



Australian Operator Training

Student Handbook

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1. Welcome to Australian Operator Training

We are pleased to have you join us and support you on your training journey. At Australian Operator Training, our goal is to provide high-quality, practical, and industry-relevant training that helps you build the skills and knowledge required to succeed in your chosen field.

We are committed to creating a supportive learning environment where all students are treated with fairness, respect, and professionalism. Whether you are starting your career, upskilling, or seeking formal recognition of your experience, our team is here to assist you every step of the way.

About Australian Operator Training

Australian Operator Training is a **Registered Training Organisation (RTO)** operating under the Australian Skills Quality Authority (ASQA).

- **RTO Name:** Australian Operator Training
- **RTO Code:** 41351
- **Head Office Address:** 10 Clermont Street, Emerald. Qld 4720
- **Phone:** 07 49 822 541
- **Email:** training@aot.net.au
- **Website:** www.aot.net.au

Key Contact Points

If you require assistance at any stage of your training, you can contact us using the details below:

- **General Enquiries:** reception@aot.net.au / 07 49 822 541
- **Student Support:** training@aot.net.au / 07 49 822 541
- **Administration:** admin@aot.net.au / 07 49 822 541
- **Complaints & Appeals:** training@aot.net.au / 07 49 822 541

Our team is available during business hours and aims to respond to all enquiries promptly.

What We Deliver

Australian Operator Training delivers nationally recognised training and assessment services in accordance with the Australian Qualifications Framework (AQF).

Our training focuses on practical, real-world skills designed to meet industry needs. Depending on the course, delivery may include:

- Face-to-face training
- Workplace-based training
- Online or blended learning
- Practical, hands-on assessment

We offer:

- Full qualifications
- Skill sets
- Statements of Attainment
- Recognition of Prior Learning (RPL) pathways

Our programs are designed to ensure that students graduate with the competence and confidence required to perform effectively in the workplace.

Our full scope of training products is listed here:

<https://training.gov.au/organisation/details/41351/summary>

Our Commitment to You

As a student of Australian Operator Training, you can expect:

- Clear and accurate information before and during your enrolment
- Training and assessment that meets national standards
- Access to appropriate support services
- Fair and transparent processes for feedback, complaints, and appeals
- A focus on helping you achieve successful outcomes

We encourage you to read this handbook carefully, as it contains important information about your rights, responsibilities, and the services we provide.

Getting Started

This handbook is designed to guide you through your journey with us—from pre-enrolment through to completion.

If you have any questions at any time, please reach out to our team—we are here to help.

We look forward to supporting your success.

2. About Vocational Education & Training (VET)

What is a Registered Training Organisation (RTO)?

A **Registered Training Organisation (RTO)** is a training provider that is officially registered by the Australian Government to deliver vocational education and training (VET) services.

RTOs must comply with national regulatory standards to ensure that training and assessment is:

- High quality
- Industry-relevant
- Consistent across Australia

Australian Operator Training is an RTO regulated by the **Australian Skills Quality Authority (ASQA)** and is authorised to deliver nationally recognised training and issue qualifications.

Nationally Recognised Training

All training delivered by Australian Operator Training is **nationally recognised**.

This means:

- Your qualification is recognised across all Australian states and territories
- It is developed from **national training packages** endorsed by industry
- It meets consistent standards regardless of where you study

National recognition ensures that your skills and qualifications are portable and valued by employers across Australia.

Australian Qualifications Framework (AQF)

This training is nationally recognised under the **Australian Qualifications Framework (AQF)**.

The AQF is the national system that regulates qualifications in Australia. It ensures that all qualifications:

- Are standardised across the country
- Follow a consistent structure and level of complexity
- Clearly define the skills and knowledge required at each level

The AQF includes different qualification levels, such as:

- Certificates (e.g. Certificate I–IV)
- Diplomas and Advanced Diplomas
- Higher education qualifications

Each level reflects increasing complexity, responsibility, and skill.

Qualifications vs Statements of Attainment

There are two main types of certification you may receive:

Qualification

A **qualification** is awarded when you successfully complete all required units of competency within a course.

- Recognises full completion of a nationally recognised course
- May support career progression or licensing requirements
- Issued with a testamur and record of results

Statement of Attainment

A **Statement of Attainment** is issued when you complete one or more units of competency, but not a full qualification.

- Recognises partial completion of a course
- Can be used as credit towards a full qualification in the future
- Common for short courses or skill sets

Units of Competency

Training is made up of **units of competency**, which are the individual building blocks of qualifications.

Each unit describes:

- The skills and knowledge required
- The standard of performance expected in the workplace

To be deemed competent, you must demonstrate that you can perform tasks to industry standards.

Industry Relevance

VET training is designed in consultation with industry to ensure that:

- Skills reflect current workplace practices
- Training meets employer expectations
- Graduates are job-ready

This means your training is practical, applied, and aligned to real job roles.

Your VET Outcome

By completing your training with Australian Operator Training, you will gain:

- Recognised skills and knowledge
- A nationally recognised qualification or statement of attainment
- Competencies that can be applied directly in the workplace

3. Your Training Journey

Overview

Your journey with Australian Operator Training is designed to be clear, supportive, and focused on helping you achieve successful outcomes.

Your journey with us follows these stages:

1. Pre-Enrolment
2. Enrolment
3. Training
4. Assessment
5. Completion

Each stage is explained below so you know what to expect.

1. Pre-Enrolment

Before enrolling, you will be provided with all the information you need to make an informed decision about your training.

This includes:

- Course details (units, duration, delivery mode)
- Entry requirements and prerequisites
- Language, Literacy and Numeracy (LLN) expectations
- Technology or equipment requirements
- Fees and payment information
- Career outcomes and course suitability

You may also be asked to complete a **pre-training review or skills assessment** to ensure the course is appropriate for your needs.

Your responsibility:

Carefully review all information and ask questions if anything is unclear before enrolling.

2. Enrolment

Once you decide to proceed, you will complete the enrolment process.

This includes:

- Completing an enrolment form
- Providing identification and required documentation
- Supplying or creating a **Unique Student Identifier (USI)**
- Agreeing to the terms and conditions of enrolment

At this stage, your course schedule, delivery method, and expectations will be confirmed.

Our responsibility:

Ensure your enrolment is accurate, complete, and suitable for your training needs.

3. Training

During the training phase, you will participate in learning activities designed to build your skills and knowledge.

Training may include:

- Classroom or face-to-face sessions
- Online learning
- Workplace-based training
- Practical demonstrations and activities

You will be supported by qualified trainers and assessors who will guide you through the learning process.

Your responsibility:

- Attend scheduled sessions
- Participate actively
- Complete learning activities
- Seek support when needed

4. Assessment

Assessment is how you demonstrate your competency.

You will be assessed using a range of methods, such as:

- Practical tasks
- Written assessments
- Projects or assignments

- Workplace observation

Assessments are conducted in line with:

- Principles of assessment (fair, flexible, valid, reliable)
- Rules of evidence (valid, sufficient, authentic, current)

If you are not yet competent, you will be given opportunities for reassessment.

Our responsibility:

Provide fair, clear, and supportive assessment processes.

5. Completion

When you have successfully completed all required assessments, you will reach the completion stage.

At this point:

- Your results will be finalised
- You will receive your certification (qualification or statement of attainment)
- Your records will be securely maintained

Certification is issued in accordance with national requirements and only after all conditions (such as USI provision) are met.

