



**STUDENT HANDBOOK
For Internationally Recognised
Industry Courses**

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WELCOME

Welcome to the Australasian Training Academy.

This is the start of an exciting new journey in Teaching English as a Second Language (TESOL). A TESOL qualification is your passport to travelling the world and being paid to do it. You can enjoy the advantage of employment opportunities in over 80 destinations around the world (visas permitting).

This handbook will assist you in learning more about the programs provided by Australasian Training Academy and course requirements. It will provide you with an overview of study methods, resources and assessments.

Australasian Training Academy is a privately owned education and training organisation with Head Office located in Brisbane. Australasian Training Academy was established in 2005. It is a Registered Training Organization (National Provider Code 31228) providing Nationally Recognised Courses. We are part of the Vocational Education and Training (VET) sector providing competency-based training. We are also associated with the Australian Council of Private Education and Training (ACPET).

The Academy has successfully graduated over 3000 TESOL teachers. The ongoing success of our company depends on our staff and their commitment to you, our students. Therefore the most important part of our business is your success. It is our belief that our program is second to none in providing you with a TESOL qualification that will be your passport to an exciting lifestyle of travelling the world through teaching TESOL.

We hope you enjoy studying with us and we look forward to assisting you on your TESOL adventure.

Travel globally, live fully.



Marie Parnell
Managing Director
Australasian Training Academy

1. EDUCATIONAL STANDARDS

Australasian Training Academy maintains a learning environment that is highly conducive to the success of students. We have the capacity to deliver the nominated courses, and provide excellent training facilities and we use contemporary interactive methods and materials. Our staff are vibrant, well trained and highly skilled, and have many years of overseas English language teaching experience. TESOL is a dynamic industry, and at ATA we are committed to constantly improving the course, our learning resources, and the learning outcomes of our students.

2. STUDENT ENROLMENT

Selection and enrolment of students will be conducted at all times in an ethical and responsible manner consistent with the requirements of the Training Programs.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and English language proficiency.

Upon enrolment, students will be given a study guide and a course timetable. At the commencement of training at Australasian Training Academy further orientation will take place focusing more on the physical resources available for training and general workplace health and safety requirements for the course.

3. HOW TO REGISTER FOR A COURSE

It's simple – just follow these steps

- (1) Make sure you have read the content of this book completely contact us by phone on: 1300 723 928 or email at: office@ataonline.edu.au
- (2) We will send you an information pack which contains the following:
 - An enrolment form
 - Fees information payment options and methods
 - Information about where and when the in-class course will be held
- (3) Complete the enrolment form and return it to administration with payment. We will send an acknowledgment letter outlining where and when you need to attend the 5 day in-class course.
- (4) You will also receive a login to our internet site which allows you to start downloading your learning resources (if you choose the on-line study option) or you will receive your first pack of study guides if you are a correspondence student.
- (5) Don't forget, at any stage if you have questions, just call us.

4. FEES AND REFUNDS

Course fees are included in the information pack which is sent out when you make contact with ATA.

A \$200 registration fee (**non-refundable**) secures your place on a course.

Australasian Training Academy cannot accept responsibility for changes in your personal circumstances. Please choose your course carefully as refunds will only apply as outlined on our refund policy statement.

PAYMENT PLANS

Payment plans are available to you for paying the cost of your course off over the duration of the course. Please speak with the course administration staff if you wish to find out more about our payment plan options.

Payments are to be made as agreed in advance. Should you fall behind or be unable to pay your remittance, you will need to complete a "deed of arrangement" with the college administrator.

No certificates can be issued unless full payment has been received.

Time Limits

- You are required to complete the Course within two years from the Enrolment Date.
- Once your course has expired you can apply for a refresher course and a fee will be charged.

REFUND POLICY STATEMENT

The policy of Australasian Training Academy is at all times to be fair and equitable to all students.

