



**Access Training**  
and Logistics



# **Student Information Handbook**

**TABLE OF CONTENTS**

***WELCOME TO ACCESS TRAINING & LOGISTICS PTY LTD* ..... 2**

    Who is Access Training and Logistics? ..... 2

***Before you Start – Information, Enrolment, Support* ..... 3**

    Pre-Enrolment ..... 3

    Access and Equity ..... 3

    Enrolment ..... 3

    Previous Study or Experience ..... 4

    Fees & Charges ..... 5

***Training with Access Training & Logistics*..... 6**

    Our People ..... 6

    Our Training ..... 6

    Training Methods ..... 6

    Learning Resources ..... 7

    Attendance and Time Commitment..... 7

    Work Placements..... 8

    Workplace Training..... 8

    Traineeships ..... 9

***Assessment*..... 10**

    Plagiarism and Cheating..... 11

***Completing your Course*..... 12**

    Withdrawal from Training..... 12

***Appeals, Complaints and Grievances* ..... 13**

***COMPLAINTS & APPEALS FORM*..... 14**

***Student Rights and Responsibilities* ..... 15**

    Health, Welfare and Behaviour ..... 15

    Misconduct..... 17

***Keeping your Records* ..... 18**

    Privacy ..... 18

***Quality Assurance and Continuous Improvement*..... 19**

## WELCOME TO ACCESS TRAINING & LOGISTICS PTY LTD

Thank-you for choosing Access Training & Logistics on your journey towards advancing your education, career and future.

### ***Who is Access Training and Logistics?***

Access Training & Logistics Pty Ltd (ATL) has been providing specialist training services throughout Australia for over 20 years. We are a registered Training Organisation, able to deliver nationally recognised qualifications and courses.

We specialise in training within the hospitality service industry, and excel in providing a service that is flexible and responsive to the needs of our learners and the industry in which they work or wish to work.

We deliver training across Victoria, NSW and Qld through both state and commonwealth funded training and on a fee-for service basis.

A full list of qualifications and courses ATL is available at:

<http://training.gov.au/Organisation/Details/21318>

This Student Handbook will provide you with the information you will need throughout your study, as well as to assist you to understand your obligations and responsibilities if you choose to enrol with ATL. You will be required to sign a declaration at the end of your enrolment form indicating that you have read and understood this Handbook.

Where you are enrolling in Government funded training you may be provided with additional information either electronically via our website or in hard copy. Please ensure that you review and understand this information too.

If you have any questions about ATL or our processes and procedures, please feel free to call 1300 853 031 and a member our team will be able to assist.

## **Before you Start – Information, Enrolment, Support**

### ***Pre-Enrolment***

Prior to enrolling with ATL we will complete a Pre-Training Review with ATL. This appointment is conducted to make sure this is the right course for you, whether you have the skills required to enter the course and any additional support you may require to undertake the course is identified.

At this interview we will cover:

- ATL – who we are and what we do
- The course you want to enrol in – details, study options, requirements and outcomes
- Your expectations of ATL and our expectations of students
- Language, Literacy and Numeracy (LLN) assessment
- Recognition for prior training and/or experience
- Course fees and payment options
- Government funding subsidies availability and eligibility

### ***Access and Equity***

ATL is committed to ensuring that we offer training services that reflect fair and reasonable opportunities for all clients, regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

We promote, encourage and value equity and diversity with regard to students and staff.

Reasonable Adjustments may need to be made to training programs to ensure participants from a range of backgrounds are able to successfully participate in training. We will provide flexible learning and assessment options, providing students with alternatives which reflect the diversity of their individual needs and circumstances in aiding them with their learning goals.

### **Student Support**

Should you require additional support during the program, please advise your Trainer/assessor who will refer you to an appropriate support service. For assistance with improvement of reading and/or writing, we can assist you in sourcing an appropriate external support organisation such as the Reading, Writing Hotline on 1300 655 506. We will endeavour to provide welfare and guidance to all students/course participants wherever possible.

### ***Enrolment***

On enrolment you will be required to complete an enrolment form and any forms required if you are eligible for a Government subsidised place. An ATL representative will complete a Training Plan with you.

## **Training Plan**

All students of ATL have a Training Plan. Your training plan will outline

- the Units of Competency (UoC) you are going to undertake
- who will be delivering your training and how
- who will be assessing you and how
- support you may need and how this may be provided
- workplace involvement (where applicable)
- estimated timeframes for delivery and assessment

RPL and Credit Transfer options will also be discussed.