Ongoing Support Throughout Your Journey

Throughout all stages of your training journey, Australian Operator Training is committed to:

- Providing clear and accurate information
- Supporting your learning and wellbeing
- Ensuring fair and transparent processes
- Helping you achieve successful outcomes

If you have questions or need assistance at any stage, please contact our team—we are here to help.

4. Pre-Enrolment Information

Important: This section provides critical information to help you make an informed decision before enrolling. Please read carefully.

Making an Informed Decision

Before enrolling, you should consider whether this course is suitable for your needs, existing skills, and career goals.

Australian Operator Training is committed to ensuring that all prospective students receive accurate, clear, and sufficient information prior to enrolment to support informed choice.

Course Overview

Each course offered by Australian Operator Training includes detailed information about:

- The qualification or skill set being delivered
- The purpose of the course
- Industry relevance and potential job outcomes
- Licensing or regulatory requirements (if applicable)

You will be provided with a course outline that explains what the training involves and what is expected of you.

Units of Competency

Courses are made up of **units of competency**, which define the skills and knowledge required for workplace performance.

Your course information will include:

- A list of all units to be completed
- Core and elective units (if applicable)
- A description of what each unit covers

To achieve a qualification, all required units must be successfully completed.

Duration

The expected duration of your course will be clearly outlined prior to enrolment.

This may vary depending on:

- The course requirements
- Your prior skills and experience
- The delivery mode
- Your pace of learning (for self-paced courses)

You will be advised of:

- Total course duration
- Training hours (if applicable)
- Key milestones and timeframes

Delivery Mode

Training may be delivered using one or more of the following methods:

- Face-to-face (classroom-based)
- Workplace-based training
- Online learning
- Blended delivery (combination of methods)

Your course information will specify:

- How training is delivered
- Where training takes place
- Any attendance requirements

Entry Requirements

Some courses may have specific entry requirements.

These may include:

- Minimum age requirements
- Previous qualifications or experience
- Industry-specific requirements (e.g. licences, medicals)
- Physical capability requirements (for practical training)

You will be advised of any prerequisites before enrolling.

Language, Literacy and Numeracy (LLN) Requirements

To successfully complete your course, you must have appropriate **language, literacy, and numeracy (LLN)** skills.

Australian Operator Training may:

- Conduct an LLN assessment prior to enrolment
- Review your existing qualifications or experience
- Identify any support needs

If additional support is required, this will be discussed with you before enrolment to ensure you can successfully participate.

Technology Requirements

Depending on your course, you may need access to specific technology.

This may include:

- A computer or laptop
- Reliable internet access
- Basic computer skills
- Access to specific software or platforms

You will be informed of all technology requirements prior to enrolment.

Work Placement (if applicable)

Some courses may include **work placement** or practical workplace components.

Where applicable, you will be advised of:

- The requirement to complete work placement hours
- Any workplace expectations
- Responsibilities during placement
- Whether you need to arrange your own placement

Work placement is an important component of some qualifications and may be mandatory for completion.

Course Suitability

Australian Operator Training will work with you to ensure the course is suitable for your individual needs.

This may include:

- A pre-training review or interview
- Discussion of your career goals
- Assessment of your existing skills and experience
- Identification of any support requirements

The aim is to ensure that:

- The course aligns with your goals
- You have a reasonable chance of success
- You understand the commitment required

Your Responsibilities Before Enrolling

Before enrolling, you are responsible for:

- Reading all course information carefully
- Asking questions if anything is unclear
- Disclosing any support needs
- Ensuring you can meet course requirements

Our Commitment

Australian Operator Training is committed to:

- Providing accurate and up-to-date information
- Supporting informed student choice
- Ensuring training is suitable for each student
- Meeting the requirements of the 2025 Standards for RTOs

If you are unsure whether a course is right for you, please contact our team—we are here to help.

5. Fees, Charges & Refunds

Overview

All fees and charges are provided upfront before enrolment. Our refund policy is as follows to ensure transparency, fairness, and compliance with national standards.

Australian Operator Training is committed to providing clear, accurate, and accessible information about all costs associated with your training.

Fee Structure

Before enrolling, you will be provided with a full breakdown of all applicable fees.

This may include:

- Course or qualification fee
- Unit or module fees (if applicable)
- Enrolment or administration fees
- Assessment fees
- RPL (Recognition of Prior Learning) fees (if applicable)

All fees will be clearly outlined in your enrolment information and agreement and found here: <https://aot.net.au/courses/>

Payment Terms

Payment terms will be explained prior to enrolment and agreed upon as part of your enrolment process.

These may include:

- Full payment upfront
- Payment prior to course commencement
- Payment by instalments (where applicable)

Students are required to:

- Pay fees by the due dates outlined
- Maintain agreed payment arrangements

Failure to meet payment obligations may result in:

- Suspension of training
- Withholding of certification until fees are paid

Payment Methods

Australian Operator Training accepts a range of payment methods, which may include:

- Bank transfer
- Credit/debit card
- Online payment systems

Details of available payment methods will be provided prior to enrolment.

Payment Plans

Payment plans may be available for eligible students.

Where offered:

- A written payment agreement will be provided
- Instalment amounts and due dates will be clearly defined
- Students must adhere to the agreed schedule

If you are experiencing financial difficulty, you are encouraged to contact us to discuss available options.

Refund Policy

Australian Operator Training has a fair and transparent refund policy.

Refunds may be considered in the following circumstances:

Prior to Course Commencement

- A full or partial refund may be provided if you withdraw before the course start date (conditions may apply).

After Course Commencement

- Refunds may be issued on a pro-rata basis depending on:
 - The amount of training delivered
 - Costs already incurred

Course Cancellation by RTO

- If Australian Operator Training cancels a course, you will be offered:
 - A full refund, or
 - Transfer to an alternative course (where suitable)

Exceptional Circumstances

- Refunds may be considered in cases of:
 - Serious illness
 - Hardship
 - Other exceptional situations (supporting evidence may be required)

Non-Refundable Fees

Some fees may be non-refundable, such as:

- Administration fees
- Fees for services already delivered

Full details of refund conditions will be outlined in your enrolment agreement.

Additional Costs

In addition to course fees, you may be required to cover other costs, depending on your course.

These may include:

- Learning materials or textbooks
- Personal protective equipment (PPE)
- Uniforms
- Licensing or application fees
- Travel and accommodation (if applicable)

All known additional costs will be disclosed prior to enrolment.

6. Consumer Protection

Fees Protection and Financial Safeguards

Australian Operator Training is committed to ensuring that all fees are managed in a fair, transparent, and compliant manner that protects students from financial risk.

We implement safeguards to ensure that students:

- Are fully informed of all costs prior to enrolment
- Are not exposed to unreasonable financial risk
- Have access to fair refund and consumer protection mechanisms

Fee Information and Transparency

Before enrolment, students will be provided with clear and accurate information regarding:

- Total course fees
- Payment terms and schedules
- Refund conditions
- Any additional costs

Students must review and agree to this information prior to entering into an enrolment agreement.

Fee Protection Measures

Australian Operator Training applies the following fee protection principles:

- Fees are structured to reflect the **delivery of training and assessment over time**
- Students are **not required to pay large upfront fees** that would place them at financial risk
- Payments may be taken in instalments aligned to course progress

Where upfront fees are charged, Australian Operator Training ensures compliance with applicable regulatory requirements and implements measures to minimise financial risk to students.

Prepaid Fee Limit

In accordance with national standards:

- Australian Operator Training will **not require students to pay more than \$1,500 in advance** for services not yet delivered, unless an exemption applies
- Where fees exceed this amount, they will be collected progressively as training is delivered

This approach ensures that:

- Students only pay for training as it is provided
- Financial risk is minimised

Refund and Consumer Protection

Students are entitled to fair treatment under Australian Consumer Law (ACL).

