



High Risk – Don't Risk It

Northern Australia Training & Assessment

RTO Number 40513

NATA Values ...

- Your Diversity
- Your Opportunities
- Your Privacy

NATA designs its training and assessment services and associated quality policies to respond to the diverse needs of candidates who want to participate in its courses.

NATA is committed to providing an environment that values diversity, offers equality of opportunity to all candidates and staff, and is free from harassment and discrimination. NATA actively encourages an environment free of unfair treatment.

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www.northernaustraliatraining.com.au

NATA respects your place in training and expects that all staff, trainers and assessors and candidates behave at all times in a respectful and tolerant manner.

NATA will always attempt to resolve any issues for candidates (e.g. because of a disability, or socio-economic, or for family or cultural responsibilities) with appropriate discretion and flexibility.

NATA will deal with any concerns regarding discriminatory treatment or harassment promptly, fairly and impartially.

NATA encourages and will support action by candidates who feel that they have experienced discrimination or harassment in any NATA activities.

NATA delivers Nationally Recognised Training which leads to an Australian Qualifications Framework qualification. Our specialty is the delivery and assessment of courses which lead to high risk occupational licensing outcomes. Our Trainer and Assessor holds current registration with NT Worksafe (Assessor No. 493).

Value for Money

NATA keeps course overheads low as possible so that you benefit from a competitive fee structure.

Fees are itemised in Candidate Information for each course. Candidates who request a refund of fees paid must request and fill out an Application for Refund form, available from their Trainer, or by making an enquiry through the website.

Refunds

If you cancel a paid booking with **3 or more working days' notice** in writing to NATA:

- course fees are refundable; or
- your place may be transferred to another date; or
- your place may be transferred to another eligible candidate.

Cancellations made **less than 3 working days** prior to a course are not refundable, your place may be transferred to another date; or your place may be transferred to another eligible candidate.

The Managers may consider issues such as hardship on a case-by-case basis.

Value Privacy

Under the Freedom of Information and Privacy Acts, you have the right to access personal information NATA holds about you. If you want to access or amend information, you are encouraged to talk to your Trainer, or make an enquiry through the website.

Value Your Experience

NATA is committed to providing its courses to the highest quality standards. Candidates should have a challenging and enjoyable learning experience.

If a candidate feels that the standard of their learning experience was not what they had expected, or about any negative situation experienced during their training at NATA, they should talk to their Trainer, or make an enquiry through our website.

Value Fair Assessment

NATA recognises that its duty is to ensure its candidates are aware of their rights regarding assessments made by NATA assessors. Assessments carried out by NATA must be fair to the candidate and compliant with AQF requirements and the relevant Safework Australia Assessment Instrument.

If a candidate feels that they have not been fairly assessed, they should talk to their Trainer, or make an enquiry through our website.

Pathways

NATA policies and processes provide information about assessment pathways for candidates which are clear, accessible and transparent. Talk to your Trainer, or make an enquiry through our website.

Not Yet Competent?

If you are assessed as not yet competent, you should first talk to your assessor. If not yet competent in the Knowledge and Calculations

sections of the course, it is NATA policy the candidate is not progressed to the practical assessment until successfully reassessed.

Reassessment of a candidate will be conducted under NT Worksafe Assessor Guidelines, which include, where you:

- undertake a reassessment within 2 calendar months of the initial assessment you will only be required to complete the section of the assessment in which you were assessed as not yet competent
- Are reassessed by the same assessor
- undertake a reassessment 2 calendar months after the initial assessment you are required to re-take the whole assessment

All reassessments must be undertaken within 12 calendar months, or you will be required to undertake the training again. There is no cost for reassessment where NATA can join you into an existing course.

*After you are reassessed as competent, you can then lodge your Assessment Report and application with Territory Business Centre to apply for your High Risk Work Licence. You have **60 days** from the date of the assessment report to do this.*

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