Remember, this is *YOUR* plan so your input is important that you have input into it and understand what it means. Talk to your ATL representative if you have comments or questions

## **Unique Student Identifier**

From 1 January 2015 all students studying in Australia must have a Unique Student Identifier (USI). You will need to provide this to us when you enrol with us. ATL cannot issue your Certificate or Statement of Attainment if you do not have a USI.

The USI will make it easier for you to access your VET records through an on-line account. Records and results from training you have completed will be stored within this on-line account.

For more information and to obtain your USI if you don't have one, go to the students page of the USI website: [www.usi.gov.au](http://www.usi.gov.au)

## ***Previous Study or Experience***

If you have skills and knowledge from previous study, training work or life experience that relate to the course, you may be able to have that recognised and used towards completion of your current study.

### **National Recognition (Credit Transfer)**

ATL will take into account previous study for the equivalent module/UoC by other RTO's. If you have results showing completed UoCs that are the same or equivalent to UoCs in the course you are enrolling in, you will be granted a Credit Transfer and no charge will be involved.

### **Recognition of Prior Learning (RPL)**

RPL is the formal recognition of a person's current skills and knowledge, no matter how, when or where the learning occurred. These skills and knowledge could have been gained through study, paid work, volunteering or other life experiences.

If you think this may apply to you, speak to your ATL representative – they will provide you with the relevant application form and assist you with the types of evidence you can provide, and explain the RPL process to you.

### **Fees & Charges**

Fees and charges vary depending on the course you are undertaking and whether you are eligible for a subsidised training place.

Your ATL representative will explain the deposit, full cost, payment terms and our refund policy with you at your pre-enrolment appointment. When you sign your Student Declaration on the enrolment form, you agree that you've understood the fees and any other charges related to your course.

They will also discuss with you the possibility of your course being subsidised through government funding, and options for you if you are a concession-card holder.

If you are offered a funded place, please use it wisely by choosing the right course and completing it – different states and territories have different rules around funding. You will be provided with information on the funding available to you – make sure you read and understand the rules around any funding you receive.

### **Refunds**

If you or ATL cancel the training, refunds may apply. ATL's Refund Policy is available on our website.

## **Training with Access Training & Logistics**

### ***Our People***

All ATL training is delivered by qualified trainer/assessors who have extensive industry experience and up-to-date industry knowledge. Our trainers/assessors are required to maintain their skills and knowledge within the industry they are training – to ensure the skills and knowledge they are passing on to you are relevant and current.

Your trainer/assessor is there to support you through your learning journey, so make sure to ask him or her any questions you may have.

### ***Our Training***

All of our training is “Competency-Based Training”. Competency-based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of their training. It is practical rather than theoretical training. Our training programs are comprised of competency standards set by industry.

Progression through training will be determined by you demonstrating that you have met the competency standards through the training program and related work.

### ***Training Methods***

At ATL we strive to make our training as flexible as possible, training methods will depend on your course and your circumstances. Training may be delivered on or off-the-job in small groups or one-on-one. Training will be scheduled to suit the needs of the group and/or employer.

Scheduled training/assessment sessions will never exceed more than eight (8) hours per day. Training/assessment will never be scheduled prior to 8.00am or after 10.00pm.

Delivery methods used are relevant to the program content, relevant competencies and needs of students and can include:

- Trainer instruction
- Group discussions and tasks
- Research projects
- Practical placement
- Field trips
- Guest speakers
- Workbook activities
- Workplace projects

## ***Learning Resources***

At the beginning of each UoC or cluster of UoCs you will receive a Learner Resource that will provide the majority of your study material and your assessments.

The Learner Resource is meant to guide you through the studying of the UoC/cluster and consists of essential information on the topic and activities to help you practice what you've learned and self-assess your knowledge and understanding.

Your trainer/assessor may also provide you with a range of supporting materials and refer you to appropriate resources for extra reading and more in-depth information

## ***Attendance and Time Commitment***

Our programs consist of a combination of face to face delivery, reading through and undertaking the activities within the Learner Resource Guide and/or Assessment Workbook to understand the theoretical concepts, and self-directed or structured workplace learning and assessment activities.

