

ATOL PRIVACY POLICY (v10)

The privacy of your information is important to us. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information.

By using the Auditor Training Online (ATOL) site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted, and changes will only apply to activities and information going forward, not on a retroactive basis.

You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: The privacy practices outlined in this privacy policy are for this website only. If you link to other websites from auditortrainingonline.com, please review the privacy policies posted at those sites.

1. COLLECTION OF INFORMATION

1.1. Identifiable Information

We collect personally identifiable information, like names, postal addresses, email addresses, etc. when voluntarily submitted by our visitors.

The information you provide is used to fulfil your specific request and for the express purpose of delivering the purchased product or service requested.

1.2. Credit Payment Information

ATOL does not hold or maintain a register of applicant credit card information. Credit Card details used for payments are managed by our external payment provider ([PinPayments](#)) who are PCI Compliant.

1.3. Explicit Consent

When providing personal information to ATOL through the submission of forms or any other method, you will be explicitly asked to consent to the processing of your personal data.

A clear and unambiguous consent mechanism will be presented to you in the form of an 'I agree' checkbox, which must be actively checked by you before any form submission.

This consent process is designed to comply with the General Data Protection Regulation (GDPR) and other relevant privacy laws, ensuring that users from all European Economic Area (EEA) countries are adequately informed and have affirmatively indicated their consent to the collection and use of their personal data by ATOL.

2. USE OF INFORMATION

We collect and utilize the information you provide to us in several ways, always with your explicit consent and in

compliance with data protection regulations, including GDPR for users within the European Economic Area (EEA). Here is how we may use your information:

- a) To Deliver Services and Products: We use your information to fulfill and deliver any services or products you have requested, ensuring efficient and personalized service.
- b) To Personalize Your Experience: We leverage your information to tailor our services and website to your specific needs, enhancing your overall experience with ATOL.
- c) To Improve Our Website: Your feedback and interactions help us to continuously upgrade our website's functionality and user interface, aiming for a more intuitive and responsive experience.
- d) To Enhance Customer Service: Your information enables us to provide prompt and effective responses to your inquiries, support requests, and service needs.
- e) To Process Transactions: We guarantee that your personal information will not be sold, exchanged, transferred, or disclosed to any third party without your explicit consent, except for the primary purpose of delivering the service or product you have purchased.
- f) To Communicate with You: If you opt-in to our mailing list, your email address will be used to send you updates, service information, and answers to your inquiries, as well as other questions or information you have requested.

3. SHARING OF PERSONAL INFORMATION

As we continuously aim to tailor our offerings to suit our users' needs, we occasionally collaborate with trusted third-party partners. This collaboration might involve sharing select personal data to help us better understand our user base and ensure you receive the most relevant content from us. This may also include governmental agencies, participant employers and/or other companies assisting us in fraud prevention or investigation. We may do so when:

- a) Permitted or required by law; or,
- b) Trying to protect against or prevent actual or potential fraud or unauthorized transactions; or,
- c) Investigating fraud that has already taken place. The information is not provided to these companies for marketing purposes.
- d) When your enrolment has been arranged and paid for by your employer or a sponsor organization – progress and completion updates will be provided to this third party upon their request.

4. DATA COLLECTION AND STORAGE (EEA, SWISS FDPA, UK-GDPR)

The Personal Data that we collect from you may be transferred to and stored at, a destination outside the European Economic Area (EEA), Switzerland and the United Kingdom (UK).

It may also be processed by staff operating outside the EEA, Switzerland and the UK who work for us or one of our suppliers. Such staff may be engaged in, among other things, the provision of support services.

By submitting your Personal Data, you agree to this transfer, storing or processing outside of the EEA, Switzerland and the UK. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

We use several third-party services to help us provide a service to you. Course participants may request information about these third-party services if required.

5. COOKIES POLICY

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enable the sites or service providers' systems to recognize your browser and capture and remember certain information.

We use cookies to help us remember that you've logged into our website, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information.

All website users can explicitly opt-in or opt-out of cookies that are non-essential for delivering our service to you.

Alternatively, you can opt out of third-party cookies by visiting the Network Advertising Initiative opt-out page [here](#).

6. EMAIL COMMUNICATIONS

With your explicit consent, ATOL may send you promotional emails related to your queries or enrollment updates. Consent for these communications will be confirmed through an affirmative action, like ticking a consent box, in compliance with data protection laws, including GDPR for EEA users.

You can opt-out of these emails at any time via the 'unsubscribe' and/or 'manage preferences' link provided in every email. Opting out will not affect any services or products you've requested from ATOL, ensuring your control over your personal information and preferences.

7. ACCESSING YOUR PERSONAL INFORMATION

For participants enrolled in our courses, ATOL offers multiple methods to access, review, and modify your personal information to ensure compliance with GDPR and other privacy laws:

- Online Account Access:** By logging into your account, you can directly view and update your personal information at any time, providing you with immediate and convenient control over your data.
- Direct Contact:** For additional assistance or to make specific requests regarding your personal information, you can contact us using the information provided in the 'Contact Us' section of this policy.
- Data Portability:** Upon request, ATOL will supply a copy of your personal data in a structured, commonly used, and machine-readable format, facilitating your right to data portability.

These options are designed to ensure you have full access to and control over your personal data, in line with our commitment to transparency, data protection, and user consent.

8. RIGHT TO ERASURE OF YOUR PERSONAL INFORMATION

In adherence to GDPR and applicable data protection laws, all course participants, especially those who are EU/UK residents, have the right to request the deletion of their personal data upon the completion of their course. ATOL is committed to ensuring your right to privacy and data control is respected.

Upon request, we will remove your personal information from our records, except where retention is necessary for:

- Service Continuation:** Retaining information required for the ongoing delivery of services or products you are engaged with.
- Legal Compliance:** Information that must be kept for compliance with legal obligations, including regulations from industry bodies.
- Financial Obligations:** Data needed for the settlement of any outstanding payments.
- This policy ensures that your personal data is handled in compliance with legal standards, while also balancing the need for retaining data for essential service delivery, legal, and financial purposes.**

9. GOOGLE SERVICES

ATOL employs Google services selectively, based on user location and consent, to enhance user experience and comply with data protection laws:

9.1. EU Visitors

For visitors from the EU, ATOL does not enable the Google services listed below by default, respecting the General Data Protection Regulation (GDPR) requirements for consent and data protection.

9.2. Non-EU Visitors

Non-EU visitors can benefit from the following Google services used on our site:

- a) Google Analytics: This tool aggregates data on site traffic and interactions, aiding in the improvement of our website. It uses cookies for data collection, adhering to Google Analytics Terms of Service. For those preferring to opt out, Google offers an [Analytics opt-out browser add-on](#).
- b) Google Ads: In compliance with GDPR, ATOL has adopted Google Ads Data Processing Terms for features like Enhanced conversions. These terms define Google as a "processor" of personal data for specified services. We ensure our account preferences are updated, including contact details for our data protection officer or EU/UK representative where applicable. Detailed information on Google's data processing terms is available at [Google's Business Safety](#).

For comprehensive details on how we use these services and available opt-out options, please visit [Google Privacy & Terms](#).