Should the college cancel a course or subject, a full refund will be offered to the student, or the student may agree to the college retaining this money for the next available course or securing a place in another course. Please note:

- 1) Cancellation by the student of an enrolment 30 days prior to commencement date of the course will result in a 90% refund of a tuition fees (Minimum \$200)
- 2) Cancellation by the student of an enrolment 7 days prior to commencement date of the course will result in a 50% refund of a tuition fees paid.
- 3) Cancellation by the student of an enrolment on, or within 7 days, after the commencement date of the course by the student will result in a loss of all monies paid for the registration.
- 4) Fees shall be paid in advance for each course and no refunds will be made once a username and password have been issued or study materials for a course have been sent.

Job Guarantee Refund

ATA TESOL assists in connecting you with recruiters and job offers. Although ATA TESOL is not a 'job placement agency' we offer full assistance during the job application process. If you follow our unique employment process, apply for the positions that you are qualified for and are not offered a job after completing our program (in-class, online or by correspondence), we will gladly refund your money. Your claim is to be made within one year of program completion and compliant with the job offer guarantee (subject to a processing fee of 10% of the total tuition fee).

Please note that this job offer guarantee applies to specific countries, please enquire with ATA staff for details.

Our programs are available to everyone, although the following conditions apply in order to qualify for the job offer guarantee:

- You must be at least 18 years of age
- You must have completed your high-school (or equivalent) education
- You must be a native English speaker or a fluent non-native English speaker
- You must complete an entire TESOL program including all required units. Student who do not complete elective courses only are not eligible for this guarantee.
- You must follow our specific employment process outlined in this manual (self-inquiry, research, letter of introduction, cover letter, resume, reference letters, photo and interview). Proof required.
- You must apply for at least 10 different jobs in each of at least three different countries (30 jobs in total). China must be one of the countries. The graduate must be able to show copies of all correspondence from the job application process.
- You must contact ATA, if you are having trouble finding a job, for job placement assistance on at least one occasion before being eligible to apply for a refund. An authorised ATA TESOL College contact must be able to validate this.
- You must hold a passport from at least one of the following countries: Australia, New Zealand, Canada, America, or UK; and meet the visa and other entry requirements for the country you are applying for.
- Job guarantee does not apply to the TESOL refresher program once your course has exceeded the initial two year time limit.

Please note:

- Australasian Training Academy reserves the right to carry out a job search on behalf of the Graduate who is claiming a refund. If ATA is able to generate a job offer for the Graduate, no job offer guarantee will apply.
- Australasian Training Academy is not responsible for any visa, passport, immigration, quarantine, customs, health and other requirements of the countries in which you choose to teach. A valid passport (with at least six months validity) must be carried by each person. ATA is not responsible for your failure to ensure that you comply with these requirements.

You must follow our specific employment process outlined in this manual (self-inquiry, research, letter of introduction, cover letter, resume, reference

letters, photo and interview). Proof required.

HOW TO APPLY FOR A REFUND

- 1) Prove to Australasian Training Academy that you emailed, faxed or mailed at least 10 letters of introduction/job applications to a minimum of each of three different countries - one of which is China (a minimum of 30 job application letters in total).
- 2) Supply Australasian Training Academy with a minimum of 30 letters of rejection from the schools that you applied to for employment. Each rejection letter must include the name of the director, the school, and the email, telephone, fax number and mailing address of the contact person in charge of hiring.

By mail, send Australasian Training Academy the following documents (all in one envelope labelled "Job Guarantee Refund"):

- 1) 30 job application / letters of introduction including 10 letters from at least three different countries - one of the countries being China
- 2) 30 rejection letters
- 3) Your cover letter, resume, and reference letters

Once we receive your request, we will research your case thoroughly and respond to you in writing. Upon verification that all your documents and letters of correspondence are legitimate, you will then be required to return all TESOL manuals, TESOL certificates, license, and a copy of your tuition receipt, in order to receive your tuition refund (minus the 10% processing fee). Postage for returned materials is the responsibility of the student.

5. CODE OF PRACTICE

Australasian Training Academy has a commitment to high standards in the provision of Vocational Education and Training (VET) and other services.

FLEXIBLE DELIVERY

Our TESOL courses are delivered through a blended learning approach. This means that there is a combination of trainer-led face to face workshop (in-class session) as well as self-paced study using written materials provided by us. What is really exciting is that you have the choice of getting the learning materials straight from our website, or in printed form through the mail whichever suits your personal style of learning.