This means:

- Services must be delivered with due care and skill
- Training must be fit for purpose and match the description provided
- Students have rights to remedies if services are not delivered as agreed

Refunds may be provided in accordance with the Refund Policy where:

- A course is cancelled by Australian Operator Training
- A student withdraws in accordance with policy conditions
- Services are not delivered as agreed

Nothing in this handbook removes or replaces your rights under Australian Consumer Law.

Financial Hardship

Australian Operator Training recognises that students may experience financial difficulty.

Where appropriate, we may:

- Offer payment plans
- Discuss alternative arrangements
- Provide support options where possible

Students experiencing financial hardship are encouraged to contact us as early as possible.

Protection in the Event of Course Cancellation

If Australian Operator Training is unable to deliver a course or ceases delivery:

- Students will be offered a **full refund**, or
- Where appropriate, transfer to an alternative course

This ensures that students are not financially disadvantaged.

Your Responsibilities

Students are responsible for:

- Understanding all fees and payment terms prior to enrolment
- Making payments as agreed
- Contacting Australian Operator Training if they experience difficulty meeting payment obligations

Need Assistance?

If you have any questions about fees, payments, or refunds, please contact our administration team before enrolling.

We are here to ensure you fully understand your financial obligations and options.

Our Commitment

Australian Operator Training is committed to:

- Managing fees in a way that protects students
- Ensuring compliance with regulatory and consumer protection requirements
- Providing clear, accurate, and transparent financial information
- Supporting students to understand their rights and obligations

If you have any questions about fees or payments, please contact our team prior to enrolment.

Course Information and Training Product Details

Australian Operator Training is committed to ensuring that all prospective students are provided with **clear, accurate, and complete information about each training product prior to enrolment**, enabling informed decision-making and a full understanding of course requirements.

Before enrolling, you will receive detailed, course-specific information that outlines exactly what is involved in your chosen program.

Training Product Information

For each course, Australian Operator Training will provide:

- The full qualification or course code and title
- A clear description of the purpose and intended outcomes of the course
- Details of any licensing, regulatory, or industry requirements associated with the training (where applicable)

Units of Competency

You will be provided with a complete list of all units of competency that make up your course, including:

- Unit codes and titles
- Identification of core and elective units
- An outline of the skills and knowledge covered in each unit

This ensures you understand the specific competencies you are expected to achieve.

Volume of Learning

The volume of learning represents the total amount of time required to achieve competency and is aligned with the Australian Qualifications Framework (AQF).

This includes:

- Structured training and learning activities
- Assessment activities
- Self-directed study
- Workplace practice (where applicable)

The volume of learning will be explained in a way that reflects:

- The level of the qualification

- The complexity of skills required
- The needs of the learner cohort

Where your prior skills or experience may impact the duration, this will be discussed during the pre-enrolment process.

Course Duration and Structure

You will be advised of:

- The expected duration of the course
- Key training and assessment milestones
- The delivery schedule (e.g. full-time, part-time, self-paced)
- Any mandatory attendance or participation requirements

Duration is structured to support the development of competency and is not solely based on time.

Delivery and Assessment Approach

Information will be provided on how your training and assessment will be conducted, including:

- Delivery modes (e.g. face-to-face, workplace-based, online, blended)
- Types of assessment methods used
- Expectations for participation and completion

Training and assessment are designed in accordance with the Training and Assessment Strategy (TAS) for each course, ensuring that:

- Training is appropriate for the target learner group
- Assessment methods reflect workplace requirements
- Sufficient time and resources are provided to achieve competency

The Training and Assessment Strategy (TAS) determines how your course is structured, including the sequence of units, delivery methods, assessment timing, and support arrangements.

This ensures that your training is organised in a way that supports your learning and allows you sufficient time and resources to achieve competency.

Entry Requirements and Suitability

You will be informed of any:

- Entry requirements or prerequisites
- Language, literacy, and numeracy (LLN) expectations
- Physical or workplace requirements (if applicable)

Australian Operator Training will conduct a pre-training review to ensure that:

- The course is suitable for your individual needs
- You have the necessary foundation skills to participate
- Any required support can be identified and provided

Student Understanding and Confirmation

Before enrolment is finalised, Australian Operator Training will ensure that you:

- Have received all relevant course information
- Understand the training and assessment requirements
- Are aware of your rights and responsibilities
- Have had the opportunity to ask questions

Your enrolment will only proceed once it is confirmed that the course is appropriate and aligned with your goals and capabilities.

7. Enrolment Process

Overview

The enrolment process is designed to ensure that your training is suitable, your details are accurate, and you meet all requirements before commencing your course.

To enrol, you must complete the enrolment form and provide a valid Unique Student Identifier (USI), along with any required supporting documentation.

How to Enrol

To enrol in a course with Australian Operator Training, you will need to:

1. Review all pre-enrolment information
2. Select your desired course
3. Complete the enrolment form
4. Provide required documentation
5. Agree to the terms and conditions
6. Make payment or enter into a payment agreement (if applicable)

Enrolments may be completed:

- Online
- In person
- Via email (where applicable)

Our team is available to assist you throughout the enrolment process.

Enrolment Forms

All students are required to complete an enrolment form, which collects important information including:

- Personal details (name, date of birth, contact information)
- Unique Student Identifier (USI)
- Course selection
- Employment and education background
- Language, literacy and numeracy information
- Any support needs

It is important that all information provided is:

- Accurate
- Complete
- Up to date

Providing incorrect or incomplete information may impact your enrolment or training outcomes.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a mandatory requirement for all students undertaking nationally recognised training in Australia.

Your USI:

- Is a unique reference number linked to your training records
- Allows you to access your training history and results online
- Must be provided before a qualification or statement of attainment can be issued

If you do not already have a USI, you can create one at:

<https://www.usi.gov.au>

Australian Operator Training can assist you in creating or locating your USI if required.

Verification of Identity

To ensure the integrity of your enrolment and certification, you may be required to provide proof of identity.

This may include:

- A valid photo ID (e.g. driver's licence or passport)
- Additional identification documents if required

Verification of identity helps ensure that:

- Your records are accurate
- Your certification is issued correctly
- Fraud and errors are prevented

Privacy Notice (NCVER)

As a Registered Training Organisation, Australian Operator Training is required to collect and report your personal information to the National Centre for Vocational Education Research (NCVER).

This information is collected in accordance with the Privacy Act 1988 and is used for purposes including:

- National VET statistics
- Research and policy development
- Administration of training programs

You will be provided with a Privacy Notice at enrolment, which explains:

- What information is collected
- How it is used
- Who it may be disclosed to

Your personal information is handled securely and in accordance with privacy legislation.

Confirmation of Enrolment

Once your enrolment has been completed and accepted:

- You will receive confirmation of your enrolment
- Course details and schedules will be provided
- You will be advised of your start date and next steps

Our Commitment

Australian Operator Training is committed to ensuring that:

- The enrolment process is clear and straightforward
- Your information is handled securely
- Your training is suitable for your needs
- All regulatory requirements are met

Need Help?

If you need assistance with your enrolment, please contact our team. We are here to support you through every step of the process.

8. Training & Assessment

Overview

Australian Operator Training is committed to delivering high-quality training and assessment that is aligned with industry standards and supports successful student outcomes.

Assessment may include practical tasks, written assessments, projects, or workplace observation, depending on the requirements of the course and units of competency.