10. THIRD-PARTY ADVERTISING

We utilize third-party advertising services, including but not limited to the ones listed below, to tailor our advertising to your interests and preferences. These services use information like the content you engage with, the timing of your interactions, purchases made, or location data derived from your IP address to deliver targeted ads. You may encounter our ads on various platforms as a result of this targeted advertising approach.

To ensure transparency and control over your data, we offer you the option to opt out of this targeted advertising. For a broad opt-out from many companies, including ours, visit the Network Advertising Initiative opt-out page.

Specifically, we employ:

- a) Google Remarketing Services: To modify your advertising preferences with Google, visit their [ad settings page](#).
- b) Microsoft Ads: Adjust your Microsoft ad preferences [via their settings](#).
- c) LinkedIn Ads: To change your ad preferences on LinkedIn, visit [their ad settings](#).

- d) Meta Ads (Facebook & Instagram): Update your ad preferences for both Facebook and Instagram through their [respective settings](#).

Our commitment to respecting your privacy includes ensuring you are aware of and can control the use of your information for advertising purposes. For more detailed information on how to adjust your preferences or opt out of targeted advertising from the services we use, please visit their respective privacy settings pages.

Alternatively, you can opt out of third-party advertising by visiting the Network Advertising Initiative opt-out page [here](#).

11. SOCIAL MEDIA FEATURES

Our websites are enhanced with social media features, including 'Like', 'Follow', and 'Share' buttons, alongside platform-specific widgets for Facebook, Instagram, LinkedIn, YouTube, X, as well as TikTok and Pinterest on occasion. These functionalities are designed to collect data such as your IP address and the webpage you're visiting on our site, and they may set cookies to operate properly.

Please be aware that these social media tools may be hosted by third parties or directly on our site. The privacy practices of these tools are not covered by our privacy policy. Instead, your interaction with these features is subject to the privacy policies of the social media platforms providing them.

We encourage you to familiarize yourself with the privacy policies of these platforms to understand how they manage your data. By engaging with these social media features, you consent to the data practices of these third-party platforms.

12. COMMITMENT TO DATA SECURITY

We prioritize the security of your personal data. Access to your personally identifiable information is strictly limited to authorized personnel, agents, and contractors who are bound by confidentiality agreements to protect your information.

In adherence to privacy regulations and to provide you with control over your personal data, all communications, including emails and newsletters sent from our site, offer you the option to unsubscribe and opt out of future mailings.

We are dedicated to maintaining high standards of data security and ensuring that your personal information is handled with the utmost care and respect for your privacy rights.

13. EXEMPLAR GLOBAL

When you enroll in courses offering Exemplar Global RTP or TPECS qualifications, you agree to share your first name, surname, and email address with Exemplar Global. This

information is vital for completing your enrollment process and issuing your Certificates of Attainment/Qualification.

At the time of enrolment, you will be asked to thoroughly review and agree to this privacy policy, along with the terms and conditions of enrolment. You must provide explicit consent, acknowledging your understanding of, and agreement to these terms, including the sharing of your information as described.

Please note, without your explicit consent to these terms, we are unable to issue any Exemplar Global-aligned qualification.

14. VET REPORTING AND USI REGISTRATION (AUSTRALIAN NRT QUALIFICATIONS ONLY)

ATOL adheres to the Australian Vocational Education and Training (VET) reporting standards, ensuring the completion of quarterly and annual AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) reports for participants enrolled in and completing Nationally Recognised Training (NRT) and Competency Units. These reports are crucial for maintaining the integrity and recognition of the VET qualifications.

The National Centre for Vocational Education Research (NCVER) plays a vital role in collecting and managing VET sector data in Australia, utilizing AVETMISS Validation Software to ensure data meets the required standards for consistency and quality.

Our policy is designed to clarify the significance and application of VET data for participants, detailing its role in supporting the Australian VET system, the structure of data collections, and the type of data collected. This approach aims to enhance transparency and foster a deeper understanding of statistical standards and reporting processes.

USI Registry Note: For a graduate's qualification to be officially recorded and recognized on their Unique Student Identifier (USI) transcript, it is essential that their data is included in and accurately uploaded to the quarterly and annual AVETMISS data submissions. This integration ensures the visibility and verification of their achievements within the Australian VET framework.

Upon enrollment, participants must review and agree to ATOL's privacy policy and the terms and conditions of enrollment, which includes providing explicit consent for the sharing of their information for AVETMISS reporting and USI registry purposes. Without this consent, ATOL is unable to issue any NRT-aligned qualification. This consent process is rooted in our commitment to full transparency, adherence to data protection and privacy laws, and our dedication to protecting your personal information..

15. ATOL DIGITAL CREDENTIALS

Our ATOL Digital Credentials are created in collaboration with [Credly](#), powered by Pearson. By registering for an ATOL course, you consent to us sharing your first name, surname, email address, and qualifications with Credly.

This information is necessary to create and distribute your digital credentials and badges. Participants will have the opportunity to claim their digital credentials; this process includes enrollment in the Credly Acclaim platform and providing explicit consent and acknowledgement of [Credly's Privacy and Cookie Policy](#).

16. PRIVACY CONTACT INFORMATION

We encourage you to contact us with any questions or if you require further clarification on our privacy policy. Our team is dedicated to providing you with the necessary information and support to address your privacy concerns.

For direct communication, please email us at info@auditortrainingonline.com. We ensure a prompt response to all queries related to your privacy and the handling of your personal information.

17. RELATED POLICIES AND PROCEDURES

- ATOL General Terms & Conditions
- ATOL Training and Assessment Policy
- ATOL Complaints and Appeals Policy

18. DEFINITIONS

GDPR (General Data Protection Regulation) - Implemented on 25 May 2018, the General Data Protection Regulation 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area.

PRIVACY POLICY VERSION HISTORY

VERSION	ISSUED	AMENDMENT NOTES
v10	29/02/2024	Addition of Clause 1.3 Explicit Consent and Clause 14. VET Reporting & USI Registration (Australian NRT Qualifications Only) Update to Clauses 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15

ATOL GENERAL TERMS AND CONDITIONS (v10.2)

1. SPELLING, GRAMMAR & LANGUAGE

1.1. Minimum Language Requirements (English)

ATOL recommends participants have the equivalent of Australian year 10 English grammar and comprehension.

1.2. Use of Language

- ATOL General Terms and Conditions (v10) are written in Australian (UK) English.
- ATOL courses are written to reflect ISO language standards. Therefore, will contain variations between US & UK English spelling and grammar.
- The ATOL website and any external collateral (including social media and advertising) utilize US English spelling and grammar.

Note: The below specific exceptions to this rule apply per the regulators' (ASQA/Exemplar Global) use of language

- Registered Training Organisation - RTO
- Nationally Recognised Training - NRT
- Recognised Training Provider - RTP

2. QUALIFICATIONS & COURSES OFFERED

2.1. Exemplar Global TPECS Competency Units

ATOL is an Exemplar Global Training Provider and Examiner Certification Scheme (TPECS) Provider for the following competency units:

- AU - Management Systems Auditing.
- TL - Leading Management Systems Audit Team.
- QM - Quality Management Systems.
- EM - Environmental Management Systems.
- OH 45001 - Occupational Health & Safety Management Systems.
- HP - Developing HACCP Plans.

