



Participant Handbook

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DELIVERING AUSTRALIA WIDE

 **Drug & Alcohol**
Testing Institute

drug test training experts

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welcome

Drug and Alcohol Testing Institute (DATI) is Australia's leading provider of drug and alcohol testing training.

Drug and Alcohol Testing Institute is a Registered Training Organisation (RTO 31988) that delivers both accredited and non-accredited training in Workplace Drug and Alcohol Testing to individuals and a variety of industries and businesses nationally.

Drug and Alcohol Testing Institute developed our first nationally accredited course in 2000, long before it became a requirement of the Australian Standards for drug testing and were the first RTO accredited in HLTPAT005.

The Australian/NZ Standards' definition of a 'Collector' is to successfully complete a course of instruction for specimen collection and on-site screening (if applicable), handling, storage and dispatch of specimens and who has received a Statement of Attainment in accordance with the Vocational Education and Training Quality Framework (VQF).

DATI code of practice

At Drug and Alcohol Testing Institute we will:

- Deliver a learning experience of the highest educational standards, with qualified and experienced Trainers, Assessors, Collectors and support staff.
- Provide support services which include Trainers, Assessors, Collectors, Administration and Management staff who support the learner's experience, from initial sign-up continuing through until training completion.
- Implement policies and procedures to address any issues that may arise during the provision of training and assessment services.
- Promote inclusive learning and equitable access for learners.
- Ensure compliance with legislative and regulatory requirements is applied and maintained in relevant training policies and procedures.
- Provide language, literacy, numeracy and digital literacy (LLND) guidance to any learners who may require support and refer them to LLND support agencies.
- Ensure staff will undertake their responsibilities in a professional and ethical manner and will be objective, independent and constructive.
- Ensure staff are impartial and disqualify themselves if they have an actual, potential or perceived conflict of interest with the learner or the client.
- Ensure staff treat all information (including documents and discussions) obtained as part of the learning and assessment process as confidential.
- Ensure qualifications and Statements of Attainment are issued in accordance with Australian Qualifications Framework (AQF) requirements.

VET quality framework (VQF)

Nationally Recognised Training

Nationally recognised training is governed by the VET Quality Framework (VQF) which provides the Australia-wide system of Vocational Education and Training (VET). Outcomes achieved are transferrable and recognised across Australia. More information can be found at training.gov.au



VET Quality Framework

As a Registered Training Organisation (RTO) delivering accredited training, Drug and Alcohol Testing Institute meets the legislative requirements of the Australian Qualifications Framework (AQF) for Registered Training Organisations (RTOs). This framework provides quality assurance. As an RTO, Drug and Alcohol Testing Institute is regularly audited by the Australian Skills Quality Authority (ASQA). More information on the [Australian Qualifications Framework \(AQF\)](http://www.aqf.edu.au/) can be sourced at www.aqf.edu.au/



USI - unique student identifier

A USI is your individual education number for life. The USI Registry provides an online transcript of your Vocational Education and Training (VET) undertaken in Australia. The USI Registry collates and authenticates participants' VET achievements into your accessible transcript.

Drug and Alcohol Testing Institute reports data for their fee for service training annually to National Centre for Vocational Education Research (NCVER). The USI transcript is then available by early May of the year following the completion of your training. For more information visit [Training data collection timeframes and USI VET transcripts | Unique Student Identifier](#)

The USI is a ten-character alpha-numeric code, which every participant enrolled into accredited VET training needs to provide to the RTO to be able to receive their Statement of Attainment.

Participants will need to apply for their USI online. They will need to provide proof of their identity via a drivers' licence number, Medicare card number or other official document, and will then be issued with a USI number. A participant may apply directly via the USI Agency initially to obtain their lifelong information. For more information, including the USI Privacy Policy refer to www.usi.gov.au.

competency based training and assessment

Nationally endorsed Units of Competency are the core of the competency-based training system for Vocational Education and Training. Individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

- **Competency (also competence)** - the ability to perform tasks and duties to the standard expected in employment.
- **Competency-based assessment** - the gathering and judging of evidence in order to decide whether a person has achieved a Unit of Competency.
- **Unit of Competency (Competency standard)** - an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. It is an endorsed document which provides a description of the outcome required to be achieved (it does not include how it is to be achieved).

Competency standards include elements of competency, performance evidence, knowledge evidence, and assessment conditions. Competency standards are an endorsed component of a National Training Package.

