



RTO Provider No: 22274

# STUDENT

# SUPPORT

# SERVICES



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**TECHNICAL ADVANCED TRAINING**

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## STUDENT SUPPORT SERVICES

We offer a range of Student Support Services to ensure your experience at Technical Advanced Training, is both rewarding and successful, we encourage you to benefit from the service if needed.

### Child care

Technical Advanced Training's (TAT) training facilities are in several northern suburbs of Melbourne. Our training centres are located near Childcare Centres. You will need to make arrangements with the Childcare Centre closest and/or most convenient for you to drop-off and pick-up your children.

### Career advice

Career Liaison officers at Technical Advanced Training will work with you and support you to secure an interview with an employer. You can make an appointment with our Career Liaison Officers when you have obtained your Security License. TAT is in a unique position of being aligned with several Australia-wide employers offering security services. You can also ask your trainer about your career. Just make an appointment with one of our friendly consultants.

### Financial assistance

Many students require budgeting support while studying. If you're having financial challenges, or just want to manage your money better, you can talk to a student administration officer and arrange for a payment plan over the duration of your course. They will guide you and provide you with advice, support and options.

### Health services

Medical clinics are located near our training facilities. These centres provide a wide range of health care including vaccinations, mental health, referrals, minor surgery, skin checks and pathology. Dental and counselling services are also available.

## Social Justice

Technical Advanced Training is committed in addressing fairness and social equity to improve the student's learning experience and fostering inclusivity.

Technical Advanced Training believes that all staff and clients have the right to study and work in a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment.

All learners are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible the principles of reasonable adjustment are implemented.

We provide support and resources for students with disability, different cultural backgrounds and offering a safe space for students and staff who identify as lesbian, gay, bisexual, transgender, intersex, queer (LGBTIQ).

## Spirituality

Technical Advanced Training encourages the spiritual care to all students and staff of all faiths or none. TAT has a Prayer Room for students and staff. If you wish to speak to a staff member or practice your cultural believes please advise your trainer.

## Trainer Support

Trainer's at TAT make themselves available to students before class, during breaks and after class to review learning material with students. Trainer's provide their mobile numbers for students to contact them for appointments and/or notify them of their absence.

## Study skills

All Technical Advanced Training students have access to online resources to assist students with research. Public libraries are located close to venues and are available to improve research and learning skills.

### Technology services

Technical Advanced Training website is an easy access website for information on training programs, services, policies and procedures. If you experience any trouble, contact our service desk for the first point of contact [info@advancetraining.com.au](mailto:info@advancetraining.com.au).

TAT has a computer lab for students doing their Certificate III and/or Certificate IV that requires them to conduct research for a project or make a presentation on a topic.

### Indigenous students

We support culturally sensitive assistance to Indigenous students and have aligned with employers to support them with their Indigenous employment strategy.

### Rural and regional students

We offer many services to assist students from a rural or regional background. These include list of nearby short-term accommodation, and student support.

### Students with a disability

Technical Advanced Training supports access and equity for students who have a disability, ongoing medical or mental health condition. Our training rooms all have disability access.

### Administration services

Technical Advanced Training provides help with all student forms, academic transcripts, student letters, complaints and training scheduling.

### Student Assessment Support

Students will have direct access to trainers to assist and coordinate program requirements and to offer assistance where individual support requirements have been identified. If the participant has commenced the program and either requests additional support or the requirement for additional support is identified by the trainer/assessor, support will be provided through direct access to trainers and managers/supervisors.

Strategies that may be used to support learners include:

- Reasonable adjustment techniques
- Additional one-on-one tutorials (this will incur additional cost to the enrolment fee)
- Assigning a mentor - each case will be considered on an individual basis depending on the type of support required. (this will incur additional cost to the enrolment fee)

The RTO will make every effort to ensure that the participants have every reasonable opportunity to complete the program through recording of attendance and following up with any participants that might have missed a session and offering as far as is practicable an opportunity to make up for any missed sessions.

EXTERNAL SUPPORT Reading & Writing Hotline - 1300 655 506

#### Learner Feedback

Technical Advanced Training values feedback from learners. A feedback form is provided in throughout the course and learners are encouraged to provide feedback at any time.

At the end of your course you will be asked to provide an evaluation of your training. Further to this evaluation, you may receive an invitation via email to complete a Quality Indicator Survey regarding your training with the organisation. Please take the time to complete feedback forms and surveys as this allows us to continually improve the product we deliver.

Thank you



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Mr Aydin Tat  
(CEO)