These competencies are delivered through our 'Intermediate and 'Advanced' level courses (*e.g., Lead & Internal Auditor, Practitioner and Specialist*), provided both online and through blended (virtual) tuition.

Exemplar Global TPECS Competency units and aligned qualifications are Internationally Recognized.

Successful completion of these qualifications meets the requirements for selected Exemplar Global personnel certification.

Upon successful completion of the above competency units, course participants will be issued with a Certificate of Attainment.

Students who graduate from a TPECS course will receive access to additional benefits including eligibility for Exemplar Global personnel certification.

Note: These benefits may incur additional fees payable to and at the discretion of Exemplar Global.

2.2. Exemplar Global RTP 'Introductory' courses

ATOL is an Exemplar Global Recognized Training Provider (RTP) for our 'Introduction to...' Management Systems & ISO courses.

These courses deliver *content* aligned with TPECS competency units as noted in [Exemplar Global TPECS Competency Units](#).

However, these courses do not contain assessments and therefore do not meet the full performance criteria requirements of Exemplar Global qualifications or personnel certification.

2.3. Australian Nationally Recognised Training (NRT) Competency Units

ATOL is an Australian Nationally Recognised Training Organisation ([RTO 45123](#)).

ATOL deliver training and/or assessment for the approved training products as listed on the [training.gov.au](#) organizational scope.

Primarily ATOL delivers online and blended tuition for BSBSS00128 Lead Auditor Skill Set, which includes the following competency units:

- BSBAUD411 Participate in a quality audit.
- BSBAUD511 Initiate a quality audit.
- BSBAUD513 Report on a quality audit.
- BSBAUD512 Lead a quality audit.

Upon successful completion of the above competency units' course participants will be issued with a Statement of Attainment.

A statement of attainment is issued by a Registered Training Organisation (RTO) when an individual has completed one or more accredited units.

Note: Due to the integrated nature of our courses, participants must complete the full Skill Set to attain competence in each unit. Individual competencies are only available through application for skills recognition.

2.4. Professional Development Courses

Unless explicitly identified in the course description, ATOL Professional Development Suites/Courses **do not** contain any formal qualifications. However, these courses have been approved by Exemplar Global as suitable for recognition towards required CPD hours.

2.5. Free Short Courses

ATOL Complimentary courses, including the ELP Bonus CPD courses, do not contain any formal qualifications.

Unless explicitly stated in the course description, no certificate is issued upon completion of complementary courses.

2.6. Virtual Instructor-led training (VILT)

ATOL delivers selected courses via Virtual Instructor-led Training (VILT). Minimum and maximum attendance numbers apply to all of these training sessions.

- a) Where minimum enrolment numbers have not been reached, ATOL Reserves the right to cancel and/or reschedule any session which does not meet the minimum number of enrolments. In this circumstance, participants will be offered the choice of one of the following options;

refund.

transfer to future equivalent VILT sessions

towards the equivalent self-paced online course.

- b) Where maximum capacity has been reached participants will be given the option to be added to a waitlist for this and/or future sessions.
- c) ATOL does not guarantee a seat in public virtual training sessions until payment has been received in full; regardless of the funding method (Self-funded, Employer funded or Government Subsidy/Grant).
- d) Where a participant withdraws from, reschedules or does not attend an enrolled session additional fees may be payable. Refer to [Refunds & Extensions - VILT Enrolment Alterations](#)

3. SKILLS RECOGNITION

ATOL offers Skills Recognition through Credit Transfer (CT), Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) unless licensing or regulatory requirements prevent this.

ATOL is not obliged to issue a qualification or certificate/statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another Exemplar Global RTP/TPECS provider, RTO or RTOs.

3.1. Exemplar Global Bridging Courses

ATOL offers RPL to eligible course participants where an ISO standard has been updated and/or superseded.

This is done through the delivery of 'Bridging courses' which specifically address the changes between current and previous revisions.

Candidates must submit and meet all the prerequisite requirements as listed on the course enrolment page before their enrolment is approved and payment requested.

3.2. Exemplar Global Credit Transfer

- a) Applications for Exemplar Global Credit Transfers are accepted and reviewed on a case-by-case basis.
- b) ATOL provides Credit Transfer and/or RPL for Exemplar Global Competencies in the following circumstances;
 - i) Combining multiple Exemplar Global units of competency into a single certificate (Refer [Issuing of Certificates](#))
 - ii) Upgrading from an 'Introductory' course to an 'Intermediate' or 'Advanced' level TPECS competency unit/course.
- c) Credit Transfers will be considered where evidenced by:
 - i) Certificate of Attainment/Record of results issued by an authorized Exemplar Global RTP or TPECS provider.
 - ii) Current Exemplar Global Qualification-based personnel certification; or
 - iii) An ATOL-issued 'Statement of Completion'.
- d) A non-refundable application fee (equivalent to \$150AUD) may apply to requests for Exemplar Global Credit Transfer applications, where the qualification has been attained through another training provider. (Refer [Issuing of Certificates](#))

3.3. Nationally Recognised training (NRT)

ATOL accepts and provides credit through Skills Recognition to course participants for Australian Nationally Recognised units of competency and/or modules, unless licensing or regulatory requirements prevent this.

Applications for Skills Recognition (RPL, RCC, or Credit Transfer) are accepted and reviewed on a case-by-case basis.

NRT Skills Recognition can be obtained through the following methods:

- a) Direct Credit Transfer, which requires the submission of the following evidence:
 - i) AQF certification or documentation issued by any other Registered Training Organization (RTO) or an AQF-authorized issuing organization.
 - ii) Authenticated VET transcripts issued by the Registrar.
- b) Recognition of Prior Learning and/or Current Competency, which involves the review and assessment of a completed ATOL Skills Recognition Application along with supporting evidence.
- c) In the event an application is deemed ineligible for full skills recognition, our Training, Assessment & Compliance team will contact the applicant to discuss alternative options.

These options may include the opportunity for partial credit towards the BSBSS00128 Lead Auditor Skill Set Upgrade or the requirement to complete the BSBSS00128 Lead Auditor Skill Set qualification in its entirety, utilizing either the Blended-Virtual or Self-paced delivery methods.

3.4. NRT Skills Recognition Fees

- a) A non-refundable application fee (equivalent to \$150AUD) is applicable to all requests for NRT Skills Recognition.
- b) Where an application is deemed suitable for skills recognition this application fee will be credited towards your RPL/RCC assessments.
- c) The fee structure for Skills Recognition, upon approval, is as follows:

Transfer: \$150AUD

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) is \$150AUD per competency unit, with a maximum of four competencies (Total maximum fee: \$600AUD)

4. TRAINING ACCESS & RESOURCES

- a) Course participants will not have access to their student portal, course and/or other training materials until payment has fully cleared.

Participants will be provided access to the student portal once payment has been fully cleared. All additional VILT resources will be issued to participants via email in the fortnight prior to the enrolled training session.

- b) When enrolling in a multi-competency learning path (e.g., *Lead Auditor Integrated Management Systems*) course participants are required to complete the online training units in the sequence provided. ATOL is unable to restructure/adjust module and/or unit structures to suit an individual participant's needs.
- c) Course participants are provided with a pdf content export of each module for note-taking and as a quick reference tool for assessment tasks.