Under the Competency Based Training system, experienced and skilled individuals can have their existing skills assessed and a qualification or Statement of Attainment issued without necessarily undertaking any additional training. This is discussed further under Recognition of Prior Learning (RPL) and Credit Transfer (CT).

accreditation for workplace testing

Accreditation of a Drug and Alcohol Program is not solely reliant upon the qualifications of the individuals who perform the collections, and this qualification is only one element of the requirements for operating a collecting agency or operating a compliant Drug and Alcohol Testing program.

Training in *HLTPAT005 Collect specimens for drugs of abuse testing* does not "accredit" you to the requirements of the Standards as a collecting agency. There is no training available in Australia that does. Training in *HLTPAT005 Collect specimens for drugs of abuse testing* fulfils the requirements for you to become a collector as required by the relevant testing Standards. This unit of competence is accredited by ASQA – Australian Skills Quality Authority, which is the governing body for VET training.

To operate a compliant in-house drug and alcohol testing program, an employer/company (referred to in the Australian Standards as 'Requesting Authority' or 'Collection Facility') must be independently accredited.

In Australia the only assessing body with the scope to perform this accreditation is the National Association of Testing Authorities (NATA). The alternative approach to obtain a compliant drug and alcohol testing program would be to engage a third-party Collecting Agency (referred to in the Australian Standards as a “Collection Facility”) that holds this accreditation instead of conducting testing in-house.

workplace testing

Whilst most participants in our training are employees of organisations who have testing programs, some potential participants may wish to undertake the training for the purposes of seeking employment with a collecting agency. We suggest that these participants thoroughly research the industry requirements for employment and consider their existing skills and experience to ensure that the outcomes of the training are relevant to their aspirations.

accredited training offered

HLTPAT005 Collect specimens for drugs of abuse testing

This unit describes the skills and knowledge required to confirm collection requirements, prepare client and equipment, and collect specimens via urine and/or oral and breath testing, following the special procedures that apply for drugs of abuse testing.

The participant must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks, and manage contingencies in the context of the job role. There must be evidence that the participant has:

- followed established technical, infection control and safety procedures plus those required by the relevant standard, during collections from at least 3 different clients
- selected, prepared and used compliant equipment and collection kits
- collected urine, oral fluid or breath specimens for drugs of abuse testing

This unit applies to individuals working in collection centres, in hospitals, in other health care environments and workplaces where testing for drugs of abuse takes place.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

A Statement of Attainment will be issued for the successful completion of this unit.



non-accredited training offered

Drug and Alcohol Testing Institute also provides non-accredited training that enables participants to uphold and promote health and safety in the workplace.

The following non-accredited training is delivered by current industry experienced collectors and qualified trainers:

- Practical Refresher Training for Workplace Drug and Alcohol Testing for participants who hold a Statement of Attainment
- eLearning self-paced Refresher Training for Workplace Drug and Alcohol Testing
- Employee Education about Drugs and Alcohol
- Drug and Alcohol Management

On completion of this training a Statement of Attendance or a Statement of Completion will be issued.

training information

Training Duration

Training delivered by Drug and Alcohol Testing Institute is delivered online in a virtual classroom, face-to-face classroom, or via eLearning, or a combination of these.

Accredited training is delivered over one day (approx. 9 hours) with the addition of pre-training reading and an assessment required prior to the training day (1-2 hours). If additional time is required with a trainer/assessor outside of this to be deemed competent, this can be arranged, and additional fees will be charged. (Refer to Training Fees)

Training must be completed within three (3) months of the training date, or the participant will need to re-enrol and undertake the training again. It is the responsibility of the participant to ensure they have completed all assessments within this time frame.

Delivery Times - Online Training

Participants join the ZOOM meeting at 8:00am for an 8:30am start (AEST). Please be aware that if you reside in NSW, ACT, VIC, TAS, SA, WA or NT, your start time may differ. Please be aware of changes during daylight savings.

(You will either join the session via pasting the Zoom Meeting link, emailed prior to training, in your browser or downloading the Zoom Application).

Required Equipment

- Access to a smart phone and laptop with internet access and power charges for these devices. Your device needs to have a camera and audio, or you can use headphones.
- A scanner if accessible, would be useful.
- Table and chair in a quiet location.