Delivery Methods

Training is designed to be practical, engaging, and relevant to workplace requirements.

Depending on the course, delivery may include:

- Face-to-face classroom training
- Workplace-based training
- Online learning
- Blended delivery (a combination of methods)
- Practical demonstrations and hands-on activities

All training is delivered by qualified trainers with current industry experience.

You will be provided with:

- A training plan or schedule
- Learning materials and resources
- Clear instructions and guidance

Trainer and Assessor Competence

Australian Operator Training ensures that all trainers and assessors meet the requirements of the 2025 Standards for RTOs, including Clauses 1.4 and 1.5. Trainers and assessors hold the required training and assessment credentials and demonstrate current industry skills directly relevant to the training products they deliver and assess.

The RTO maintains systems to ensure trainers and assessors engage in ongoing professional development, supporting continuous improvement of their vocational competency and training practices. Evidence of qualifications, industry currency, and professional development is maintained and regularly reviewed to ensure compliance and the delivery of high-quality, industry-relevant training and assessment.

Assessment Methods

Assessment is the process used to determine whether you have achieved competency in a unit.

A variety of assessment methods may be used, including:

- Practical demonstrations
- Written assessments (e.g. short answer, multiple choice)
- Projects or assignments
- Case studies
- Workplace observation
- Third-party reports (e.g. supervisor feedback)

Your assessor will explain:

- What is required for each assessment
- How and when assessments will occur
- The criteria for successful completion

Principles of Assessment

All assessment conducted by Australian Operator Training complies with the Principles of Assessment, ensuring that assessments are:

- **Fair:** Your individual needs are considered, and you are provided with clear instructions and opportunities to demonstrate competence
- **Flexible:** Assessment is adapted where appropriate to suit different learning styles and contexts
- **Valid:** The assessment measures what it is intended to measure (the required skills and knowledge)
- **Reliable:** Assessment results are consistent regardless of who conducts the assessment

Rules of Evidence

To be deemed competent, the evidence you provide must meet the Rules of Evidence. This means your evidence must be:

- **Valid:** Directly related to the unit of competency
- **Sufficient:** Enough evidence is provided to demonstrate competence

- Authentic: The work is your own
- Current: The evidence reflects your current skills and knowledge

Your assessor will guide you on the type and amount of evidence required.

Reasonable Adjustment

Australian Operator Training is committed to providing equitable access to training and assessment.

Reasonable adjustment may be applied to support students with:

- Language, literacy or numeracy needs
- Disabilities or medical conditions
- Cultural or personal circumstances

Examples of reasonable adjustment may include:

- Additional time to complete assessments
- Oral instead of written responses (where appropriate)
- Modified assessment methods
- Use of assistive technology

All adjustments will ensure that:

- The integrity of the assessment is maintained
- The unit requirements are still met

Reassessment Opportunities

If you are assessed as Not Yet Competent (NYC), you will be given opportunities to be reassessed.

This may include:

- Additional training or support
- Resubmission of assessment tasks
- Reattempting practical assessments

Your assessor will:

- Provide feedback on areas requiring improvement
- Explain what is needed to achieve competency
- Outline the reassessment process and timeframe

Additional fees may apply for reassessment in some cases, and this will be explained to you in advance.

Assessment Outcomes

Assessment outcomes are recorded as:

- Competent (C) – You have met all requirements
- Not Yet Competent (NYC) – Further work is required

You will receive feedback to support your learning and improvement.

Academic Integrity

Students are expected to complete all assessments honestly.

This means:

- Submitting your own work
- Not copying or plagiarising
- Not engaging in cheating or collusion

Breaches of academic integrity may result in:

- Reassessment requirements
- Disciplinary action

Support During Training & Assessment

Throughout your training and assessment, you will have access to:

- Trainer and assessor support
- Learning resources
- Additional assistance if required

If you are experiencing difficulties, you are encouraged to speak with your trainer or contact our support team as early as possible.

Our Commitment

Australian Operator Training ensures that:

- Training is relevant, practical, and industry-aligned
- Assessment is fair, transparent, and consistent
- Students are supported to achieve competency

Our goal is to help you successfully develop the skills and knowledge required for your chosen career.

9. Digital Systems and Learning Management System (LMS) Usage

Overview

Australian Operator Training uses digital systems, including a Learning Management System (LMS), to support the delivery of training, assessment, communication, and student record management.

Students are required to use these systems throughout their training to access learning materials, complete assessments, and communicate with trainers and staff.

LMS and Digital Platform Use

Depending on your course, you may be required to use one or more digital platforms to:

- Access learning resources and course materials
- Submit assessments and receive feedback
- View training schedules and updates
- Communicate with trainers and support staff
- Track your progress and results

You will be provided with:

- Login details and access instructions
- Guidance on how to use the system
- Contact details for technical support

Access Requirements

To effectively participate in training that involves digital systems, you must have access to:

- A computer or laptop (recommended) or suitable device
- Reliable internet connection
- A valid email address
- Basic digital literacy skills (e.g. using email, uploading files, navigating online systems)

You are responsible for ensuring you can access and use required systems for the duration of your course.

If you experience difficulties accessing systems, you must notify Australian Operator Training as soon as possible so assistance can be provided.

Student Responsibilities

When using digital systems, students must:

- Use systems only for training-related purposes
- Follow all instructions provided by trainers and staff
- Submit assessments by required deadlines using the correct platform
- Maintain the security of login details (do not share passwords)
- Ensure all submitted work is their own

Students must not:

- Share login credentials with others
- Access another student's account or information
- Upload inappropriate, offensive, or unlawful content
- Attempt to disrupt or misuse systems

Breaches may result in disciplinary action.

Data Privacy and Security

Australian Operator Training is committed to protecting your personal information and ensuring data security in all digital systems.

We will:

- Store student data securely in accordance with the Privacy Act 1988
- Restrict access to authorised personnel only
- Use secure systems for storing and transmitting information

Your information may be used for:

- Training and assessment purposes
- Communication and support
- Reporting to government agencies (e.g. NCVET)

Students are responsible for:

- Keeping login details secure
- Logging out of shared or public devices

- Protecting their own personal information

System Availability and Technical Issues

Australian Operator Training aims to ensure digital systems are available and functioning effectively at all times. However:

- Temporary outages or technical issues may occur
- Scheduled maintenance may be required

If you experience technical issues:

1. Attempt basic troubleshooting (e.g. check internet connection)
2. Contact your trainer or administration
3. Provide details of the issue (including screenshots if possible)

We will make reasonable efforts to resolve issues promptly and minimise disruption.

Limitations of Digital Support

Australian Operator Training provides reasonable support for accessing and using required systems; however, we do not:

- Provide full IT support for personal devices
- Supply hardware (e.g. computers or internet access)
- Guarantee uninterrupted system access at all times

Where issues fall outside our control, students may need to seek independent technical assistance.

Our Commitment

Australian Operator Training is committed to:

- Providing clear guidance on digital system use
- Supporting students to access required platforms
- Maintaining secure and reliable systems
- Protecting student data and privacy

If you require assistance using digital systems, please contact our team—we are here to support you.

10. Use of Third Parties

Australian Operator Training may, in some cases, engage third parties to assist in the delivery of training and/or assessment services.