Whilst it is difficult to predict the exact time allocation required undertaking the self-directed learning activities or the non-routine applied learning activities in the workplace, and complete the assessment tasks, a significant personal time commitment is required from participants in order to successfully complete all requirements to gain their qualification.

As part of your commitment to completing your qualification, you are required to attend all the scheduled face-to-face delivery workshops and other scheduled coaching sessions, as assessments will be also discussed at that time.

If you unable to attend, you must contact your trainer/assessor preferably before the session day, to discuss possible alternative arrangements.

Arrangements may include a 'make-up' session (if available), short consultation with the Trainer/assessor or others options within the course duration, as available, suitable and agreed on.

As alternative dates or 'make-up' sessions may not be available within the course duration, it is imperative that participants attend all course sessions as scheduled!

Please be aware that the possible 'make-up' session will take place at a date and location according ATL's schedule and that this extra session will incur an additional fee!

If you miss two sessions in a row, your trainer/assessor will contact you to inquire discuss your situation and continuation of your enrolment. Workplace-based trainees will also have their employer contacted in such situations.



## **Work Placements**

This section only applies to you if you are undertaking a course that requires a work placement and you are not working in industry.

### **Duration**

The length of your placement will depend on your course. Check the Course Information document or ask your trainer/assessor.

### **Checks**

You may need a *National Criminal Record Check* or a *Working with Children Check* – the Course Information document will tell you. You will need to get these before your placement starts.

### **Your Agreement**

When you enrol in a course that requires a work placement, you agree that:

- You are responsible for sourcing an appropriate work placement
- If you require a check
  - you will get the relevant check at your own cost
  - you'll give a copy of this check to ATL within six (6) weeks of starting your course or before your placement starts (whichever comes first)
  - you understand that not providing the checks, or providing a check with a record may result in you not being able to undertake placement
- Where you do not undertake required placement you may not be able to complete the course
- You will maintain a Work Placement Log which will be included in your assessment for the specified UoCs that the placement covers

### **Your Host Employer**

We will work with your host Employer to ensure that the workplace is appropriate and safe for you. We will provide your host employer with relevant information relating to the work placement requirements and support them to support you.

## **Workplace Training**

All workplace-based training and assessment arrangements will be agreed on and documented in your Training Plan.

Training and assessment will be structured in applied learning cycles over the duration of the course, which may be consisting of a combination of the following or as otherwise agreed:

- on-the-job structured training as group workshop per month;
- coaching sessions ;
- workplace-based applied learning, supervised and self-directed; and
- workplace-based assessment activities
- self-directed study at home

Each UoC is delivered through face-to-face coaching sessions of an agreed duration (e.g. 3 hours), scheduled usually once every 6 weeks, allowing for training to be applied in the workplace and evidence gathered in preparation for the assessments for each UoC. During these coaching sessions, your trainer/assessor will monitor your learning progress, assist you with assessment preparation or clarify the topics studied.

The assessment due dates will be scheduled in agreement with you and your employer, and then documented in the Training Plan.

Assessments must be submitted (handed over) to the assessor on the agreed dates.

### **Training Diary/Log**

During the program delivered in the workplace, you will have to complete a Training Diary, which records all the training activities that you have undertaken during the specific work period. This will be handed to your trainer/assessor at each visit.

This Diary is also an opportunity for you and your Supervisor to monitor your course progress against your Training Plan and to implement any necessary action and support in a timely manner, if competency is not being achieved as expected.

In addition, some UoCs will require you to complete a detailed Training Log which demonstrates how you have performed the skills required to be competent in that UoC. The Assessment Booklet for the UoC will provide information on how to complete the log

This Log is part of your assessment; it must be signed by your supervisor at the end of the learning cycle for each UoC (i.e. assessment due date), and be submitted to your assessor with the rest of your assessment for each UoC.

At the completion of the course, the Diary and Log will be stored in your student file.

### **Supervisor Report**

The Supervisor Report for each UoC will be provided in your Assessment Record, and it will form part of the participant's assessments. It will need to be completed by your workplace supervisor by the assessment due date (i.e. together with the Training Log).

A final result on the assessed UoC will not be released until the Supervisor Report is received by the trainer/assessor

### ***Traineeships***

Where you are on a traineeship organised by your employer, you will need attend an induction with an Apprenticeship Network Provider – usually in your workplace. During your introduction session someone from the Apprenticeship Network Provider will explain what it means to train through your employer and the expectations of you, your employer and ATL. They're there to provide any extra support you or your employer might need.