Online Training - Participant Requirements

Please treat your online learning environment as if you are attending an actual classroom, and adhere to the following requirements:

- Digital literacy including the ability to:
 - use ZOOM, scan documents or take photos with a smart phone
 - log in to a Learner Portal (aXcelerate) and upload photos and complete assessments.

PLEASE NOTE: If you experience IT issues on the training day and they cannot be resolved without disruption to the training, you may be charged a fee to reschedule.

- Full day attendance and attention on screen
- Interaction with other participants on screen
- Suitable workplace/classroom environment, seated at a table
- Limit personal time to morning tea, lunch and afternoon breaks
- Wear appropriate workplace clothing
- Use appropriate behaviour
- Clean and quiet surroundings
- No smoking or vaping on the screen

Classroom Training - Participant Requirements

- Digital literacy including the ability to:
 - Scan documents or take photos with a smart phone
 - log in to a Learner Portal (aXcelerate) and upload photos and complete assessments
- Full day attendance and attention
- Interaction with other participants
- Seated at a table
- Wear appropriate workplace clothing
- Use appropriate behaviour

Catering and Dietary Requirements

Depending on the training undertaken, a light lunch and/or refreshments may be included. Participants are notified at the time of enrolment if catering applies to their chosen training. Where catering is provided, please advise Drug and Alcohol Testing Institute staff at time of enrolment of any specific dietary requirements.

your enrolment

Entry Requirements

There are no specific entry or pre-requisite requirements for undertaking *HLTPAT005 Collect specimens for drugs of abuse testing* however, participants will be required to complete the training using the English language, both spoken and written in a legible manner, read and interpret results.

Participants are expected to have digital literacy skills, which include the ability to use computers and related technology confidently, efficiently, and safely. This involves knowing how to find, evaluate, create, and share information using digital tools.

Participants must be able to operate a PC or laptop equipped with a camera, microphone, and speakers. They are also required to have access to this equipment for the duration of the training.

Please contact us for more information or if you have any queries relating to your eligibility. We can also assist with troubleshooting your IT prior to the training day.

Enrolment Pre-screening

A pre-screening assessment of prospective participants is conducted prior to enrolment via our *Training Enrolment Pre-Screening Form*. The purpose of this process is to determine each individual's current level of language, literacy, numeracy, and digital literacy (LLND) skills. This enables Drug and Alcohol Testing Institute to identify any specific learning support needs that a potential participant may have prior to the enrolment process, ensures that potential participants are appropriately matched to the training requirements, and puts in place reasonable adjustments or support strategies where necessary.

Based on the outcome of the review of the participant's pre-screening, Drug and Alcohol Testing Institute will advise prospective participants where they can find LLND support and if the training is not suitable for them.

Accepted Enrolments

Accepted enrolments can be processed via our website's online enrolment form or by requesting a hard copy enrolment form via email. Enrolments are only secured once training fees have been paid or a purchase order supplied.

A completed enrolment form is required prior to training commencement.

Personal details captured on the enrolment pages can be updated at any time by contacting Drug and Alcohol Testing Institute. This information is stored electronically, and the results of training are linked to this enrolment information.

Training Fees

Training fees must be paid in full prior to the commencement of the training. If training participation has been organised by an employer, the participant must ensure payment is made in a timely manner so that pre-training material and assessment can be accessed for completion at least 24hrs prior to the training commencement date.

All fees paid will be issued with an acknowledgement receipt/tax invoice via email as proof of receipt of monies paid for access to training.

Training must **commence* within 6 months** from receipt of fees paid.

Training must be **completed within 3 months** from commencement date.

It is the responsibility of the participant to ensure they have provided all the required enrolment documentation and completed all assessments within this timeframe.

If this information is not completed and received within this timeframe, re-enrolment will be required with full fees payable. Please refer to our [Refund Policy](#).

In circumstances of hardship or exception, Drug and Alcohol Testing Institute may, at the discretion of management, extend this timeframe without charge to a participant.

***HLTPAT005 Pre-training Assessment commenced, or Refresher training day commenced.**

Our Approach to Training Delivery

Drug and Alcohol Testing Institute have adopted a holistic approach in the delivery of training to capture interest and address the learning styles and needs of participants. We provide flexible training and various delivery methods including classroom, and onsite at your facilities.

Our methodology for training, whilst focusing on “hands-on and interactive learning”, will include a combination of the following methods to engage participants in the learning experience.