A third party may include:

- Another Registered Training Organisation (RTO)
- An external trainer or assessor
- A workplace or employer providing training or assessment support
- A subcontracted organisation delivering services on behalf of Australian Operator Training

Our Responsibility

Where a third party is involved, Australian Operator Training remains fully responsible for:

- The quality of training and assessment delivered
- Ensuring all services meet the 2025 Standards for Registered Training Organisations (RTOs)
- Compliance with all regulatory and legislative requirements
- The issuance of qualifications and statements of attainment

We ensure that all third parties:

- Are appropriately qualified and experienced
- Follow Australian Operator Training policies and procedures
- Deliver training and assessment consistent with training package requirements
- Are regularly monitored and reviewed to maintain quality standards

Student Information

If your course involves a third party, you will be informed prior to enrolment. This information will include:

- The name of the third party
- The role they will perform (e.g. training delivery, assessment, workplace supervision)
- How the arrangement may impact your training

Complaints and Support

If you experience any issues with training or assessment delivered by a third party:

- You should follow the Australian Operator Training Complaints & Appeals process
- Australian Operator Training will manage and resolve all complaints, regardless of whether a third party is involved

Students will not be required to deal directly with third parties to resolve complaints unless they choose to do so.

Your Assurance

Australian Operator Training maintains full oversight of all third-party arrangements to ensure:

- Consistent training quality
- Fair and valid assessment
- Protection of student rights

All services provided on our behalf are subject to the same standards, monitoring, and continuous improvement processes as internal delivery.

11. Student Support Services

Overview

Australian Operator Training is committed to supporting all students to successfully complete their training and achieve their learning goals.

We recognise that students have diverse needs, backgrounds, and learning styles. We provide access to appropriate support services and ensure students understand how to access support, what support is available, and the limits of that support.

Types of Support Available

We may provide or arrange support in the following areas:

Language, Literacy and Numeracy (LLN):

- LLN assessment prior to or during enrolment
- Additional learning support or resources
- Extended time for assessments (where appropriate)
- Referral to specialist LLN providers

Academic Support:

- Access to trainers and assessors for guidance
- Clarification of assessments and learning materials
- Additional coaching or mentoring (where reasonable)

Welfare and General Support:

- Supportive and respectful learning environment
- Flexible arrangements (where appropriate and reasonable)
- Referral to external services (e.g. counselling, community services)

Access and Equity Support:

- Reasonable adjustment for students with disability, LLN needs, or personal circumstances
- Inclusive training and assessment practices

How to Access Support (Step-by-Step)

If you require support at any stage of your training, follow these steps:

Step 1: Speak with Your Trainer/Assessor

- Raise your concern or support need directly
- Your trainer will discuss options and provide immediate assistance where possible

Step 2: Contact Student Support

If further assistance is required, contact:

- Email: training@aot.net.au
- Phone: 07 49 822 541

Provide:

- Your name and course
- A clear description of your support needs

Step 3: Support Assessment

Australian Operator Training will:

- Review your request
- Identify suitable support strategies
- Confirm what support can be provided

Step 4: Support Plan (if required)

Where appropriate, a support plan may be developed outlining:

- The type of support to be provided
- Any agreed adjustments
- Responsibilities of both the student and the RTO

Escalation Pathway

If your support needs are not resolved or you are not satisfied with the support provided:

- 1. Request Review by Administration**
 - Contact administration or student support
 - Your request will be reviewed by a senior staff member
- 2. Formal Complaint**
 - If unresolved, you may lodge a formal complaint in accordance with the Complaints & Appeals process
- 3. External Support (if required)**
 - You may seek external advice or support services if your needs fall outside the RTO's scope

Limits of Support

Australian Operator Training is committed to supporting students; however, there are limits to the support we can provide.

We do not:

- Provide specialised medical, psychological, or counselling services
- Deliver extensive one-on-one tutoring beyond reasonable support levels
- Modify training outcomes or assessment requirements of units of competency
- Guarantee course completion or outcomes

Where your needs exceed our capacity, we will:

- Discuss this with you
- Refer you to appropriate external services

Student Responsibilities

To receive effective support, students are expected to:

- Disclose support needs as early as possible (preferably at enrolment)
- Actively participate in agreed support strategies
- Communicate any changes in circumstances
- Engage with trainers and support staff

Our Commitment

Australian Operator Training is committed to:

- Providing clear and accessible support pathways
- Responding to support requests promptly
- Treating all requests respectfully and confidentially
- Ensuring support is fair, reasonable, and aligned with training requirements

Your success is important to us, and we encourage you to seek support early to maximise your chances of success.

12. Student Rights & Responsibilities

Overview

Australian Operator Training is committed to maintaining a safe, respectful, and productive learning environment. Where a student's behaviour does not meet expected standards, any action taken will be fair, transparent, and consistent with the principles of procedural fairness (natural justice).

This means that all students have the right to:

- Be informed of allegations or concerns
- Be given an opportunity to respond
- Have decisions made impartially and based on evidence
- Appeal decisions through a formal process

Code of Conduct

All students are expected to behave in a manner that supports a positive learning environment.

Students must:

- Act respectfully towards trainers, staff, and other students
- Follow all reasonable instructions
- Not engage in disruptive, abusive, or unsafe behaviour
- Comply with workplace health and safety (WHS) requirements
- Respect cultural diversity and inclusion

Unacceptable behaviour includes (but is not limited to):

- Harassment, bullying, or discrimination
- Use of offensive language
- Violence or threatening behaviour
- Damage to property or equipment

Breaches of the Code of Conduct may result in disciplinary action, including suspension or cancellation of enrolment.

Managing Breaches of the Code of Conduct

Where a potential breach of the Code of Conduct is identified, Australian Operator Training will follow a structured process to ensure fairness and consistency.

1. Initial Identification

A breach may be identified through:

- Observation by staff
- Reports from students, employers, or third parties
- Assessment or academic integrity concerns
- Incident or safety reports

All concerns will be documented and reviewed.

2. Preliminary Assessment

Australian Operator Training will conduct an initial review to determine:

- The nature and seriousness of the alleged breach

- Whether immediate action is required (e.g. safety risk)
- Whether the matter can be resolved informally

Where appropriate, minor issues may be addressed through:

- Verbal guidance
- Informal discussion
- Education on expected behaviour

3. Formal Investigation Process

If the matter is more serious or cannot be resolved informally, a formal investigation will be undertaken.

This process will include:

- Collection of relevant information and evidence
- Interviews with involved parties (where applicable)
- Review of documentation, assessments, or reports
- Consideration of any mitigating circumstances

Investigations will be conducted by a **suitably authorised and impartial staff member** who was not directly involved in the incident.

4. Notification to the Student

The student will be formally notified in writing of:

- The alleged breach
- The details of the concern or incident
- Any evidence available at that stage
- The potential outcomes or consequences

This ensures the student is fully informed before any decision is made.

5. Student Right to Respond

The student will be given a reasonable opportunity to respond to the allegations.

This may include:

- Providing a written response
- Attending a meeting or interview
- Submitting supporting evidence or explanations
- Bringing a support person (if applicable)

The student's response will be genuinely considered before any decision is finalised.

6. Decision-Making

Following the investigation and consideration of the student's response, Australian Operator Training will make a decision based on:

- The evidence available
- The severity of the breach
- Any mitigating circumstances
- Previous conduct (if relevant)

Possible outcomes may include:

- No further action
- Verbal or written warning
- Requirement to undertake corrective action or training
- Reassessment (for academic breaches)
- Suspension from training
- Cancellation of enrolment (for serious or repeated breaches)

7. Outcome Notification

The student will be advised in writing of:

- The decision and reasons for the outcome
- Any actions required
- The effective date of the decision
- Their right to appeal the decision

Appeals Against Disciplinary Decisions

Students have the right to appeal any disciplinary decision.