## **Assessment**

Competency Based Assessment is a process whereby your assessor works with you to collect evidence of your competence against the benchmarks provided in the UoC.

Assessment will take place over a period of time, through a series of tasks such as written questions, projects and workplace activities. Your trainer/assessor will tell you what will be assessed and how – making sure you're comfortable with what you need to do. Make sure you ask your facilitator any questions leading up to your assessments.

UoCs will be assessed as 'Competent' or 'Not Yet Competent'. For students to be competent in a UoC they must demonstrate competence in all aspects of the UoC

You will be given a timeframe in which this work is to be completed. Your trainer/assessor will collect your assessment activities as they are completed. Please look after it since work will have to be repeated if it is lost.

### **Who will assess you?**

All ATL assessments are conducted by qualified assessors who have up-to-date knowledge of industry standards as well as relevant legislation.

Your trainer/assessor from ATL will be the person to assess you and this will be recorded in your Assessment Record and signed by:

1. You
2. Your trainer/assessor
3. Your workplace supervisor (where relevant)

### **How will you be assessed?**

Assessment will generally be conducted after training has taken place, Assessment may be done in the workplace or off-the-job in a simulated work environment where required. Assessment methods used could include:

- Demonstrating the skills on the job
- Showing samples of your work
- Answering verbal or written questions
- Demonstrate procedures required to carry out a task
- Completing a project or research task

### **What if I'm not ready to be assessed?**

If you feel that you are not ready to be assessed, discuss this with your trainer/assessor.

If there's a good reason for you being unable to complete an assessment on time and you contact us beforehand, we may be able to give you an extension

### **What if I get a result of “Not Yet Competent”?**

If you receive a result of “Not Yet Competent” this does not mean you have failed. Your trainer/assessor will look at the areas that require improvement and discuss the most appropriate options for you to:

- Be re-assessed or re-submit a particular assessment task; or
- Undergo further training before being reassessed.

There is no additional charge for re-assessment.

If you are not able to achieve competency after being re-assessed you may be required to re-enrol in the particular UoC. This may result in additional enrolment and materials fees.

### ***Plagiarism and Cheating***

Plagiarism is defined as taking someone else’s work and claiming it as your own. Plagiarism is a form of cheating. Other forms of cheating include:

- Copying work from another student
- Submitting the work of others from previous courses
- Stealing work from your trainer/assessor, internet or other students

If a trainer/assessor suspects a student of cheating or plagiarising they will be asked to attend an interview to discuss the matter. If the matter cannot be resolved at this interview it will be referred to ATL’s General Manager who will review the evidence, speak to the parties involved and make a final decision. The student will be informed of this decision in writing.

Plagiarism and cheating will not be tolerated by ATL. If a student is caught plagiarising or cheating they will be deemed Not Yet Competent for the UoC and will need to re-enrol in the UoC if they wish to complete it.

If a student is caught cheating/plagiarising a second time, their enrolment for the course will be cancelled.

## **Completing your Course**

There are three steps to completing your course:

1. Achieve a 'Competent' result for all of your UoCs
2. If you are a trainee - ensure your Employer has signed completion documentation
3. Complete "Application for Certificate" form and send it to us

Within 21 days we will send you your certificate and record of results.

### **Partial Completion**

If for some reason you don't complete your course we'll send you a Statement of Attainment (SoA) for the UoCs that you completed (as long as you have a USI). You can use this to apply for Credit Transfer if you take a similar job in the future or to apply for jobs.

### **Replacement or Re-issue of Certificate and/or Statement of Attainments**

A fee of \$20.00 will be charged for a replacement of official Certificate, or for re-issuing a Statement of Attainment.

For a Certificate or Statement of Attainment to be replaced or re-issued, please contact us on 1300 853 031

### ***Withdrawal from Training***

If for any reason you decide not to continue with your course, you will have to provide ATL with written notice.

Missing two sessions / workshops in a row, without contacting ATL or not responding to ATL attempts to contact you will be considered as an informal withdrawal from the course.

In this case, assessment will not take place and you may lose your enrolment; workplace –based trainees will also have their Apprentice Network Provider notified within two weeks.