Challenge and stimulate – use of interactions and simulation activities that will focus on both cognitive and motor skills.

Small groups – discussion groups, group activities - designed to encourage networking, share ideas, decision making, working in teams, and overcoming conflict.

Effective learning materials - our expert training team uses learning materials which are user friendly and designed to ensure that learning is transferred and reinforced.

Resources appropriate to learning needs - demonstration, use of relevant equipment, interactions and PowerPoint presentations.

your assessment

Drug and Alcohol Testing Institute quality systems ensure our nationally accredited programs, assessments and learning tools meet industry requirements and are fully compliant. Drug and Alcohol Testing Institute assessment tools and learning resources meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2025*.

Assessment may be conducted by the following methods:

- Participant knowledge assessed by a combination of multiple choice, multiple response, true or false questions in online assessments; and
- Participants will be required to demonstrate the practical skills and knowledge necessary for workplace competency. These tasks will be performed in a suitable workplace environment and observed by a qualified assessor and collector to ensure they meet industry standards.

Participants are provided with pre-training material and must complete an online Pre-training Assessment. This must be completed and submitted to Drug and Alcohol Testing Institute at least 24hrs prior to the training commencement unless other arrangements have been made. Access to this online assessment via a Learner Portal is granted once payment for the training has been received.

A trainer/assessor is available via email, phone or in class to discuss any assessment issues the participant may have to enable successful completion of the training.

Successful completion of theory assessment criteria requires all responses to be correct within two attempts at each question. If the first attempt is incorrect the participant will then have the opportunity at a second attempt. If the second attempt is also incorrect, they continue through the assessment and sign off their work. A trainer/assessor will contact the participant to re-address any incorrect questions and provide further training if required.

Drug and Alcohol Testing Institute's aim is to provide all participants with the support that they need to complete the training. It is at the discretion of Drug and Alcohol Testing Institute if any additional charges would be required for further attempts.



Remember: Take your time, review and understand all content prior to commencing your assessment. If you are having difficulty understanding what is required of you to successfully complete the training, contact Drug and Alcohol Testing Institute - [click here](#) or phone 1300 034 499 during office hours for assistance.

training resources

An equipment/resource pack including testing equipment and paperwork is shipped to the address provided on the enrolment form on receipt of fees. Please ensure when you are booking training that you factor in sufficient time for this to arrive - at least one week. Northern Territory participants please allow up to 3 weeks for equipment when selecting training dates.

It is the responsibility of each participant to ensure they have received their equipment/resources pack and checked the contents are intact prior to the training day. If there are any missing items or you have not received your equipment, it is your responsibility to contact DATI asap.

Equipment for face-to-face classroom training is provided on the day.

recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

Drug and Alcohol Testing Institute aims to ensure that its RPL process is valid, reliable, flexible and fair.

If participants believe they already possess the learning outcomes contained in their chosen training and can demonstrate current competency, RPL documentation can be provided on request.

credit transfer

Credit Transfer will be provided by Drug and Alcohol Testing Institute where:

- A direct equivalence is documented in the Training Package between the Unit of Competency held and the Unit of Competency being claimed (same unit code and name).
- A direct correlation can be made between the Unit of Competency held and the Unit of Competency being claimed which can be established by mapping the competencies of both Units against each other.

To register for RPL or Credit Transfer contact Drug and Alcohol Testing Institute on 1300 034 499 during office hours to speak with our friendly Customer Service Team.

certification

On successful completion of accredited Units of Competency, a nationally recognised Statement of Attainment will be issued electronically to the participant within 30 days from the training completion date. Payment of fees is required prior to a Statement of Attainment being released.

On the completion of a non-accredited training, a Statement of Attendance or a Statement of Completion will be issued electronically to the participant.

If a certificate is not received within 30 days from the training completion date, contact Drug and Alcohol Testing Institute - [click here](#) or phone 1300 034 499 during office hours.

Re-Issuing of Certificates

Electronically re-issuing or a request for a copy of a Statement of Attainment, Statement of Attendance or Statement of Completion may incur a fee of \$55 (Inc GST). The re-issued copy will be emailed to the participant.

