set-up and operate portable traffic signals and wallet sized PTSS card.

Course Details

Enrolment Date

Day

Month

Year

Course	Full course	Renewal course
CPCCWHS1001–Prepare to Work Safely in the Construction Industry	<input type="checkbox"/>	<input type="checkbox"/>
RIIWHS205E – Control Traffic with Stop/Slow Bat	<input type="checkbox"/>	<input type="checkbox"/>
RIIWHS302E–Implement Traffic Management Plans (TMI New Entrant)	<input type="checkbox"/>	<input type="checkbox"/>
RIIRIS301E – Apply Risk Management Processes (TMI Renewal)	<input type="checkbox"/>	<input type="checkbox"/>
Traffic Management Design	<input type="checkbox"/>	<input type="checkbox"/>
RIICWD503E Prepare Traffic Management Plans & Traffic Guidance Schemes	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> TMA <input type="checkbox"/> PTSS <input type="checkbox"/> VMS <input type="checkbox"/> Other: Specify	<input type="checkbox"/> Card re-issue	Specify

USI & Identification Details (Important note: Personal information on this form is collected and reported in accordance with mandatory NCVER, QLD Dept. TMR, WHSQ and other regulatory requirements check page 3 Privacy Notice for more details).

Unique Student Identifier Number (USI):	<input type="checkbox"/> I have read the AATC Privacy Notice as set in the Student Handbook / website
<input type="checkbox"/> I agree to allow Acquired Awareness Training Centre and its representative's the ability to access, verify, and create (where necessary) my Unique Student Identifier. See final note over page for further information.	
How would you like to receive information about your USI?	<input type="checkbox"/> Email <input type="checkbox"/> Mobile <input type="checkbox"/> Mail

CSQ FUNDING	<input type="checkbox"/> I have/will be completing the "AATC CSQ Funding Eligibility Form" (only tick box if you are eligible for CSQ funding)		
Identification	Government Issue Photo ID (Required): Indicate type of ID	ID Number	RTO rep. signature
	Other (e.g. Medicare Card): Indicate type of ID	ID Number	RTO rep. signature
	Other (e.g. Passport): Indicate type of ID		RTO rep. signature

Participant Details

Family name:		First name:	
Other names:		Preferred name:	
Preferred title (Mr, Mrs, Ms, Miss):		Phone:	
Email:		Work Phone:	
Street address:		Suburb:	Postcode:
Postal address: If as above please write "AS ABOVE"		Suburb:	Postcode:
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate, Intersex or Unspecified	Date of Birth:	Date Month Year
Country of birth	<input type="checkbox"/> Australia <input type="checkbox"/> Elsewhere, please specify:		
City or town of birth			
Are you a permanent resident of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Proof of residency <input type="checkbox"/> Citizenship <input type="checkbox"/> Visa	
Emergency contact name & relationship:		Phone:	
Are you of Aboriginal or Torres Strait Islander origin? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes: <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	
What is your highest completed school level?	<input type="checkbox"/> Yr 12 <input type="checkbox"/> Yr 11 <input type="checkbox"/> Yr 10 <input type="checkbox"/> Yr 9 <input type="checkbox"/> Yr 8 or below		
Are you still at school? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, what year did you complete that school level?		
Do you speak a language other than English at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, specify:	
How well do you speak English? <input type="checkbox"/> very well <input type="checkbox"/> average <input type="checkbox"/> below average <input type="checkbox"/> do not speak English			
Do you need assistance with:	<input type="checkbox"/> Reading <input type="checkbox"/> Writing <input type="checkbox"/> Learning difficulties: specify		
Do you consider yourself to have a permanent and/or significant disability / impairment / long-term condition that may affect your ability to complete this course? (please indicate)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Hearing / deaf	<input type="checkbox"/> Physical	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Learning
<input type="checkbox"/> Mental Illness	<input type="checkbox"/> Vision	<input type="checkbox"/> Acquired brain impairment	
<input type="checkbox"/> Medical Condition: If Yes, please specify		<input type="checkbox"/> Other: please specify	

Have you successfully completed any of the following qualifications?			
<input type="checkbox"/> Bachelor or higher	<input type="checkbox"/> Advanced Diploma	<input type="checkbox"/> Diploma	<input type="checkbox"/> Certificate IV
<input type="checkbox"/> Certificate III	<input type="checkbox"/> Certificate II	<input type="checkbox"/> Certificate I	<input type="checkbox"/> Other

How did you hear about Acquired Awareness Training Centre?			
<input type="checkbox"/> AATM/AATC contact	<input type="checkbox"/> Brochure / Flyer	<input type="checkbox"/> Facebook / Social Media	<input type="checkbox"/> Google
<input type="checkbox"/> Employer	Name	<input type="checkbox"/> Work Colleague	<input type="checkbox"/> Job Network