We will write to you informing you about the impending cancellation of enrolment, and give you an opportunity to discuss any difficulties you are having and options for continuing the course.

Please speak to your trainer/assessor if you are experiencing any difficulties with the training content, attendance and/or assessment requirements.

If you do withdraw, we will send you a Statement of Attainment for the UoCs you have completed, within 21 days

## **Appeals, Complaints and Grievances**

We have the same process for both academic (eg assessment results, training delivery) and non-academic complaints. The following procedure has been designed to help you solve the issue effectively and efficiently.

### **Step 1 Local Level Resolution**

ATL encourages open communication and an environment of trust. Any student with a complaint & appeal is encouraged to firstly raise the matter directly with the other party concerned (in the case of an assessment appeal, this will be the assessor). A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

### **Step 2 Resolution by General Manager**

Should the matter remain unresolved following Step 1, or should Step 1 be inappropriate, the student is encouraged to contact the General Manager. The training manager will consider the complaint & appeal and recommend a resolution.

### **Step 3 Resolution by ATL'S Director**

Should the matter remain unresolved following Step 2, or should Step 2 be inappropriate, the student is encouraged to contact the ATL's Director. The Director will consider the matter and intervene where necessary in order to reach an objective solution to the matter in dispute.

### **Step 4 Resolution by Arbitration**

Should the matter remain unresolved following Step 3, the Organisation's director may appoint an independent arbiter to review the dispute and suggest an amicable solution.

### **Step 5 Resolution by External Authority**

Should the matter remain unresolved following Step 4, the learner may seek the advice of an independent authority that is skilled in dispute resolution processes.

If required, ATL will provide contact details or refer the matter to external parties who may be of assistance. External Parties may include Apprenticeship Field Officer (for workplace Trainees); Australian Skills & Qualifications Authority (ASQA); local police.

If you are not comfortable making a personal approach the following Complaints & Appeals Form is below. This form can be completed and returned to ATL who will follow the process through discreetly.

**COMPLAINTS & APPEALS FORM**

Access Training & Logistics Pty Ltd is committed to improving services to you and future learners. If you have a concern about any part of the services provided to you, please read the Access Training & Logistics Pty Ltd complaints & appeals procedures.

If for some reason you are unable to talk about the concerns and you would like an Access Training & Logistics representative to follow up the matter, please complete and return the following form to:

Access Training & Logistics Pty Ltd  
Level 1, 114 Yarra Street  
Geelong Vic 3220

For telephone inquiries please contact  
Sophie Fisher  
Telephone: 1300 853 031  
Email: [sophiem@accesstraininglogistics.com.au](mailto:sophiem@accesstraininglogistics.com.au)

Name \_\_\_\_\_

(Your name and address must be included for follow up purposes)

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Comments:

(Please describe your concerns in the area provided below)


Describe any efforts you have made to resolve your concern:


Date of incident or concern: \_\_\_\_\_

Signature: \_\_\_\_\_

## **Student Rights and Responsibilities**

### **What are your rights?**

- To be treated with dignity, courtesy and respect by all students and staff
- To a learning environment free from all forms of discrimination, bullying and sexual harassment
- To learn in a healthy, safe and supportive environment where the risks to personal health and safety are minimised
- To have personal details and records kept private and be able to access the information ATL has about you
- To be involved in all decisions about your program, including the sort of training and ongoing support
- To raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- To be given clear and accurate information about your course, training, assessments and progress
- To be able to provide feedback to ATL on the services, training, assessment and support you receive
- To withdraw from your course of study at any time

### **What are your responsibilities?**

- To ensure you meet specified course requirements, including required attendance at face-to-face sessions and scheduled coaching sessions
- To contact your trainer/assessor if you are experiencing difficulties in completing the assessment requirements
- To ensure that assessments are submitted on the due date
- To inform ATL if you move or your circumstances change. If you are a trainee this includes leaving or changing employer
- To follow the guidelines below in relation to Appropriate Behaviour
- To treat your trainer/assessor, other ATL staff and fellow students with courtesy and respect
- To comply with ATL's Policies and Procedures
- To be aware of what is in your training program and do all the training described in it

## ***Health, Welfare and Behaviour***

### **Health and Safety**

ATL places a high importance on your health and safety and follows the guidelines set out by current OH&S or WHS Acts in each state of territory and all other relevant legislation and codes of practice. We expect you to:

- Protect your own health and safety and avoid risking the health and safety of others



- Not bring threatening or dangerous items to training
- Not misuse anything provided by ATL
- Co-operate with any instructions given to you by ATL
- Not put yourself and others in danger through the consumption of drugs or alcohol - We won't tolerate alcohol or drug use – even if use is outside of training but you are still under the influence at training
- Report any risks you notice
- Only smoke in designated areas and never inside a training facility

### **Illness and Injury**

Please let your trainer/assessor know before you start your course if you have a health condition that may need emergency attention during your course. We will treat this information confidentially. Please also tell us if you're involved in an accident that results in personal injury – we'll do our best to support you.

### **In an emergency**

Please follow our emergency procedures and exit plans and follow any instructions given to you by your trainer/assessor.

### **Behaviour**

To ensure that all students receive equal opportunities and gain the maximum from their time with ATL, these rules apply to all people that participate in our training program. Any person/s who displays dysfunctional or disruptive behaviour may be asked to leave the program.

It's useful to remember that things may offend or embarrass people, even if you're joking. Therefore we won't tolerate:

- Inappropriate language or actions
- Harassment and intimidation
- Disruptive behaviour
- Abusive or violent behaviour
- Disrespect of people or equipment
- Lateness (including after lunch and breaks)

Any person who is asked to leave a training session or program has the right of appeal through our appeals process.

### **Use of Technology**

Currently, ATL does not require you to bring any mobile devices to the course to be used as part of the delivery / assessment process.

Therefore, the use of mobile technology during the training session is not permitted (i.e. phones must be turned off or on 'silent' and tablets/ laptops must not be used for activities such as checking emails or the internet, unless otherwise directed by the trainer/assessor)

The use of mobile devices for note taking during class must be approved by the trainer.

Students must also strictly observe the privacy policy, which includes precludes you from being able to take pictures of, or record, your colleagues or your trainers and to further use this information for personal reasons (e.g. posting on social networks or otherwise).

Failure to strictly observe these requirements may put ATL in the position of breaching our policies of providing a safe environment for learners and staff, which may result in ATL taking formal/corrective action against you.

### ***Misconduct***

Misconduct refers to things like:

- Theft
- Cheating or fraud
- Violence or assault
- Discrimination, harassment, intimidation, victimization, bullying
- Serious negligence
- Breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Being so affected by alcohol or drugs (both illegal and prescription) that your ability to take part in training is affected

### **Consequences**

Any misconduct will result in a meeting and a written warning. Repeated incidents will result in termination from the course without a refund.

Serious misconduct will result in immediate termination from the course without a refund, and could result in legal proceedings if the nature and gravity of the conduct warrants it.

## Keeping your Records

We will keep accurate records of your:

- Contact details
- Enrolment
- Academic progress
- Certification
- Payments, charges and balances

## Privacy

Confidentiality of client records is paramount to the operations of ATL. In accordance with *The Privacy Amendment (Private Sector) Act 2000* and national privacy legislation: complying with such legislation as Public Records Act 1973 and Information Privacy Act 2000:

- We collect your information solely for the purpose of operating as a Registered Training Organisation under ASQA according to the Standards for Registered Training Organisations 2015
- We will not disclose any information that we gather about our staff or clients to any third party – although it may be used for statistical analysis and government audits
- No staff or client information is shared with another organisation
- If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information.

If you'd like to see your files, please ask in writing. You can ask us to make any corrections to your information at no extra cost.

If you would like a copy of your results prior to completion of your training program, this information can be accessed via the Student section of the USI website: [www.usi.gov.au](http://www.usi.gov.au) .

## **Quality Assurance and Continuous Improvement**

ATL adopts a quality assurance and continuous improvement system that includes clearly documented procedures for managing and monitoring all training operations and reviewing learner/client satisfaction. Your feedback on areas of improvement is highly encouraged.

Throughout your course, we may ask you to review your trainer, assessor, course content, facilities and your overall experience – throughout your course.

We'll also ask you to complete a questionnaire at the end of your course. We're required to pass on this feedback to our registering body so they can check on our performance.

You can give feedback at any time through [admin@accesstrainingandlogistics.com.au](mailto:admin@accesstrainingandlogistics.com.au)

**Once again, thank-you for choosing Access Training and Logistics as your training provider and best of luck with your course.**