Competency Holographic Wallet Card

This is a handy wallet sized card to show evidence of the completion of a Nationally Accredited qualification for Drug and Alcohol Testing. This card can be purchased at the time of enrolment or at any time after completion of the training. The participant can access valuable information in our Knowledge Hub just by scanning the QR codes on the back. Competency Holographic Wallet Card - \$55 (Inc GST) sent via express post.

fees and charges

All stakeholders including clients, employers and participants, are provided with information on the fees and charges relating to the required services or training prior to booking either via phone contact, website, email, training proposals or marketing material.

Once a participant's booking has been received or if a client/employer has accepted and agreed to the conditions of the training proposal, an invoice is issued to the participant and/or employer with instructions. It is only when either payment or a purchase order is received that a participant's enrolment is confirmed, and any pre-training material and associated assessment is available to the participant.

Additional tutoring fee of \$120 per hour (GST free – HLTPAT005) (Inc GST – Non-Accredited Training), billed at minimum 2 hour, may be payable for additional training/tutoring outside of the scheduled classroom day if required.

Payment of Fees

Payment can be made by direct bank transfer or credit card. We reserve the right to pass on Credit Card processing fees during payment, at an amount no greater than the fee

charged by the financial institutions. This fee is typically 1.7% of your entire training fees inclusive of GST (where applicable).

Invoices are payable within seven days of the invoice date. If training is scheduled within one week of the invoice date, payment is required immediately. A receipt will be issued once payment has cleared. Please note that payment must be received before a Statement of Attainment can be issued.

Payment details for client-specific training are outlined in the Payment Terms section of the submitted proposal.

rescheduling, cancellations and refunds

Drug and Alcohol Testing Institute has a refund policy to establish a system for ensuring that participants:

- Are made aware of eligibility criteria and conditions, and
- Can make a claim if they withdraw from a unit/s of competency or from their training before successful completion, providing they meet the eligibility criteria.

Rescheduling and Cancellations

Cancellation Type	Refund Type
If you withdraw prior to 5 working days before training commencement date	Refund of training fee less 30% administration charge
If you withdraw less than 5 working before training commencement date	Loss of fees (*Please refer to extenuating circumstances over page)
If you reschedule prior to 2 working days before training commencement date	<ul style="list-style-type: none"> • Allowable up to two times with an administration charge of 30% of training fee for each reschedule • More than twice full training fee is forfeited
If you reschedule less than two working days before training commencement date	Loss of fees
'No show' after training commencement	Loss of fees
If Drug and Alcohol Testing Institute cancels training	Transfer to another training date at no charge or full refund

Conditions

1. All requests for refunds need to be made in writing on the *Participant Fee and Charges Refund Request Form* and accompanied by supporting documentation.
2. The refund will be made directly to the party who made the initial training payment.

participant handbook

3. Client specific and customised training will have terms and conditions listed in the Proposal.
4. Training must commence* within 6 months from payment of fees or paid fees will be forfeited. Refer to above table for rescheduling terms.
*HLTPAT005 Pre-training Assessment commenced, or Refresher training day commenced.
5. Training is subject to minimum numbers. Should minimum numbers not be met, the training day may need to be deferred or cancelled.
6. Drug and Alcohol Testing Institute cannot accept responsibility for changes to work commitments or personal circumstances within the timeframes in the above table.
7. Enrolments are non-transferrable.

*Extenuating circumstances – should a participant have to discontinue training for legitimate reasons, such as sickness, exceptional family circumstances, and where evidence can be provided, a pro rata refund may be given less a 30% administration fee. The decision of assessing the extenuating circumstances rests with the RTO Training Manager and shall be assessed on a case-by-case situation.

The Refund Policy is available on our [website](#), emailed link in the booking confirmation or on request by contacting the Customer Service Team - [click here](#) or phone 1300 034 499.

language, literacy, numeracy and digital literacy

Drug and Alcohol Testing Institute has guidelines for all trainers and assessors regarding Language, Literacy, Numeracy and Digital Literacy (LLND) support needs.

We aim to provide a positive and rewarding learning experience for all our participants. Our Pre-screening and Enrolment forms ask participants to provide information that helps us evaluate the support that a participant may need.