Exports are located at the beginning of each module.

Exports cannot be downloaded or sent in advance of completion.

Exports are not intended to replace your online course material.

When deemed competent in each module, participants are required to complete all content online.

- d) Where ATOL courses refer to ISO standards, participants do not require a copy of these standards to successfully complete assessments and/or qualifications.

Standards are referenced throughout the content in the form of 'statements'

ATOL does not provide a copy of ISO standards within training materials.

5. EXTENDED LEARNING PROGRAM (ELP)

5.1. ELP Eligibility

- a) The ELP program is available to eligible participants who have enrolled in selected TPECS and RTP courses. These courses are identified with the ELP logo on the respective course landing pages.
- b) Following enrolment, course participants will be provided additional access to the ELP program benefits via their course participant portal home page.

5.2. ELP Program Inclusions

Participants of ELP receive access to the following upon completion of their course:

- a) Lifetime access to Live Weekly Q&A sessions with the ATOL Training & Assessment Team via Zoom
- i) By participating in any ATOL Community Q&A Weekly Livestream/forum, you understand and agree that these sessions are live-streamed on social platforms. Recordings of these sessions may also be added to course content for the benefit of other students. Additionally, the audio from these sessions may be used for marketing purposes.
- b) Lifetime access to the private ATOL Community Group
- c) ATOL Digital Credentials
- d) Access to Free Continued Professional Development content upon completion of each competency
- e) Access to the Exemplar Global 'Exemplar Link' Program

5.3. ELP Program Support

There may be instances where the ATOL Support team may be required to refer a course participant to Exemplar Global or Credly for technical assistance.

Participants shall be advised in writing when this is the case and may be provided with a direct contact at Exemplar Global and/or Credly for further support.

6. TIME FRAME FOR COMPLETION

The actual time needed for completion relies on factors such as the participant's existing knowledge, experience, and personal dedication to time management.

- a) Participants enrolling before 01 January 2023 will receive a duration of twelve (12) months to access and complete their full qualification.
- b) Participants enrolling after 01 January 2023 will receive a duration of eighteen (18) months to access and complete their full qualification.

If extra time is necessary, participants have the option to request an extension, which will be reviewed and considered by ATOL. Detailed information regarding this process can be found in the [Refund & Extension Policy](#).

7. COST OF COURSES

7.1. Regular Course Fees

- a) Course participants will not have access to their course and/or training materials until payment has fully cleared.
- b) The current cost for each unit is provided on the respective course pages of our website, corporate price lists and proposals are available upon request.
- c) In the case of non-Australian tender, the exchange rate as set by the relevant banking institution will be the accepted amount.
- d) In the case of non-Australian tender, ATOL does not accept responsibility for any international transaction

fees which may be applied by your personal banking institution.

- e) An additional application fee is payable for all Skills Recognition applications (including Credit Transfers)
- f) ATOL is a fee-for-service provider and is not a VET Student Loan Approved Course Provider

7.2. Payment Methods

- a) Online payment is made during enrolment via our secure payment portal. Accepted payment methods include:

MasterCard (Debit or Credit)

Express.

Note: We are unable to accept Diners Club or Bankcard, Cheques (bank, personal, corporate or international) or Money orders.

- b) Zip payment solutions are available to eligible **Australian** citizens and residents. International, corporate and group bookings are ineligible for Zip payment solutions.

Note: Refer to [Refunds](#) for policies relating to Zip Payments

- c) Corporate clients and large group bookings can request an invoice for prepayment.

Note: Course participants will not have access to course materials until payment has fully cleared. This process can take up to five (5) business days.

7.3. Discounts and Promotions

- a) ATOL may, at its discretion, offer reduced rates or discounts through the provision of promotional codes. These discounts include, but are not limited to:

- i. Corporate & Group rates
- ii. Returning course participant discounts (RSD)
- iii. Campaign specific promotions

- b) Itemized terms and conditions specific to these discounts are subject to change without notice and can be found on the ATOL website under [‘Promotional Terms & Conditions’](#).

- c) Unless explicitly noted otherwise in the above, discounts and promotions **do not apply** to the following ATOL courses, programs and products:

ation Fees relating to course extensions or certificate re-issue.

ognition Applications and/or Enrolments

Global Bridging Courses

Note: Returning ATOL course participants can use their RSD to enrol in Exemplar Global Bridging courses aligned with their original qualifications.

onal Development Courses

Implementation Toolkits

- d) Applicants are required to enter the provided promotional code at the time of enrolment/payment for the discount to be applied, no retrospective discounts will be afforded.

8. THIRD-PARTY FUNDED ENROLMENTS

These terms are in addition to the terms noted within [Cost of Courses](#).

8.1. Employer-Funded Training

Where an employer has paid for training on behalf of the participant.

- a) ATOL will not modify or reissue a copy of paid tax invoices in the name of the course participants.
- b) ATOL may, at the request of the employer, provide progress reports on individual participants.
- c) ATOL may, at the request of the employer, provide confirmation of course completion.
- d) ATOL will not provide the employer with a copy of the participants qualifications upon completion, this arrangement is the responsibility of the employee/employer.
- e) When a participant leaves the employment of the paying organization, ATOL will not transfer the enrolment of that participant to another student if the original participant has accessed and/or commenced the training (*Refer [Enrolment Transfers & Substitutions](#)*).

8.2. Government Subsidies and Grants

- a) ATOL is independent of any/all government and/or support agencies offering student subsidies and/or grants. ATOL does not guarantee an applicant's approval or acceptance in such arrangements.
- b) ATOL does not submit or follow-up on applications for government grants or subsidies on the participant's behalf. This is the sole responsibility of the participant.

9. REFUND & EXTENSION POLICY

9.1. Refunds

- a) Refunds are only provided at the discretion of the Directors of Business and **will not** be refunded under the following conditions:
 - i. If a participant changes their mind.
 - ii. If a participant has at any time logged into, accessed supporting documents and/or commenced their course.
 - iii. If a participant fails their enrolled course/s or course unit/s.
 - iv. If a participant does not have adequate language ability, as outlined in [Minimum Language Requirements \(English\)](#).
 - v. If a participant fails to complete in the time allowed as stated at enrolment and in [Time Frame for Completion](#);
 - vi. If a participant used a Zip payment solution to complete an enrolment transaction.

b) In the event ATOL closes or ceases to deliver any part of a Nationally Recognised Training product that the course participant is enrolled in, the course participant's rights and steps available to take can be viewed on the ASQA website fact sheet '[When your training provider closes \(for students\)](#)'

- c) ATOL offers Australian Residents access to Zip payment solutions and abides by the Zip Buyer Protection Policy. For the avoidance of doubt, the Zip Buyer Protection Policy does not apply to:
- Intangibles (for example digitally delivered goods – as provided by ATOL)
 - Services (as provided by ATOL)

9.2. Deferment

- a) To ensure currency of content, ATOL does not currently offer a deferment program for online self-paced learning.
(Refer [Course Extensions](#) for alternate options).