HOURS OF STUDY (Orientation and practicum)

In both the Certificate IV in TESOL and the Diploma of TESOL courses, there are components of classroom based training and assessment. The course outline will explain this more. Your punctuality at these in-class sessions is greatly appreciated as we have a lot of work to get through in a condensed period of time.

INABILITY TO ATTEND CLASSES

If you are unable to attend a class due to illness or unpreventable circumstances, the college administrator or any other staff member should be contacted prior to the scheduled class commencement time. Any absence may result in you having to attend a later in-class session.

DRESS CODE and GENERAL APPEARANCE

Being a TESOL teacher is a professional occupation and therefore smart casual clothing is considered the minimum standard. Please be conscious of your appearance at all times when attending face to face sessions with ATA staff.

MOBILE PHONES

Please turn off mobile phones and pagers during training sessions. If you need to use your mobile phone for an emergency, please speak to the trainer before the session for special consideration. In emergencies, please excuse yourself from the class during training sessions. Mobile phones can be used outside the training room during breaks.

TRAINING ROOM FACILITIES

Our training rooms are pleasant and comfortable learning environments, and are equipped with:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods
- comfortable chairs, designed for use over a sustained period
- adequate lighting for normal viewing, writing and reading, but avoidance of glare, brightness and competing visual stimuli
- tables that are suitable for writing, and which do not cramp participants for space
- clear sight and hearing from all parts of the room to the point of presentation

- appropriate audio visual equipment
- drinking water dispensers and provision for making hot drinks and preparing light snacks
- toilet facilities

DISCIPLINE

In order to maintain a safe and respectful working environment for both staff and students there are a number of basic rules to be observed whilst training with ATA. Students are expected to comply with all reasonable requests and requirements made by staff of ATA. Also please note that:

- Students will not attend class whilst under the influence of alcohol or any drugs
- Any form of discrimination (sexual, racial etc), bullying, harassment or any excessive obscene, offensive or insulting language or behaviour, will not be tolerated
- Students are expected to be courteous to fellow students, staff and members of the public at all times
- Disruptive behaviour will not be tolerated
- The breaking of any state or federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc)

6. STUDENT COMPLAINTS AND APPEALS

Australasian Training Academy has established a fair and equitable process for dealing with student complaints and appeals. In the event complaints cannot be resolved internally, Australasian Training Academy will advise students of the appropriate legal body where they can seek further assistance. Full details are available upon request in the "Complaints Policy and Procedure" document.

COMPLAINTS PROCEDURE

In the event of a complaint:

- Try to resolve the problem with the person concerned, or
- Seek the assistance of your trainer or other staff member with whom you feel comfortable, or
- Consult the administrative assistant for assistance, or
- Consult the director or deputy director, or
- Seek arbitration by a third party acceptable to all parties to the complaint.

GUARANTEE

Australasian Training Academy will honour all guarantees outlined in our Code of Practice.

7. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

MODE OF DELIVERY AND ASSESSMENT

Australasian Training Academy offers TESOL courses through a blended delivery of:

- In-class training (5 days in class)
- Online materials (core and elective units)
- Correspondence (core and elective units)

Procedure for completing Internationally Recognised courses

IN-CLASS

1. Read through 'Student Handbook'.
2. Receive ID and Password to access 'TESOL Training Manual' via ATA TESOL College website: www.ataonline.edu.au upon completion of payment. You will receive a printed copy of the TESOL Training Manual when attending in-class session.
3. Read through the TESOL Training Manual.
4. Attend 5 day In-class course and successfully complete 40 question Multiple-Choice Review Quiz.
5. Electives are to be accessed online. Choose your elective/s (number of electives is dependent on which course you are undertaking).
6. Complete assessments for one Elective at a time and submit for marking at marking@ataonline.edu.au. Results and feedback will be sent to you within 15 working days.
7. Certification will be issued as follows:
 - "International English Teacher License" on successful completion of the 5 day in-class course
 - Separate Certificate for each elective unit successfully completed
 - Industry Course Certificate or Diploma (whichever is applicable) on completion of the required number of Electives.