Where we have established with a participant that they require assistance with LLND we will make every effort to ensure they are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

- Setting up Zoom Meeting Test sessions prior to training.
- Assisting with aXcelerate Learner Portal via a test session.
- Mentoring from the Trainer and Assessor in reading and/or scribing work.
- Referring the participant to an external support provider.
- Some links to external support providers are listed here:
[Welcome to the Reading Writing Hotline - Reading Writing Hotline](#)
[Queensland English Language & Literacy | TAFE Queensland](#)
[Student Support & Counselling at CAE](#)
[Adult language, literacy and numeracy - Adult Learning Australia](#)
[Be Connected - Every Australian online](#)

access and equity

Drug and Alcohol Testing Institute is committed to providing all participants with equal opportunity to pursue their training and development in an environment that is inclusive and supportive, and free from discrimination, harassment, bigotry, prejudice, racism or offensive behaviour. For more information, please refer to our [Access and Equity Policy](#).

Access and Equity principles are applied and include the following areas:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Drug and Alcohol Testing Institute's management must ensure that the processes outlined in the Access and Equity Policy are implemented and conducted in accordance with the references and procedures therein.

Trainers and Assessors are responsible for ensuring access and equity principles are applied during the provision of training and assessment. Trainers and Assessors have a responsibility to work with all participants to find an appropriate method of delivery suitable for every participant. This includes offering different solutions within Drug and Alcohol Testing Institute offerings or assisting participants to source an alternative provider if DATI cannot assist with a solution suitable to their needs.

welfare and guidance services

Participants requiring welfare or guidance services will be given access to a list of services available to them on request.

If you are experiencing difficulties and/or require support, there are many professional organisations well equipped to help you to ensure you can successfully progress with your training.

harassment and discrimination

Drug and Alcohol Testing Institute strictly adheres to the Anti-Discrimination Act, 1977 and Equal Employment Opportunity, as set out in the Legislation.

Drug and Alcohol Testing Institute has a legal obligation to ensure that no member of its staff nor any participant is discriminated upon on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on the grounds of race or sex will not be tolerated and may lead to disciplinary action.

participant handbook

At Drug and Alcohol Testing Institute everyone, regardless of whether they are a participant, trainer/assessor, administration or support staff, is entitled to expect the same rights.

These rights are listed below:

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically.
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform Drug and Alcohol Testing Institute Management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address it.
- The right to be respected and have confidentiality maintained when dealing with all complaints.
- The right to have all complaints resolved by a process of discussion, cooperation and conciliation, whenever possible.

Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

plagiarism, copyright and cheating

Drug and Alcohol Testing Institute maintains a firm stance against plagiarism and cheating. All work submitted as evidence must be entirely the participants' own.

Collusion, plagiarism or cheating in any assessment will not be tolerated.

Note: Participants who are proven to be involved in such activities will not be permitted to continue their training and will be deemed Not Yet Competent. No refunds will be paid in these circumstances.

standards of behaviour

Successful achievement of your training program will be the product of mutual respect between yourself and your trainer/assessor. A positive working and learning environment is achieved in the following manner:

- Respect for the rights and opinions of others
- A safe working environment
- Equal opportunity for all

- A fair and just grievance procedure
- Access to relevant learning materials
- Access to support staff

Participant

You must ensure that you:

- Access your training in a timely manner.
- Provide all necessary enrolment documentation and USI number to confirm your booking prior to the training commencement date.
- Complete all activities associated with your training within the allocated timeframe.
- Keep your training material (if applicable) and other documents in a safe place.
- Complete all set assessment tasks.
- Always follow safe working practices.
- Use and look after your learning resources.
- Ask for support and assistance if you require it.
- Dress in neat casual attire (enclosed shoes for face-to-face training).
- Use appropriate classroom behaviour.
- Follow online training guidelines and ensure your surroundings are clean and quiet.
- Have access to the necessary IT equipment and programs required for online learning

Drug and Alcohol Testing Institute (the RTO)

The RTO will ensure that:

- You are given all the support and encouragement that is necessary to ensure that you successfully achieve the competencies stated in your training program.
- You are provided with the necessary training/learning materials/resources.
- All assessment records are kept up-to-date and meet the VET Quality Framework requirements.
- You receive a Statement of Attainment in a timely manner.
- Quality control procedures are in place and always adhered to.
- Training and assessment services are offered in accordance with consumer protection legislation.
- If Drug and Alcohol Testing Institute is unable to provide scheduled training e.g., natural disaster or change of ownership, the RTO will act in the best interest of the participants through timely communication where possible, and the provision of alternate training or a refund.