How to Appeal

To lodge an appeal, the student must:

- Submit the appeal in writing
- Do so within 20 days of receiving the outcome
- Clearly state the reasons for the appeal
- Provide any supporting evidence

Appeals Process

Australian Operator Training will:

- Acknowledge the appeal within 5 business days
- Assign the appeal to an independent or suitably qualified person not involved in the original decision
- Review all relevant information, including:
 - Original evidence
 - Investigation process
 - Student response
 - Grounds for appeal

Appeal Outcome

The student will be notified in writing of:

- The outcome of the appeal
- Any changes to the original decision
- Reasons for the decision

If the appeal is upheld, appropriate corrective action will be taken.

External Review

If the student is not satisfied with the outcome, they may access external complaints or appeals pathways as outlined in the Complaints & Appeals section of this handbook.

No Disadvantage

Students will not be disadvantaged or treated unfairly for:

- Raising concerns
- Responding to allegations
- Lodging an appeal

All matters will be handled confidentially and respectfully.

Record Keeping

Australian Operator Training will maintain records of:

- Reported breaches
- Investigation processes
- Outcomes and decisions
- Appeals and their outcomes

These records support transparency, consistency, and continuous improvement.

Academic Integrity

Australian Operator Training expects all students to complete their assessments honestly and ethically.

Students must:

- Submit their own work
- Not copy, plagiarise, or cheat
- Not allow others to complete work on their behalf
- Acknowledge sources where applicable

Breaches of academic integrity may result in:

- Reassessment requirements
- Assessment being marked as Not Yet Competent (NYC)
- Disciplinary action

Use of Equipment and Resources

Students are responsible for the appropriate use of all training facilities, equipment, and resources.

Students must:

- Use equipment safely and as instructed
- Follow all WHS requirements
- Take care of training materials and equipment
- Report any faults, damage, or hazards immediately
- Only use equipment for its intended purpose

Misuse of equipment or resources may result in:

- Loss of access to equipment
- Disciplinary action
- Liability for damages (where applicable)

Digital and Online Behaviour

When accessing online learning platforms or communicating electronically, students must:

- Use systems appropriately and responsibly
- Maintain respectful communication
- Protect login details and personal information
- Not engage in inappropriate or unlawful online behaviour

Breaches of Responsibilities

Failure to meet student responsibilities may result in actions such as:

- Verbal or written warnings
- Requirement to undertake corrective action
- Suspension from training
- Cancellation of enrolment (in serious cases)

All actions will be handled fairly and in accordance with Australian Operator Training policies.

Our Commitment

Australian Operator Training is committed to:

- Promoting a respectful and inclusive learning environment
- Supporting students to meet their responsibilities
- Addressing issues promptly and fairly

By understanding your rights and responsibilities, you contribute to a safe and successful learning experience for everyone.

13. Recognition of Prior Learning (RPL) & Credit Transfer

Overview

You may be eligible for recognition of prior learning (RPL) based on your existing skills and experience, or for credit transfer based on previously completed nationally recognised training.

Australian Operator Training supports pathways that recognise your prior achievements and reduce unnecessary duplication of training.

Recognition of Prior Learning (RPL)

What is RPL?

Recognition of Prior Learning (RPL) is a process that assesses your existing skills and knowledge—gained through work experience, life experience, or previous training—against the requirements of a unit of competency.

RPL allows you to:

- Receive formal recognition for skills you already have
- Reduce the amount of training required
- Fast-track your qualification

RPL Process

The RPL process typically involves the following steps:

1. Initial Enquiry

- Discuss your experience and suitability for RPL with our team

2. Application

- Complete an RPL application form

3. Evidence Collection

- Provide documentation and evidence of your skills and experience

4. Assessment

- An assessor reviews your evidence and may conduct:
 - Interviews
 - Practical demonstrations
 - Competency conversations

5. Outcome

- You will be advised whether you are:
 - Competent (RPL granted), or
 - Required to complete gap training or further assessment

Credit Transfer

What is Credit Transfer?

Credit transfer recognises units of competency that you have already successfully completed with another RTO.

If you have previously completed equivalent units, you may not need to repeat them.

Credit Transfer Process

To apply for credit transfer, you must:

1. Submit a request for credit transfer
2. Provide certified copies of:
 - Statements of Attainment, and/or
 - Qualifications

Australian Operator Training will:

- Verify the authenticity of your documents
- Confirm equivalence of units
- Grant credit where appropriate

Evidence Requirements

RPL Evidence

To support your RPL application, you must provide sufficient, valid, authentic, and current evidence.

Examples of evidence may include:

- Resume or CV
- Job descriptions
- References from employers or supervisors
- Work samples or portfolios
- Photos or videos of work performed

- Licences or tickets
- Third-party reports

Your assessor will guide you on the type and amount of evidence required.

Credit Transfer Evidence

For credit transfer, you must provide:

- Certified copies of official documentation
- Documents that clearly show:
 - Your name
 - Unit codes and titles
 - The issuing RTO

Original documents may be requested for verification.

Assessment of Applications

All RPL and credit transfer applications are assessed by qualified assessors in accordance with national standards.

Assessment decisions are based on:

- The relevance and quality of evidence
- Alignment with unit requirements
- Compliance with the Rules of Evidence

Costs

Fees may apply for:

- RPL assessment
- Administration of credit transfers

All applicable fees will be explained prior to proceeding.

Timeframes

Processing times may vary depending on:

- The completeness of your application
- The amount of evidence provided
- The complexity of the units being assessed

You will be advised of expected timeframes during the application process.

Your Responsibilities

When applying for RPL or credit transfer, you are responsible for:

- Providing accurate and complete information
- Submitting sufficient supporting evidence
- Responding to requests for additional information

Our Commitment

Australian Operator Training is committed to:

- Providing fair and transparent RPL and credit transfer processes
- Recognising prior learning wherever possible
- Supporting efficient pathways to qualification completion

If you believe you may be eligible for RPL or credit transfer, please contact our team to discuss your options.

14. Complaints & Appeals

Overview

Australian Operator Training is committed to providing a fair, transparent, and accessible process for resolving complaints and appeals.

If you are dissatisfied with any aspect of your training, you are encouraged to lodge a complaint so that the issue can be addressed promptly and appropriately.

All complaints and appeals are handled confidentially, fairly, and without disadvantage to the student.

What is a Complaint?

A **complaint** is any expression of dissatisfaction with services, staff, training, assessment, or any aspect of your experience with Australian Operator Training.

Examples may include:

- Training delivery issues
- Trainer or staff conduct
- Administrative processes
- Facilities or resources

Complaints Process

Australian Operator Training encourages students to raise concerns as early as possible.

Step 1: Informal Resolution

Where appropriate, you are encouraged to:

- Speak directly with your trainer or staff member
- Attempt to resolve the issue informally

Many concerns can be resolved quickly at this stage.

Step 2: Formal Complaint

If the issue is not resolved, you may lodge a formal complaint.

This can be done by:

- Completing a complaints form, or
- Submitting your complaint in writing via email

Your complaint should include:

- Your name and contact details
- A clear description of the issue
- Any supporting evidence

Step 3: Acknowledgement

- Your complaint will be acknowledged within 5 business days
- You may be contacted for further information

Step 4: Investigation

Australian Operator Training will:

- Review all relevant information
- Speak with involved parties if required
- Assess the complaint objectively

Step 5: Outcome

You will be advised in writing of:

- The outcome of your complaint

- Any actions taken

What is an Appeal?

