

# 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

- a) ATOL General Terms and Conditions (v10) are written in Australian (UK) English.
- b) ATOL courses are written to reflect ISO language standards. Therefore, will contain variations between US & UK English spelling and grammar.
- c) 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:

- a) AU - Management Systems Auditing.
- b) TL - Leading Management Systems Audit Team.
- c) QM - Quality Management Systems.
- d) EM - Environmental Management Systems.
- e) OH 45001 - Occupational Health & Safety Management Systems.
- f) 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:

- a) BSBAUD411 Participate in a quality audit.
- b) BSBAUD511 Initiate a quality audit.
- c) BSBAUD513 Report on a quality audit.
- d) 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;
  - i) a course refund.
  - ii) priority transfer to future equivalent VILT sessions
  - iii) credit 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 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:
  - i) Credit Transfer: \$150AUD
  - ii) Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC): \$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.
  - i) VILT 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.
  - i) Content exports are located at the beginning of each module.
  - ii) Content exports cannot be downloaded or sent in advance of completion.
  - iii) Content exports are not intended to replace your online course material.
  - iv) To be 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.

- i) These standards are referenced throughout the content in the form of 'Clause Statements'
- ii) 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:
  - i) Visa & MasterCard (Debit or Credit)
  - ii) American 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:

- i) Administration Fees relating to course extensions or certificate re-issue.
- ii) Skills Recognition Applications and/or Enrolments
- iii) Exemplar Global Bridging Courses
 

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

- iv) Professional Development Courses
- v) Systems 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:
  - i. Intangibles (for example digitally delivered goods – as provided by ATOL)
  - ii. 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;

- a) Current Active Enrolment Extension Fee (equivalent to \$99AUD) – Three months access
- b) Expired Enrolment Reactivation Fee (equivalent to \$199AUD) – Three months access
- c) Expired Enrolment & course release superseded (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;

- a) The originally enrolled course participant has not commenced/logged into their course.
- b) 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

The following fees and options apply when a participant cancels or requests a transfer of session date:

- a) Where written notice is received more than 30 days prior to the original session date a full refund will be offered\*.
- b) Where written notice is received more than 14 days prior to the original session date, participants will be offered credit for a future session or equivalent online self-paced qualification.
- c) Where written notice received less than 14 days prior to the original session date:

- i) Participants will forfeit 50% of course fees; and
- ii) Participants will be offered a credit of 50% of fees paid, towards a future session or equivalent online self-paced qualification.

*Note: If a participant has already been 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.*

- d) Failure to attend the enrolled session without written notice will result in the enrolment fee being forfeited in full; no refund or credit will be provided towards future sessions 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;

- a) **Certificate of Completion**  
Professional Development Courses and Exemplar Global RTP 'Introductory' courses
- b) **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.
  - i) If the person named on the certificate was not the person who undertook the course content and the exam
  - ii) If the qualification named on the certificate was not the course/qualification undertaken and aligned with the course content and exam taken by the named 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'.*

- i) 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.
- c) Participants can request a Credit Transfer certificate to combine any previously attained Exemplar Global Competency Units onto one certificate (e.g., *Lead Auditor Management Systems + Quality Management Systems Specialist = Lead Auditor Quality Management Systems*).
  - i) A non-refundable administration fee (equivalent to \$35AUD *per* certificate) will apply to all additional certificates requested where ATOL has been the sole training provider.
  - ii) A further 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.

### 13. Computer Requirements

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

#### 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 1024×768.

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"> <li>• 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 &amp; 13</li> <li>• Addition of Item 2.5 Virtual Instructor Led Training, Item 4 Training Access &amp; Resources and Item 7 Third-Party Funded Enrolments</li> </ul> |
| V10.2 (KT) | 01-08-2023  | <ul style="list-style-type: none"> <li>• Amendments to Item 2.6 d) Virtual Instructor-Led Training (VILT) and 9.5 Refund and Extensions Policy (VILT Alterations)</li> </ul>  |