Addressing Behaviour Concerns

Drug and Alcohol Testing Institute attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

Drug and Alcohol Testing Institute expects that all participants will conduct themselves in a manner that is always considerate and reasonable. Participants who breach the Standards of Behaviour, or any legislative requirements, outlined in this Participant Handbook will be withdrawn from the training with no refund of monies.

If a trainer, assessor, or staff member from the Drug and Alcohol Testing Institute has concerns about a participant's behaviour or performance, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable.
- Ask a participant to leave the class without refund or acceptance into another training date.
- Immediately cancel the class.

Examples (but not limited to) of unacceptable behaviour in classroom delivery are:

- Using abusive/offensive behaviour
- Demonstrating prejudices (racial, ethnic, gender, disability, religious or sexual)
- Presenting for training under the influence of drugs and/or alcohol
- Disrupting others who are in the learning environment
- Demonstrating violent behaviour by fighting or verbal abuse
- Vandalism including misuse of equipment and facilities
- Stealing from the training environment or from any other learner or colleague
- Cheating and/or copying or using other people's ideas

If a participant wishes to dispute or raise concerns about any action taken regarding their behaviour, they can submit a grievance by following our complaints procedure.

When an action is taken in response to behaviour concerns, the trainer and/or management will inform the participant of the reason for the action. A written record will be kept on the participant's file in the Learner Management System, and this record will remain part of the participant's active file.

customer complaints and appeals

While Drug and Alcohol Testing Institute endeavours to provide participants with quality customer service, quality training and assessment, experienced trainers and a management environment of best practice, there may be, from time to time, issues that management and staff need to be made aware of.

Our [Complaints and Appeals Policy](#) enables us to investigate and address any areas of concern, complaints or appeals in relation to Drug and Alcohol Testing Institute or any assessment decision.

A participant can lodge a complaint against a process that is adopted or followed by Drug and Alcohol Testing Institute or a complaint against the service provided by Drug and Alcohol Testing Institute.

If you have any concerns or issues with the quality of service, or the way the service is delivered or managed please contact the General Manager.

quality management focus

Continuous Improvement

Drug and Alcohol Testing Institute has a commitment to providing a quality service and a focus on continuous improvement.

Monitoring of our services is conducted through:

- The vigorous application of quality assurance processes and systems for review.
- Evaluation of delivery and performance feedback.
- Audits and improvements.
- External course validation and moderation.
- Feedback is sought and encouraged from clients, participants, trainers and assessors, government and industry bodies and our own staff members.
- Information from complaints and appeals.

Under the VET Quality Framework, Registered Training Organisations (RTOs) are also required to collect and use data on three Quality Indicators which have been endorsed by the National Skills Standards Council (NSSC):

- Learner Engagement
- Employer Satisfaction
- Competency Completion

At the completion of your training, we would appreciate your assistance in completing the questionnaire and feedback surveys provided so that we may continually improve our services and adapt to the changing needs of our clients and industry.

Your feedback actively shapes how we develop and deliver our training.

privacy

Drug and Alcohol Testing Institute is committed to ensuring the privacy of all participants. Drug and Alcohol Testing Institute will not publish or make available any participant information to third parties unless required by law or with the consent of the participant.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in vocational education and training (VET) with us.

How we use your personal information

We use your personal information to enable us to deliver VET training to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a participant survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Drug and Alcohol Testing Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy

Where your place of employment has registered you for specific training your Statement of Attainment cannot be sent to them directly. It is the responsibility of each participant to provide a copy to the employer if requested unless Drug and Alcohol Testing Institute has received written authority to provide the specified copy to a third party or you have selected this on your enrolment form.

If an enquiry is made regarding a participant's file, other than by the participant, permission will be obtained from the participant prior to the release of information.

Should participants wish to access their personal information they can contact our Customer Service Team – [click here](#) or phone 1300 034 499 for assistance. Proof of identity will be required at the time of enquiry.

All participant information is kept in a secure database with password protected electronic files. Information is only accessed by approved staff members and for the sole use of training/assessment, internal and external audit/review, retention and the issuance of certificates. At all times Drug and Alcohol Testing Institute will abide by the Privacy Act 1988 and the Australian Privacy Principles.

Our Privacy Policy is available on Drug and Alcohol Testing Institute's [website](#) or on request.

general information

Address

Drug and Alcohol Testing Institute

PO Box 1304

Cleveland QLD 4163

Contact Details

Phone: 1300 034 499

Email: [click here](#)