An **appeal** is a request to review a decision made by Australian Operator Training.

This may include:

- Assessment outcomes (e.g. being assessed as Not Yet Competent)
- Decisions related to complaints
- Administrative decisions affecting your enrolment

Appeals Process

Step 1: Lodge an Appeal

You must submit your appeal in writing within **[Insert timeframe, e.g. 20 business days]** of receiving the decision.

Include:

- Details of the decision you are appealing
- Reasons for the appeal
- Any supporting evidence

Step 2: Review

Your appeal will be reviewed by an independent or suitably qualified person not directly involved in the original decision.

Step 3: Outcome

You will be notified in writing of:

- The outcome of your appeal
- Any changes to the original decision

Timeframes

Australian Operator Training aims to resolve complaints and appeals promptly.

- Acknowledgement: within 5 business days
- Resolution: within 30 calendar days

If additional time is required, you will be informed of:

- The reason for the delay
- The expected timeframe for resolution

External Escalation Options

If you are not satisfied with the outcome of your complaint or appeal, you have the right to seek external review.

You may contact:

National Training Complaints Hotline

Phone - 13 38 73

<https://www.dese.gov.au/national-training-complaints-hotline>

You may also seek advice from:

- Consumer protection agencies
- Relevant state or territory authorities

External parties may review your complaint independently.

No Cost and No Disadvantage

- There is no cost to students for lodging a complaint or appeal internally
- You will not be disadvantaged or treated unfairly for raising a concern

Record Keeping

Australian Operator Training maintains records of all complaints and appeals to:

- Ensure transparency
- Identify areas for improvement
- Support continuous improvement processes

Our Commitment

Australian Operator Training is committed to:

- Handling complaints and appeals fairly and promptly
- Ensuring transparency in decision-making
- Using feedback to improve services

If you have a concern, we encourage you to raise it—we are here to support you.

15. Completion & Certification

Overview

Upon successful completion, you will receive nationally recognised certification that reflects the skills and knowledge you have achieved.

Australian Operator Training ensures that all certification is issued in accordance with national requirements and only when all conditions have been met.

Issuing of Certificates

Once you have successfully completed all required units of competency, you will be issued with one of the following:

Qualification

If you complete all units required for a course, you will receive:

- A **testamur (qualification certificate)**, and
- A **record of results** listing all completed units

Statement of Attainment

If you complete one or more units (but not a full qualification), you will receive:

- A **Statement of Attainment** listing the units achieved

All certification issued by Australian Operator Training is:

- Nationally recognised
- Compliant with the Australian Qualifications Framework (AQF)
- Issued with the RTO code and required information

Timeframes for Issuing Certification

Australian Operator Training will issue certification within 7 days of:

- Successful completion of all training and assessment requirements, and
- Meeting all administrative and financial obligations

You will be notified once your certification is ready.

Conditions for Issuance

Certification will only be issued once all required conditions have been met.

These include:

- All assessments have been successfully completed

- All course requirements have been met
- A valid **Unique Student Identifier (USI)** has been provided and verified
- All fees and charges have been paid in full

Failure to meet these conditions may result in delays in issuing your certification.

Verification of Results

Before certification is issued, Australian Operator Training will:

- Confirm assessment outcomes
- Verify student identity and records
- Ensure compliance with national standards

This process ensures the accuracy and integrity of your certification.

Replacement Certificates

If your certificate or statement of attainment is lost, damaged, or requires updating, you may request a replacement.

To request a replacement, you must:

- Submit a request in writing
- Provide proof of identity
- Pay any applicable replacement fee

Replacement certification will:

- Clearly indicate that it is a reissued document
- Reflect the original date of issue (where applicable)

Digital and Physical Certificates

Certification may be issued in:

- Digital format (PDF), and/or
- Hard copy (printed certificate)

Details will be provided upon completion.

to Your Records

Your training records are maintained securely by Australian Operator Training.

You may request access to:

- Your results
- Copies of your certification

Requests must be made in accordance with our policies and may require identity verification.

Our Commitment

Australian Operator Training is committed to:

- Issuing accurate and compliant certification
- Meeting required timeframes
- Protecting the integrity of your records
- Supporting you in accessing your qualifications

Need Assistance?

If you have questions about your certification or require a replacement, please contact our administration team.

We are here to assist you.

16. Policies & Legislative Information

Overview

Australian Operator Training operates in accordance with all relevant legislation, standards, and regulatory requirements to ensure the delivery of high-quality training and the protection of student rights.

We comply with all relevant legislation, including those relating to privacy, workplace health and safety, anti-discrimination, and vocational education and training.

Summaries of key policy areas are provided below. Full policies are available upon request or via our website www.aot.net.au

Privacy

Australian Operator Training is committed to protecting your personal information.

We comply with the Privacy Act 1988 (Cth) and associated regulations.

This means:

- Your personal information is collected only for lawful and necessary purposes
- Information is stored securely and protected from misuse or unauthorised access
- Your information is only shared with authorised parties (e.g. NCVET) where required

You have the right to:

- Access your personal information
- Request corrections if your information is inaccurate

Workplace Health and Safety (WHS)

Australian Operator Training is committed to providing a safe and healthy learning environment for all students, staff, and visitors.

We comply with relevant Work Health and Safety (WHS) legislation, including:

- Identifying and managing risks
- Providing safe training facilities and equipment
- Ensuring safe work practices are followed

Students are required to:

- Follow all safety instructions
- Use equipment correctly
- Report hazards, incidents, or injuries immediately

Anti-Discrimination & Equal Opportunity

Australian Operator Training is committed to providing an inclusive and respectful environment free from discrimination, harassment, and bullying.

We comply with relevant legislation, including:

- Equal Opportunity Act
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

We ensure:

- Equal access to training opportunities
- Fair treatment for all students
- Respect for diversity and inclusion

Any form of discrimination or harassment will not be tolerated.

Child Safety (if applicable)

Where training involves individuals under 18 years of age, Australian Operator Training is committed to ensuring a safe environment for all young people.

We comply with relevant child safety and protection legislation and maintain practices that:

- Promote the safety and wellbeing of children
- Prevent harm, abuse, or neglect
- Ensure appropriate supervision and conduct

Staff working with minors may be required to hold appropriate clearances (e.g. Working With Children Check).

Relevant Legislation

Australian Operator Training complies with all applicable Commonwealth and State/Territory legislation, including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025
- Privacy Act 1988 (Cth)
- Work Health and Safety Act (relevant state/territory)
- Anti-Discrimination and Equal Opportunity legislation
- Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)

These laws govern how we:

- Deliver training and assessment
- Protect student rights
- Manage data and information
- Ensure safety and fairness

Access to Policies

Students can access full policies:

- On our website: www.aot.net.au
- By requesting a copy from administration
- During enrolment or induction

Our Commitment

Australian Operator Training is committed to:

- Maintaining compliance with all legal and regulatory requirements
- Ensuring transparency and accountability
- Protecting the rights, safety, and wellbeing of all students

If you have any questions about our policies or legal obligations, please contact our team.

17. Feedback & Continuous Improvement

Overview

We value your feedback and use it to improve our training and services.

Australian Operator Training is committed to continuous improvement and maintaining high-quality outcomes for students. Feedback from students, staff, and industry stakeholders plays a critical role in helping us identify areas for improvement and ensure our training remains relevant and effective.

Providing Feedback

Students are encouraged to provide feedback at any stage of their training.