ONLINE / CORRESPONDENCE*

1. Read through 'Student Handbook'.
2. Receive ID and Password to access 'TESOL Training Manual' via ATA TESOL College website: www.ataonline.edu.au upon completion of payment. You will receive a printed copy of the Manual if you registered as a correspondence student.
3. Read through the TESOL Training Manual and complete the assessment and the 40 question Multiple-Choice Review Quiz. (See Chapter 2 of your manual for full details)
4. Electives are to be accessed online / correspondence*. Choose your elective/s (number of electives is dependent on which course you are

undertaking).

5. Complete assessments for one Elective at a time and submit for marking at marking@ataonline.edu.au. Marking results and feedback will be sent to you within working days.
6. Certification will be issued as follows:
 - "International English Teacher License" on successful completion of the Foundation course.
 - Separate Certificate for each elective unit successfully completed
 - Industry Course Certificate or Diploma (whichever is applicable) on completion of the required number of Electives.

(*correspondence materials will incur an extra fee)

Course Support

For support at any stage of the program please contact the 'Marking Department' via email at: marking@ataonline.edu.au

RESOURCES

The course provides manuals both in hard copy and online. The manuals contain currently accepted TESOL methods, techniques, resources and assessments. However, at the Certificate IV in TESOL and Diploma of TESOL levels, students are expected to do some additional research beyond the material content of the manuals.

COMPETENCY BASED TRAINING

The concept of competency focuses on what a person is expected to do in the workplace rather than on the learning process. It also embodies the ability to transfer and apply skills, knowledge and attitudes and their application required for effective performance in the workplace, new situations and new environments. This is a broad concept of competency in that all aspects of work performance are included and not just narrow task skills. Nationally Accredited courses now incorporate Employability Skills which must be referenced.

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

One of the most important characteristics of competency based training is that it is focused on training individuals for actual jobs in the workplace. The training, therefore, has relevance to the individual and thus serves as a major incentive.

In competency-based training the emphasis is on:

- identifying what people need to do in their jobs
- identifying what they need to know to do their job
- indicating clearly the standard of performance required in the job by the industry or enterprise
- indicating how, when, where and by whom assessment will occur

Assessments will be marked either 'competent' (C) or 'not yet competent' (NYC). If a student is deemed to be 'NYC' they will be given further opportunity to re-submit assignments until they are deemed to be 'competent'. How much time and how many re-submissions are allowed will be negotiated with the assessor at the time of the assessment.

PRIVACY POLICY

At Australasian Training Academy we make every effort to preserve user privacy, however, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with an appropriate government department. In any other situation written permission will be obtained from the student.

INFORMATION COLLECTION AND USE

We will not sell, share, or rent information to others in ways different from what is disclosed in this statement.

Australasian Training Academy recognises the importance of protecting the privacy of Personal Identifying Information about you as a user of our services and our website. We consider the following information to be Personal Identifying Information: your email address, name, mailing address, and credit card information.

Australasian Training Academy does not collect Personal Identifying Information about you other than information that is voluntarily provided to our company. In this way, we can serve your needs as well as our own legitimate business purposes. For example, we retain the Personal Identifying Information that a user provides when he or she registers with the Academy.

REGISTRATION

In order to receive certain services, you must register. During registration the user is required to provide his or her information. This information is used to enrol the user in a training program for which they have expressed interest. It is optional for the user to provide demographic information (such as job, technical interests, etc.), but this is encouraged so we can provide personalised services to the user, and learn more about our customers and their requirements.

We request information from the user on our application form. Here a user must provide contact information (such as name and address) and other information (such as credit card number and expiration date). This information is used for billing purposes and or payments. If we have trouble processing a payment, the contact information is used to get in touch with the user.

8. PLACEMENT POLICY

The policy of Australasian Training Academy is at all times to be fair and equitable to students.

On completion of a course each student will be given access to the network established for finding overseas employment. With the assistance of the Academy, the graduate will contact companies advertising vacancies for which he/she has the skills specified.

The Academy may from time to time be advised, through the network, of positions outside the country for which the graduate may have indicated a preference. This information will also be passed on to the graduate and the graduate may pursue this further, either directly or with the assistance of the Academy should they so desire.