9.3. Course Extensions

Where a course participant fails to complete their course content within the allocated period (Refer [Time Frame for Completion](#)), a written application may be submitted for an extension.

Approval of any extension request is at the discretion of the Director of Training & Development.

A non-refundable administration fee will apply to all extension applications. This fee will be dependent on the participants current enrolment status;

- Current Active Enrolment Extension Fee (equivalent to \$99AUD) – Three months access
- Expired Enrolment Reactivation Fee (equivalent to \$199AUD) – Three months access
- Expired Enrolment & course release superseded enrolment fee (equivalent to \$550AUD) – Transfer to the latest release and access to content for the period noted in [Time Frame for Completion](#). *Note: Where a student has commenced their course, previous course progress and results may not be transferrable to the new course*

Extension requests/transfers are not available for courses in which the **qualification** and/or **standard** have been superseded during or after the course participant's enrolment expiry date.

In these instances, course participants will be required to enrol in the most recent course qualification at the full course fee.

9.4. Enrolment Transfers & Substitutions

In extenuating circumstances, ATOL will allow an enrolment substitution. This is only approved on the condition that;

- The originally enrolled course participant has not commenced/logged into their course.
 - Where the course was paid for by an employer or sponsor organization, the substituting person or organization must;
- i) fulfil Item 9.4.a, which states that the originally enrolled course participant has not commenced/logged into their course.
- ii) Additionally, they must submit a written request for a change to the participants' details and complete the necessary Transfer of Enrolment form online before participating in the course(s). This process ensures that the correct name appears on the certificate.

9.5. VILT Enrolment Alterations

Based on the date of a participant's original enrolled session, the following fees and options apply when a participant cancels or requests a transfer of session date:

- Written notice more than 30 days prior to the original session date:
 - Full refund will be offered*.
- Written notice more than 14 days prior to the original session date:
 - Participants will be offered a credit for a future session or equivalent online self-paced qualification.
- Written notice less than 14 days prior to the original session date:
 - Participants will forfeit 50% of course fees.
 - Participants will receive a credit of 50% of fees paid towards the scheduled session for a future session or equivalent online self-paced qualification.

Note: If a participant has already rescheduled previously and has been provided with a credit, any future credits applied will be based on the subsequent enrolment fee/balance and not the original paid amount.
- Failure to attend the enrolled session without notice:
 - will be forfeited in full; no refund or credit will be provided for session or equivalent online self-paced qualification.

**Note: If a student's enrolment has been funded by SCOW (Skills Checkpoint for Older Workers), ATOL will notify the SCOW provider of the student's withdrawal and return funds to the SCOW provider. The remaining balance will be returned to the student after confirmation from the SCOW provider.*

10. EVIDENCE OF COMPETENCY

10.1. Certificate Types

ATOL issues three types of certificates;

- Certificate of Completion**
Professional Development Courses and Exemplar Global RTP 'Introductory' courses
- Certificate of Attainment**
Courses containing 'Intermediate' or 'Advanced' level Exemplar Global TPECS competencies, including Bridging courses

c) **Statement of Attainment**

Australian Nationally Recognized Competency Units and Skill Sets, including 'upgrade' courses

10.2. Conditions of Issue

- a) ATOL permits successful participants to print the relevant and security numbered certificate in the legal name of the person that successfully completed the course(s).
- b) ATOL reserves the right to retract any certificate/s and/or digital credential if it is proven the certificate was attained fraudulently or illegally, i.e.

person named on the certificate was not the person who undertook the content and the exam

qualification named on the certificate was not the course/qualification taken and aligned with the course content and exam taken by the course participant

10.3. Issuing of Certificates

- a) All Certificates are issued electronically by secure PDF with 24 hours of course participants being deemed competent in their final assessment and/or subject to compliance verification and validation, whichever is the latter.
- b) When completing a multi-unit qualification (e.g., Lead Auditor Quality Management Systems), a single certificate will be issued upon completion of **all** competency units.

Note: The exception to this item are training packages containing BSBSS00128 Lead Auditor Skill Set **plus** an Exemplar Global Competency. In these cases, the EG 'Certificate of Attainment' will be issued separately to the Nationally Recognized Training 'Statement of Attainment'.

Participants can request individual and/or progress certificates for each Exemplar Global Competency Unit. A non-refundable administration fee (equivalent to \$35AUD *per* certificate) will apply to all additional certificates requested where ATOL has been the training provider.

- c) Participants can request a Credit Transfer certificate to combine any previously attained Exemplar Global Competency Units onto one certificate (*e.g., Lead Auditor Quality Management Systems + Quality Management Systems Specialist = Lead Auditor Quality Management Systems*).

A non-refundable administration fee (equivalent to \$35AUD *per* certificate) will apply to all additional certificates requested where ATOL has been the training provider.

A non-refundable administration fee (equivalent to \$150AUD) may apply to all additional certificates requested where an Exemplar Global Competency has been attained through another EG training provider.

11. ATOL DIGITAL CREDENTIALS

11.1. Eligibility

The ATOL Digital Credential program is available to eligible participants who have enrolled in selected;

- a) Exemplar Global RTP 'Introductory' courses
- b) Exemplar Global TPECS 'Intermediate' & 'Advanced' level courses; and
- c) Nationally Recognised Training.

A full list of current ATOL Digital Credentials can be located on the [ATOL Credly profile page](#).

11.2. Issuing of badges

ATOL Digital Credentials are issued by Credly within 30 days of course participants completing their course in full.

Note: Digital credentials will not be issued for individual competency units where they are completed as part of a multi-competency learning path (e.g., Lead Auditor Quality Management Systems).

11.3. Digital Credential Support

There may be instances where the ATOL Support team may be required to refer a course participant to Credly for technical assistance.

11.4. Digital Credential Program Consent

The ATOL Digital Credential program has been developed in partnership with [Everitas](#) and the [Credly Acclaim](#) platform.

Course participants who enrol in eligible ATOL courses consent to ATOL providing their name, email address and final qualification to Credly as part of the credential distribution process.

11.5. Credly Sanctions Policy

Credly are committed to complying with applicable export and import controls, money laundering regulations, customs, and other relevant laws in the countries in which they operate and do business. This includes complying with all applicable trade sanctions regulations.

For specific information relating to the Credly Sanctions policy refer to their guidance document [here](#).

These sanctions do not apply directly to ATOL Training & Assessment. ATOL certificates are still provided and available to students in regions affected by the Credly Sanctions Policy.

12. PERSONAL RESPONSIBILITY AND AUDITING COMPETENCY

Whilst ATOL believes the knowledge provided is adequate to perform the task of auditing/consulting against any type of criteria, it is not responsible for individuals' personal and professional performance when conducting an audit.

By accepting these terms and conditions you declare that the name and all other identification information provided at enrolment/application (as will be issued on your

certificate/s) is a true and accurate reflection of your own identity and not another person.

Where validation of the same is required, you agree to provide verifiable and factual evidence of identification upon request. Failing to do so may result in non-issue/revocation of your qualification/s.

Course participants will be required to sign and submit a declaration supporting the above, upon application and/or upon submission of assessment/s.

- i) Google Chrome
- ii) Internet Explorer 8+

13. COMPUTER REQUIREMENTS

Auditor Training Online (ATOL) recommends the following, to ensure the ability to adequately complete your qualification and download any necessary documentation.

