

2025



Access All Areas
TRAINING

RTO: 52312

STUDENT HANDBOOK

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1.0	20082025	GB	Initial release

1. Introduction

Access All Areas Training (AAAT) is a Registered Training Organisation (RTO 52312). We deliver nationally accredited training.

This handbook explains what you can expect from us and what we expect from you. It also shows how we meet the new 2025 RTO Standards — by being transparent, supporting learners, and checking ourselves regularly for quality.

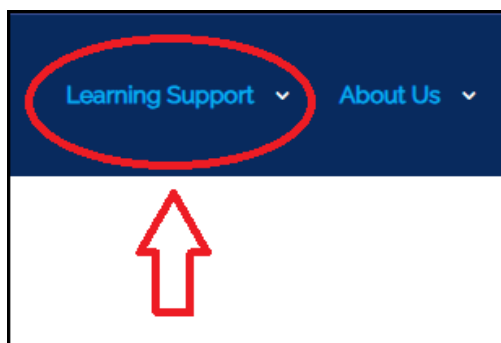
2. It is important for you to read and understand the following

- This Handbook
- AAAT Terms & Conditions

Policies (on our website under the “Policies” tab):

- Complaints
- Appeals
- Privacy
- Fees and Refunds
- Training and Assessment
- NCVET Student Privacy Notice

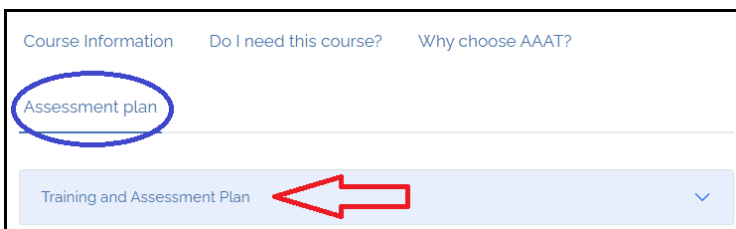
These explain your rights and responsibilities clearly.



There is also a Guide in your resources library to assist in understanding your rights and responsibilities.

3. Course delivery and assessment

Each course has clear learning goals and assessment requirements. You can find this information on each course page. Knowing what's expected will help you stay on track.



4. Unique Student Identifier (USI)

You need a USI to do nationally recognised training. This is your lifelong government-issued record of training.

We can't issue your Statement of Attainment until we have your correct USI details. The name must match exactly.

Create or recover your USI at www.usi.gov.au.

5. Overseas students

If you hold an International Student Visa, you cannot enrol in:

- MLPLCA001 – Manage legislative responsibilities for the sale, supply and service of liquor

If you think you've enrolled incorrectly, email us at info@aat.edu.au.

6. Enrolling

When you enrol, you'll agree to some conditions. Please read carefully and be honest in your declarations. After payment, you'll receive login details for your portal and a tax invoice. You have 3 months to finish. After that, your course is deactivated. This helps us make sure training stays current and compliant.

7. Authenticity of the learner

All work you submit must be your own.

We check learner identity through photo ID and sometimes video verification. This protects the integrity of your qualification and ensures fair outcomes for everyone.

8. Learner integrity

We expect honesty at all times. Misconduct may result in cancellation of your enrolment.

Examples include:

- Plagiarism or collusion
- Cheating or using AI tools to generate answers
- False declarations or falsified ID
- Misrepresenting visa status

We use a fair and transparent process to investigate any concerns.

9. Assessment requirements

Assessment is about showing you have the skills and knowledge for your unit of competency.

You may be asked to complete:

- Multiple choice or short-answer questions
- Role play videos with another person
- Photos or case studies
- Observation reports by a third party (**you must source the appropriately qualified or experienced person**)
- A conversation with a trainer to check understanding

If you don't meet requirements on the first try, you'll usually get a chance to resubmit. Assessments are marked by qualified, experienced assessors.

10. What you need to complete a course

You'll need:

- A computer or laptop (preferred)
- Internet access (Chrome works best)
- An email account
- A phone or tablet to record video
- A printer (helpful but not essential)

11. Recognition of Prior Learning (RPL)

If you already have skills or knowledge from work or life, you may apply for RPL. You'll need to provide evidence to support your claim.

Note: some states and courses do not allow RPL.

12. Language, Literacy and Numeracy (LLN)

We want every learner to succeed. At enrolment, let us know if you have learning needs. If you forget, email info@aat.edu.au with "LLN" in the subject.

All learners must complete an LLN quiz before starting — this helps us identify if extra support is needed.

13. Reasonable adjustment

We can make adjustments to help with learning or assessment needs — such as using supportive technology. Adjustments won't reduce the requirements of the unit, but they can help you show your competence in a fair way.

14. Fees

Your fee covers enrolment, online learning, and assessment. It may also include government charges. Paying fees gives you access — it does not guarantee completion.

15. Refunds

You may be eligible for a refund if:

- You apply in writing within 7 days of enrolment, and
- You have not accessed the course

A \$20 administration fee may apply.

16. Access and equity

We provide fair access to training for all learners. Support is available to help you succeed, regardless of your background or circumstances.

17. Legal and regulatory requirements

Our training is nationally recognised. Some states add extra requirements, which we include when necessary.

18. Course prerequisites

Some courses require proof of prior training. We must receive and verify this before we issue your Statement of Attainment.

19. Statutory declarations and ID

Some states require a statutory declaration. We also need valid ID before issuing your Statement of Attainment.

20. Access to trainers and assessors

Our trainers are available to help during office hours: 9am – 5pm, Monday to Friday (EST).
Email info@aaat.edu.au with your name, course, and the support you need.

21. Privacy

We protect your personal information. We only release details if required by law or if you give permission.
All RTOs must also submit student data to government agencies when requested.

22. Contact details

We use your email and phone number to send you important updates. Make sure your details are accurate.

23. Complaints and appeals

If you're unhappy with a decision, process, or assessment outcome, you can lodge a complaint or appeal.
We handle all matters fairly and confidentially.

Include:

- Your name and contact details
- Supporting documents
- Details of your concern
- What you think would resolve it

Email info@aaat.edu.au. The Head of Operations will review it.

24. Feedback survey

At the end of your course, you'll be asked to complete a survey. Your feedback helps us improve and is shared with regulators as part of our quality system.

25. Working with regulators

We cooperate fully with government regulators. This includes sharing data, supporting investigations, and ensuring our training always meets national standards.

26. Choosing the right course

It's your responsibility to enrol in the correct course for your job and state requirements. If unsure, contact your local council or state regulator before enrolling.

27. About us

Access All Areas Training (AAAT) is committed to delivering high-quality, nationally recognised training. **We focus on:**

- Supporting learners
- Continuous improvement
- Fair and transparent processes
- Meeting the Standards for RTOs 2025

We're here to help you achieve your training goals.

Call: 03 91168348

Email: info@aaat.edu.au