You can provide feedback through:

- Informal discussions with your trainer or staff
- Formal feedback forms
- Surveys
- Email or written submissions

We encourage you to share:

- What is working well
- Any concerns or issues
- Suggestions for improvement

All feedback is welcomed and treated respectfully.

Student Surveys

Australian Operator Training uses surveys as a key method of collecting feedback.

These may include:

- Course evaluation surveys
- Trainer and assessor feedback surveys
- Student experience surveys

Surveys may be conducted:

- During your course
- At the end of your training
- After completion

Participation in surveys is voluntary but strongly encouraged, as your input helps improve future training delivery.

How Feedback is Used

Feedback is reviewed regularly and used to support continuous improvement.

This may include:

- Improving training materials and resources
- Enhancing delivery methods
- Addressing identified issues or concerns
- Updating policies and procedures
- Improving student support services

Where appropriate, feedback may lead to immediate action or longer-term improvements.

Continuous Improvement Process

Australian Operator Training maintains a structured approach to continuous improvement.

This includes:

- Collecting feedback from students, trainers, and industry

- Analysing data and identifying trends
- Implementing improvements
- Monitoring outcomes to ensure effectiveness

Records of feedback and improvement actions are maintained to support quality assurance and compliance.

Closing the Feedback Loop

Where possible, Australian Operator Training aims to:

- Inform students of improvements made as a result of feedback
- Communicate changes to training or services
- Demonstrate how feedback contributes to positive outcomes

Confidentiality and Respect

All feedback is handled:

- Confidentially (where requested)
- Without disadvantage to the student
- In a respectful and professional manner

Students will not be negatively impacted for providing honest feedback.

Maintain Improvement Records

Australian Operator Training maintains accurate and up-to-date records of all continuous improvement activities to support compliance with the Standards for RTOs 2025. These records include identified issues, feedback received, actions taken, responsible persons, and outcomes achieved. Improvement records are documented in a Continuous Improvement Register and are regularly reviewed to ensure actions are implemented effectively and lead to measurable enhancements in training, assessment, and student services. These records provide evidence of ongoing quality assurance and are made available for internal review and external audit where required.

Our Commitment

Australian Operator Training is committed to:

- Listening to student feedback
- Acting on opportunities for improvement
- Maintaining a culture of quality and accountability
- Continuously improving the student experience and outcomes

Your feedback helps us improve—thank you for contributing to the quality of our training.

18. Contact Information

Overview

Australian Operator Training is committed to providing accessible and responsive communication to support students throughout their training journey.

If you require assistance, have questions, or need to raise any concerns, please contact us using the details below.

General Contact Details

- **Phone:** 07 49 822 541
- **Email:** reception@aot.net.au
- **Website:** www.aot.net.au
- **Head Office Address:** 10 Clermont Street, Emerald. QLD 4720

Office Hours

Our standard office hours are:

- Monday to Friday: 7:30am – 4:30pm
- Saturday/Sunday: Closed
- Public Holidays: Closed

Enquiries received outside of office hours will be responded to as soon as possible on the next business day.

Emergency Contacts (if applicable)

In the event of an emergency, please contact the appropriate emergency service:

- **Police / Fire / Ambulance:** 000

For urgent matters relating to your training (where applicable), you may contact:

- **Emergency Training Contact:** Jason Hartwell / 0436 391 019

Communication Expectations

Australian Operator Training aims to:

- Respond to enquiries promptly (typically within 1 day).
- Provide clear and helpful information
- Maintain professional and respectful communication

Keeping Your Details Updated

Students are responsible for ensuring their contact details remain current.

Please notify us if your:

- Phone number
- Email address
- Residential address

changes during your enrolment.

Our Commitment

Australian Operator Training is committed to:

- Being accessible and responsive to student needs
- Providing timely support and information
- Maintaining clear and open communication

If you need assistance at any stage, please do not hesitate to contact us—we are here to help.

19. Appendices

Overview

The appendices section provides additional supporting information, resources, and reference materials to assist students throughout their training.

These resources are designed to:

- Clarify key terms
- Provide easy access to important forms
- Direct students to relevant policies and documents

Glossary of Terms

The glossary provides definitions of commonly used terms within vocational education and training (VET).

Examples of Terms:

- **AQF (Australian Qualifications Framework):**
The national system that regulates qualifications in Australia.
- **ASQA (Australian Skills Quality Authority):**
The national regulator for vocational education and training providers.
- **Competency:**
The ability to perform tasks and demonstrate skills and knowledge to the required standard.
- **RTO (Registered Training Organisation):**
A training provider registered to deliver nationally recognised training.
- **USI (Unique Student Identifier):**
A unique reference number required for all students undertaking nationally recognised training.
- **Unit of Competency:**
The smallest component of a qualification, outlining specific skills and knowledge.
- **Statement of Attainment:**
A certification issued for completion of one or more units of competency.
- **RPL (Recognition of Prior Learning):**
A process that recognises existing skills and knowledge.

A full glossary may be provided or expanded depending on course requirements.

Forms

Students may be required to complete various forms throughout their training.

These include:

- Enrolment Form (AOT-STD-FRM-001)
- Complaints/appeals Form (AOT-STD-FRM-005)
- RPL Application Form (AOT-STD-FRM-014)
- Credit Transfer Application Form (AOT-STD-FRM-015)
- Withdrawal Form (AOT-STD-FRM-016)
- Feedback Form (AOT-STD-FRM-017)

Forms are available:

- On the Australian Operator Training website
- By request from administration
- During enrolment or training

Students should ensure all forms are completed accurately and submitted as required.

Policy Links

Australian Operator Training maintains a range of policies to support compliance and student protection.

Key policies include:

- Privacy Policy (AOT-GOV-POL-006)
- Complaints & Appeals Policy (AOT-STD-POL-005)
- Fees and Refund Policy (AOT-STD-POL-006)
- Access & Equity Policy (AOT-GOV-POL-008)
- WHS Policy (AOT-GOV-POL-011)
- Student Code of Conduct (AOT-STD-POL-010)
- RPL and Credit Transfer Policy (AOT-STD-PRO-010)

Students are encouraged to review these policies for detailed information on their rights and responsibilities.

Accessing Additional Information

If you require further information or assistance accessing any documents:

- Contact our administration team
- Visit our website www.aot.net.au
- Speak with your trainer or student support staff

Our Commitment to You

At Australian Operator Training, our commitment to you does not end with the completion of your course—it continues as you transition your skills into the workplace and beyond.

We are dedicated to:

Providing clear, accurate, and accessible information to support both your training and ongoing professional development

Ensuring you can easily access your certification, records, and relevant documentation when required

Maintaining transparency, fairness, and integrity in all training and assessment practices in line with the ASQA 2025 Standards for RTOs

Delivering training that reflects current industry practices, safety expectations, and regulatory requirements

Supporting your confidence, capability, and readiness to perform competently in real-world environments

Throughout your learning journey, we have aimed to equip you with practical skills, underpinning knowledge, and the right attitude to operate safely, effectively, and professionally within your industry.

As you complete your training, you can be confident that:

Your outcomes have been assessed against nationally recognised standards

Your training has been delivered in accordance with the Australian Skills Quality Authority (ASQA) 2025 Standards for Registered Training Organisations

You are prepared to apply your skills in the workplace with a clear understanding of safety, responsibility, and best practice

We encourage you to retain your training records, continue developing your skills, and stay informed of any industry or regulatory updates relevant to your role.

On behalf of Australian Operator Training, we congratulate you on your achievement. Your commitment to completing this training reflects a strong dedication to your professional growth and workplace safety.

We wish you continued success in your career and future training endeavours.