- iii) Firefox 2+
- iv) Safari on Mac 1.2+

13.1. Devices

Our courses can be accessed and completed on any of the following Internet-connected devices.

- a) PC / Desktop / Laptop
- b) iPad / Tablet / Smartphone (Apple & Android)
*Note: While our courses are compatible with most smart devices, we do not recommend their use for optimal performance. ATOL **does not** recommend the use of these smart devices when participating in Live Instructor-Led Virtual Training and BSBSS00128 Lad Auditor Skill Set Instructor-Led Observation Assessments.*

13.2. Other Equipment

Course participants *may* also require access to the following equipment to fulfil assessment requirements:

- a) Printer
- b) Scanner
- c) Audio Visual recording equipment
Note: Webcam, a smartphone with audio/video recording functionality will suffice.
- d) Dual Monitors
Note: ATOL Strongly encourages the use of Dual Monitors when participating in Live Instructor-Led Virtual Training and BSBSS00128 Lad Auditor Skill Set Instructor-Led Observation Assessments. Participants are required to review onscreen content and complete assessment tasks/workbook and activities in real-time.

14. OPERATING REQUIREMENTS

While not a requirement, content is best viewed using a minimum screen resolution of 1024x768.

You will need to operate using the following minimum system requirements:

- a) An Internet connection
For optimal performance, we recommend an Internet bandwidth of 25Mbps download speed or greater.
- b) Web browser with JavaScript and Cookies enabled:

- c) PDF Reader (e.g., Adobe Acrobat or similar)

As new operating systems are developed or existing one's change, we may need to modify some aspects of our LMS for improved user experience.

15. CONFIDENTIALITY

Client confidentiality is always ensured by ATOL and details are not shared with a third party (refer to Privacy Policy for additional exemptions) unless the client has given prior approval. Enrolment in ATOL courses is considered consent to provide course participant details to industry regulators (at the request of the regulator), Exemplar Global and Credly to ensure fulfilment of qualification and certification requirements. Your privacy rights are outlined in our [Privacy Policy](#), which forms a part of this Agreement.

16. DISPUTES, COMPLAINTS AND APPEALS

If a participant believes they have been unfairly treated by the decisions of ATOL they have a further avenue of appeal with Exemplar Global and or ASQA, whichever is the relevant reporting body. Refer [Complaints and Appeals Policy](#)

17. RELATED POLICIES & DOCUMENTS

Copies of the following documents are available on our website and in PDF format upon further written request.

- [ATOL Privacy Policy](#)
- [Training and Assessment Policies](#)
- [Complaints and Appeals Policy](#)
- [Current Promotional Terms & Conditions](#)

ATOL GENERAL TERMS & CONDITIONS OF ENROLMENT VERSION HISTORY

VERSION	ISSUED	AMENDMENT NOTES
V10 (KT)	01-Jul-2023	<ul style="list-style-type: none"> Restructure of existing terms for improved readability, including amendments to Items 1.2, 2.1, 2.2, 2.5.c, 5.1, 5.3, 6, 7.1, 7.3, 10, 12 & 13 Addition of Item 2.5 Virtual Instructor Led Training, Item 4 Training Access & Resources and Item 7 Third-Party Funded Enrolments
V10.2 (KT)	01-08-2023	<ul style="list-style-type: none"> Amendments to Item 2.6 d) Virtual Instructor-Led Training (VILT) and 9.5 Refund and Extensions Policy (VILT Alterations)

ATOL COMPLAINTS AND APPEALS POLICY (v5)

POLICY STATEMENT

As a Nationally Recognised Training Organization (RTO), Exemplar Global Training Provider and Examiner Certification Scheme (TPECS) and Exemplar Global Recognised Training Provider (RTP); Auditor Training Online (ATOL) must comply with a number of requirements as a condition of registration.

ATOL ensures that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively in accordance with Standards for RTOs 2015 - Standard 6.

18. DEFINITIONS

Course participant means a person being trained and/or assessed by ATOL for the purpose of issuing Exemplar Global and/or AQF certification documentation.

19. PURPOSE

This procedure provides a defined complaints and appeals process, which demonstrates that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

ATOL is committed to providing fulfilling and rewarding learning and research experience that enables course participants to achieve their full academic potential. Feedback is welcomed as a mechanism for continual improvement.

Wherever possible complaints will be resolved by a process of discussion, cooperation and, where appropriate, mediation, as soon as possible after an incident or situation has occurred. Complaints will be acknowledged and handled promptly. Complaints will be treated sensitively having due regard to procedural fairness and confidentiality. Complainants will not suffer detriment or disadvantage as a direct result of making a complaint.

20. SCOPE

20.1. Complaints

This policy manages and responds to allegations involving the conduct of:

- ATOL, its trainers, assessors or other staff in delivering RTO training and assessments; or
- A third-party providing services on ATOL's behalf, its trainers, assessors or other staff.

20.2. Appeals

- This policy also manages requests for a review of decisions, including assessment decisions, made by ATOL or a third-party providing services on its behalf.

20.3. This procedure applies to:

- All enrolled course participants of ATOL both domestic and international
- Course participants previously enrolled and not currently enrolled, where the event forming the basis of the complaint occurred while they were enrolled or is directly related to their enrolment.
- In the context of:
 - All aspects of a course participant's experience at ATOL
 - Activities in relation to online examinations and online academic work, and to examinations and academic work in remote locations
 - The activities of ATOL and its staff in relation to course participants.

20.4. complaints timeframe

This procedure is not available where a complaint is made later than twelve months.

After the event giving rise to the complaint. Additionally, this procedure does not apply to the following types of complaints:

- Complaints about any decision for which ATOL Procedures provide an internal process for course participants to appeal the decision. Course participants should follow the appeal process detailed in the relevant Procedure. Once an appeal has been considered by the office-bearer, committee or entity specified in the relevant Procedure, ATOL does not provide any further internal avenues of complaint or appeal. For example, decisions about re-enrolment following suspension or exclusion on the grounds of academic performance are specifically excluded, as these are considered by the Re-enrolment Appeals Committee
- Complaints about the behaviour of ATOL staff (academic and/or professional) which are legally required to be managed in accordance with relevant employment and/or enterprise agreements and associated ATOL staff policies and procedures.

21. TYPES OF COMPLAINTS

There are three types of complaints within the scope of this procedure:

21.1. Complaints about academic decisions and matters

Course participants may make a complaint about academic decisions and matters where any of the following apply:

- The matter has not been able to be resolved under the relevant ATOL policy or procedure.

- b) The complaint relates to a lack of procedural fairness or inconsistent application of ATOL policy or procedure

Examples of complaints under this category may include but are not limited to assessment, confirmation and review of the progress of assessment candidates.

21.2. Complaints about a person

Course participants may make a complaint relating to the behaviour of:

- a) Other ATOL course participants (past or present)
- b) ATOL Training or support staff
- c) Professional/Technical Staff and Subject Matter Experts (SME's) including casual and contract staff

The behaviour of ATOL staff is governed by relevant employment and/or enterprise agreements and ATOL staff policies and procedures. Where a complaint relates to behaviour that is governed by one or more staff agreements, the complaint will not be investigated using this procedure, and will instead be managed in accordance with the relevant staff agreement(s).