Of the following categories, which BEST describes your current employment status:	
<input type="checkbox"/> Full-time employee	<input type="checkbox"/> Self-employed- not employing others
<input type="checkbox"/> Part-time employee	<input type="checkbox"/> Self-employed – employing others
<input type="checkbox"/> Employed unpaid worker in a family business	<input type="checkbox"/> Unemployed – seeking full-time work
<input type="checkbox"/> Unemployed – seeking part-time work	<input type="checkbox"/> Not employed – not seeking employment

Of the following categories, which BEST describes your reason for undertaking this course:	
<input type="checkbox"/> To get a job	<input type="checkbox"/> To develop my existing business
<input type="checkbox"/> To start my own business	<input type="checkbox"/> To try for a different career
<input type="checkbox"/> To get a better job or promotion	<input type="checkbox"/> It was a requirement of my job
<input type="checkbox"/> I wanted extra skills for my job	<input type="checkbox"/> To get into another course of study
<input type="checkbox"/> To get skills for community / voluntary work	<input type="checkbox"/> For personal interest or self-development
<input type="checkbox"/> Other reasons -	

☐ (Tick box) I have been supplied with a copy of the AATC Student Handbook and have read, understood and agree to be bound by all the terms and conditions therein.

Participant Agreement, Privacy policy, Indemnity and Waiver

- I agree to abide by the rules and regulations of Acquired Awareness Training Centre P/L and to follow the lawful instruction of their trainers. I understand that if I do not follow the lawful instructions of the Acquired Awareness Training Centre trainers, my enrolment may be withdrawn, the provision of training ceased, and I will not be entitled to a refund.
- I agree not to hold Acquired Awareness Training Centre P/L liable for any injury, loss or damage which may be personal, financial or otherwise that I may sustain either during the training or as a direct or indirect consequence of the training. I agree to indemnify, release from liability and covenant not to sue Acquired Awareness Training Centre P/L for any injury, loss or damage which may be personal, financial or otherwise that I may cause or which may result directly or indirectly as a result of my actions during or as a consequence of my training (see note *).
- I hereby voluntarily waive any and all claims or actions, both present and future, which may be made by my family, estate, personal representative, heirs or assigns resulting directly or indirectly from training provided by Acquired Awareness Training Centre P/L. (see note *).
- Acquired Awareness Training Centre P/L acknowledges the importance you attach to information that identifies you (personal identifiers such as name, address, date of birth, email address etc). We are committed to protecting and managing this information and we seek to ensure that your personal information will only be used by AATC in the ways described to you, that it will be held securely, and when there is no longer any legitimate purpose in retaining such information it will be disposed of appropriately.
- I consent to Acquired Awareness Training Centre P/L (and all State and Federal government departments that regulate or influence AATC, and AATC licensors, AATC agents and representatives, and course funding bodies) using the information I provide and they subsequently gather, for the purpose it was collected, to assist in the administration of products and services, to contact myself and/or my designated contact(s), to meet AATC registration, licencing, course funding and reporting requirements, and to carry out all activities associated with AATC business activities, marketing, compliance and legal governance matters.
- I state that all personal information that I have supplied to the organisation is true and correct and that all work, including assessments, that I submit will be my own work.
- I acknowledge that it is my responsibility to ensure AATC is provided with both a USI and permission to validate that USI prior to course commencement. I also understand that no nationally recognised course awards (Qualification or Statements of Attainment) will be issued until such time as AATC is able to validate the USI provided.

I declare that I have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice>

Iauthorise Acquired Awareness Training Centre Pty Ltd to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

☐ I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice> and the privacy information over the page.

* Note: Statements marked with a (*) are limited by the requirements of relevant Commonwealth, State and Territory legislation.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If we are unable to get this information from you, we will not be able to formally enrol you into one of our Nationally Accredited courses.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation, facilitation of statistics and research relating to education, including surveys and data linkage, understanding how the VET market operates, for policy, workforce planning and consumer information. The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy. If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Acquired Awareness Training Centre to: request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, ask a question about this Privacy Notice.

Phone: 3881 3008

Email: training@acquiredawareness.com.au

☐ (Tick box) I have read, understood and agree to be bound by all the terms and conditions in the above Participant Agreement, Privacy Policy, Indemnity and Waiver.

Name	Signature	Date

Acquired Awareness Training Centre Pty Ltd, 13 Leonard Crescent, Brendale, QLD, 4500
RTO No. 40905

Further information

Learners who may have questions or queries about anything contained in this Student Handbook, on our website, or from other materials sent to them as part of their enquiry into a course, can contact us on the details below:

Phone: 3881 3008 (follow the prompts to the training selection)

Email: training@acquiredawareness.com.au

Learners may also visit our website: www.acquiredawareness.com.au

We look forward to hearing from you regarding our courses, and training with us.