Complaints under this category may include but are not limited to ethical and integrity issues, conflict of interest, fraud, bribery, dishonesty, favoritism, discrimination, victimization, vilification, bullying and harassment.

Examples of complaints under this category include the inconsistent application of assessment procedures or the special consideration procedure.

21.3. Complaints about administration or process

Course participants may make a complaint relating to:

- a) Administrative issues or processes including complaints of mismanagement, unreasonable decisions, inconsistent application of University policy or procedure, denial of procedural fairness, failure to provide rights, incorrect advice leading to detriment.

22. COURSE PARTICIPANT PROCESS

22.1. How to make a complaint or appeal

Step 1: Complainants are encouraged to attempt to resolve the matter informally through discussion and negotiation. If the complainant is reluctant or unable to do so, the complaint is escalated to the Customer Services Manager. The Customer Services Manager may ask for the complaint to be put in writing.

Step 2: If further investigation is required, the Customer Services Manager refers the complaint to the Director of Training for consideration.

Step 3: Complaints that cannot be resolved internally may be referred to ASQA, Exemplar Global or the Overseas Student Ombudsman for an independent review (*refer to item 6*).

22.2. Time frame to Submit

Complaints must be made no later than twelve months after the event giving rise to the complaint.

- a) The course participant should raise their complaint directly with ATOL staff member/s most directly involved with, or responsible for, the subject matter of the complaint. It is strongly recommended that these concerns be made in writing. If the course participant does not make the complaint in writing, the relevant staff member will proceed based on their understanding of the complaint.
- b) Where a course participant is uncomfortable with raising the complaint with the staff member/s most directly involved, the complaint can be made through another member of staff at the local level. This may be done through the website contact form or submission to the email leadership@auditortrainingonline.com
- c) The staff member who is managing the complaint will aim to resolve the complaint as quickly as possible using informal processes. To help reach a mutually acceptable outcome a telephone meeting may be held to discuss the complaint. A support person may be brought to the meeting by the complainant. The parties may agree to involve a neutral third party to assist their discussion of the complaint or, where appropriate, to mediate.
- d) A staff member to whom a complaint is made at the local level may, after considering the nature and circumstances of the complaint, suggest to the course participant that the complaint be investigated at the outset through Stage 2: Central Process.

22.3. Indicative Time frames

- a) ATOL acknowledges all complaints and requests for an appeal within ten (10) business days of receipt. We aim to complete all complaints and appeals processes within a reasonable time frame, which takes into consideration factors such as the Course participant's enrolment in future subjects and/or courses.
- b) ATOL regularly updates the complainant or appellant on the progress of their complaint or appeal; and
- c) ATOL informs the complainant or appellant in writing if it considers that more than 60 calendar days will be required to process and finalize the complaint or appeal, including reasons why more than 60 calendar days are required.

23. STAFF PROCESS

23.1. responding to your complaint or appeal

ATOL acknowledges all complaints and requests for an appeal within ten (10) business days of receipt;

ATOL aims to complete all complaints and appeals processes within a reasonable time frame, which takes into consideration factors such as the Course participant's enrolment in future subjects and/or courses.

ATOL regularly updates the complainant or appellant on the progress of their complaint or appeal; and

ATOL informs the complainant or appellant in writing if it considers that more than 60 calendar days will be required to process and finalize the complaint or appeal, including reasons why more than 60 calendar days are required.

23.2. decision Making process

ATOL considers its policies, the applicable Conditions of Enrolment and the Standards when determining the outcome of a complaint or appeal.

ATOL applies the principles of natural justice and procedural fairness at every stage of the complaints and appeals process.

23.3. Record keeping

Notes and documentation must be kept at all stages of the resolution of a complaint including records of meetings, discussions, appeal hearings and actions proposed or taken.

All records and notes produced, and documents considered in handling a complaint under the central or appeals process must be stored against the client CRM record, using the following process.

23.4. corrective actions

Following the receipt and review of Complaints and Appeals, ATOL conducts a root cause analysis to identify and implement any/all relevant corrective/preventive actions.

24. APPEALS PROCESS

Complaints that cannot be resolved internally may be referred to Exemplar Global, ASQA or the relevant Course participant Ombudsman for independent review.

25. INDEPENDENT REVIEW

If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal, they may seek review of ATOL's decision by referring their complaint or appeal to the appropriate third party.

In most cases, the purpose of the independent review is to consider whether ATOL has followed its policies and procedures.

- a) *International Course participants and Australian Course participants completing Exemplar Global qualifications*, wishing to find out whether to refer the complaint to Exemplar Global and to obtain information about how to make a complaint, visit Exemplar Globals website and complaints procedures.
- Where requested ATOL is required to make available to Exemplar Global a record of all relevant complaints, as well as the resolution of any such complaints within 30 days of the complaint being lodged.

- b) *For Australian course participants completing Nationally Recognised training*, wishing to find out whether to refer the complaint to ASQA and to obtain information about how to make a complaint, visit the ASQA's website or contact your relevant state training Ombudsman.

26. WITHDRAWAL OF COMPLAINTS

At any stage, a course participant may decide to withdraw a complaint. Where the central complaint process is underway any withdrawal must be in writing (this may be by email).

In most instances, ATOL will then deem the complaint resolved. However, in certain circumstances, ATOL may deem the complaint serious enough for an internal investigation to continue or for referral to an external agency.

27. CONFIDENTIALITY

All parties involved in a complaint including the complainant and respondent/s must maintain confidentiality about the complaint. Information and records about a complaint will be kept confidential and will only be divulged to the staff of ATOL with direct involvement in the process (in accordance with this Procedure) and those to whom it is necessary to enable proper investigation of the matter.

However, ATOL may divulge records about a complaint to legal advisers or insurers and where any of the following apply:

- a) Where there is the risk of harm to a person or persons, it may be necessary to divulge records of and details about the complaint to other members of ATOL staff and relevant external agencies such as the Police;
- b) Where ATOL is required by law to produce the records, for example, to a court or tribunal for the purpose of legal proceedings by way of a subpoena or a similar compulsory process;
- c) Where there is a clear public interest or obligation to share information (such as a duty to disclose information to a professional accreditation board or a duty to report under legislation)

28. EXTERNAL REVIEW OR REFERRAL

A course participant may take their complaint to an external agency at any point. Where this occurs, ATOL may decide to suspend any internal process pending external investigation.

External bodies may require a complainant to have lodged an internal complaint first before they will become involved. The complainant should contact the external body directly for advice.

External agencies include:

- Anti-Discrimination Board
- Australian Human Rights Commission

- Independent Commission against Corruption
- ASQA
- Exemplar Global

- ATOL Privacy Policy
- ATOL General Terms & Conditions
- ATOL Training and Assessment Policy

29. RELATED POLICIES AND PROCEDURES

COMPLAINTS & APPEALS POLICY VERSION HISTORY

VERSION	ISSUED	AMENDMENT NOTES
v 5 (KT)	01/08/2022	<ul style="list-style-type: none"> • Document Rebrand • Addition of Item 6.4 Corrective Action

ATOL TRAINING & ASSESSMENT POLICY (v5)

1. BACKGROUND

1.1. Australian Nationally Recognised Qualifications

The National Vocational Education and Training Regulator Act 2011 establishes the VET Quality Framework, a system that ensures the integrity of nationally recognized qualifications. Included in the VET Quality Framework are the Standards for Registered Training Organizations (RTOs) 2015.

Auditor Training Online (ATOL) must comply with these eight Standards as a condition of registration.

1.2. Exemplar Global Qualifications

ATOL is an Exemplar Global Training Provider and Examiner Certification Scheme (TPECS) and Recognized Training Provider (RTP).

This training program has been designed to reflect contemporary and innovative learning and assessment practices, industry expectations, and demonstrate that applicants have achieved the level of knowledge competence required for Exemplar Global personnel certification.

2. PURPOSE

This policy outlines the principles governing RTO training, assessment and certification practices at ATOL and facilitates compliance with Standards 1, 2 and 3.

This policy further combines/aligns these same principles with the Exemplar Global TPECS and RTP requirements and expectations.

3. SCOPE

This policy applies to all staff involved in the delivery and administration of AQF training packages, VET accredited & Exemplar Global courses, for or on behalf of ATOL, and all registered Course participants.

4. DEFINITIONS

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Course participant means a person being trained and/or assessed by ATOL for the purpose of issuing Exemplar Global and/or AQF certification documentation.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competencies of an individual that may have been acquired through formal and informal learning to determine the extent to which that individual

meets the requirements specified in the training package or VET accredited courses.

VET Regulator means the National VET Regulator, being the Australian Skills Quality Authority (ASQA).

5. POLICY STATEMENT

5.1. Training and Assessment (Standard 1)

ATOL's training and assessment strategies and practices are designed to be responsive to industry and course participant needs, and to meet the requirements of both Exemplar Global and Australian National training packages and VET accredited courses.

a) Training and Assessment Strategy

ATOL's training and assessment strategies and practices, including the amount of training it provides, meet the requirements of the training packages and VET accredited courses it delivers.

ATOL's training packages and VET accredited courses are delivered by appropriately qualified trainers and assessors with sufficient support services, learning resources, facilities and equipment to enable course participants to meet the requirements of each unit of competency or module in which they are enrolled.

b) Industry Relevance

ATOL's training and assessment practices are relevant to the needs of the industry and informed by industry engagement. This is supported by the inclusion of Exemplar Global competency units where applicable.

c) Course Participant Support

ATOL determines the support needs of individual course participants and provides access to the support services necessary for the individual Learner to complete their training.

Support is offered both via telephone and email as required. Additional support delivery options will be provided as necessary to support individual course participant requirements.

d) Assessment

ATOL's assessment system ensures that assessment (including RPL) complies with the assessment requirements of the training packages and VET accredited courses it delivers.

Assessment is conducted in accordance with the Principles of Assessment (fairness, flexibility, validity and reliability) and the Rules of Evidence contained in Standard 1 to ensure that assessment judgements are consistently made on a sound basis.

All assessment recognizes equity issues without compromising the integrity of the assessment process.

Assessment practices and judgements, including benchmarking and performance criteria for each training product are systematically reviewed and validated on an ongoing basis.

Written copies of the Assessment Criteria for all VET courses are provided to course participants at the commencement of each assessable course unit.

e) Skills Recognition & RPL

ATOL recognizes existing competencies and offers Skills recognition in the form of RPL and/or credit transfer to individual Learners, for both Nationally Recognised and Exemplar Global competency units.

Applications for Skills Recognition are considered on a case-by-case basis and in a timely manner to ensure that all Learners are able to make well-informed choices about study options, pathways and alternatives.

An administrative fee applies to all applications for skills recognition.

f) Trainers and Assessors

To provide training that reflects current industry practice and valid assessment, ATOL's training and assessment is delivered only by persons who meet the criteria set out in Standard 1 and who undertake professional development in vocational training, learning and assessment.

g) Supervision

Individuals engaged to deliver training and assessment who are not qualified trainers or assessors (Supervised Trainers) are supervised by a qualified trainer and do not determine assessment outcomes.

ATOL ensures that Supervised Trainers possess the attributes described in Standard 1. The degree of supervision corresponds to the Supervised Trainer's level of skill, and supervising trainers are accountable for the Supervised Trainer's training delivery and collection of assessment evidence.

h) Training and Assessment Qualifications for Trainers and Assessors

ATOL only engages trainers and assessors who hold the skills and knowledge required to deliver training products of the highest quality. Trainers and assessors must demonstrate the skills and knowledge consistent with those identified through industry engagement and they must possess the attributes described in Standard 1.

i) Independent Validation of Training and Assessment Qualifications

To ensure that assessment is appropriately rigorous and that graduates are competent, ATOL's assessment system, tools, processes and outcomes are independently validated in accordance with Standard 1.

j) Transition of Training Products

ATOL ensures that Learners graduate with a qualification that most closely resembles the current skill needs of the industry. ATOL transfers superseded qualifications into replacement qualifications in accordance with Standard 1 to best meet the needs of Learners and industry

5.2. Quality Assurance (Standard 2)

ATOL's operations are systematically monitored and evaluated to ensure it delivers quality training and assessment.

ATOL has sufficient strategies and resources in place to systematically monitor and evaluate delivery of its services and to ensure compliance with the Standards.

These strategies including regular internal audits combined with annual external audits completed by Exemplar Global and as required, ASQA.

ATOL fosters a culture of continuous improvement by committing to Learner and client needs, performance optimization and sharing responsibility for continuous improvement among all staff.

6. EXEMPLAR GLOBAL REQUIREMENTS

6.1. TPECS Requirements

Successful graduates issued with an Exemplar Global TPECS competency are able to apply for Exemplar Global personnel certification.

Applicants for Exemplar Global competency-based personnel certification must be deemed competent in the knowledge, personal attributes, and skills required for that particular scheme.

Exemplar Global is focused on determining knowledge competence. Exemplar Global TPECS status requires a training provider to:

a) Establish an examination for each Exemplar Global defined knowledge competency, and an examiner's guide that provides sufficient detail to ensure examination is fair, valid, reliable and impartial, and delivers consistency in examination outcomes.

b) Utilize competent examiners.

c) Maintain effective supporting administrative processes.

Students who graduate a course through our TPEC will receive benefits including:

- Eligibility for Exemplar Global personnel certification

- Access to self-coaching assessment
- Access to Exemplar Global webinars, events, and online resources.

These benefits may incur additional fees payable to, and at the discretion of, Exemplar Global.

6.2. RTP Requirements

Exemplar Global RTP status requires a training provider to:

- A demonstrated capability to design and deliver training

- Recognition via mutual recognition of the training provider's credentials by Exemplar Global and a third-party certification or credentialing body.

7. RELATED POLICIES AND PROCEDURES

- Complaints and Appeals Policy

TRAINING & ASSESSMENT POLICY VERSION HISTORY

VERSION	ISSUED	AMENDMENT NOTES
v5 (KT)	29 July 2022	<ul style="list-style-type: none"> • Document Rebrand • Amendment to Item 6 Exemplar Global requirements