JOB GUARENTEE

This is a job guarantee for non-native English-speaking countries, please see section 4 for conditions

Every effort will be made to place the student in employment in their selected country. Students need a current passport, full CV, covering letter and must follow the job process outlined in the 'Work Guide' which can be download from the website once logged in.

THE COMPANY'S LIABILITY

Australasian Training Academy acts as an agent for employers to post job opportunities and will assist candidates to post CV's. The company does not screen or censor the listings offered. The company is not involved in the actual transaction between employers and candidates. As a result, the company has no control over the quality, safety or legality of the jobs or resumes posted, the truth or accuracy of the listings, any travel arrangements or the ability of employers to offer job opportunities to candidates or the ability of candidates to fill job openings.

In addition, note that there are risks including, but not limited to, the risk of physical harm, of dealing with strangers, foreign nationals, underage persons or people acting under false pretences.

You assume all risks associated with dealing with other persons with whom you come in contact through direct contact, websites or other persons. We expect that you will use caution and common sense when using websites or dealing with other persons. Website content may contain inaccuracies or typographical errors.

The Academy makes no representations about accuracy, reliability, completeness, or timeliness of any website or any website content. Website content is read at your own risk.

Changes are periodically made to Australasian Training Academy employment conditions and may be made at any time. You acknowledge and agree that you are solely responsible for the format, content and accuracy of any resume or material contained therein placed by you to 16

Australasian Training Academy, its agent, contact schools and other persons. Employers are solely responsible for their postings of employment offers to Australasian Training Academy and its graduates.

The Academy does not warrant that any school will operate error-free or that any website and its server are free of computer viruses or other harmful mechanisms.

The Academy is not responsible for any costs. All employment opportunities are provided on an "as is" basis without any warranties of any kind. The Academy, to the fullest extent permitted by law, disclaims all warranties, whether express or implied, including the warranty of merchantability, fitness for particular purpose and non-infringement.

The company makes no warranties about the accuracy, reliability, completeness or timeliness of the material, services, employment offers, air, coach, rail, or transport to and from employment in any way.

DISCLAIMER OF CONSEQUENTIAL DAMAGES

In no event shall the Academy, or any third parties mentioned be liable for any damages whatsoever (including, without limitation, incidental and consequential damages, lost wages, or damages resulting from lost employment or business interruption) resulting from the use or inability to use any Australasian Training Academy services and the material, whether based on contract, tort, or any other legal theory, and whether or not the company is advised of the possibility of such damages.

WORKPLACE HEALTH, SAFETY AND SECURITY POLICY

There are a number of laws which relate to everyone in a workplace or training environment. In Queensland one standard law is the Workplace Health and Safety Act 1995. In brief, sections 28 and 36 of the Act place responsibilities on the people in charge of places, to ensure the safety of all people at that place. Equally, people at a workplace must abide by the rules set; use equipment supplied and not place any other person at risk. A full copy of the requirements of the Workplace Health and Safety Act is in the ATA policies and procedures manual available upon request.

All students are to observe usual workplace health and safety procedure. Familiarise yourself with the fire evacuation plan of the building. Do not deliberately place yourself or others in danger.

9. OTHER LEGISLATIVE REQUIREMENTS

Every day our lives are regulated by State and Federal laws. ATA has compiled a list of relevant laws as they relate to our students. Two of the most important Acts are the Commonwealth Privacy Act and the Copyright Act.

The privacy laws basically outline that as a company, we must ensure that any information we need to get from you in order for you to do the course, needs to be protected by us and kept confidential.

The Copyright Act is an Act which makes sure that if someone has written or composed a piece of literature, art , music etc. that someone else does not use that property without making reference to the rightful owner of the property. In an academic sense, the copying is referred to as plagiarism. Plagiarism is copying the work of others without acknowledging that work.

As ATA has a lot of materials on line and you are studying in your own time, you will have to submit written assignments. Most of the materials and readings you need for the assignments are provided by us, but if you are going to research other work and use those ideas, pictures etc. in your assignment, you must reference the owner of the material you are referring to.

Obvious cases of plagiarised work will incur an academic penalty. Repeat cases may incur suspension or exclusion from the course.

10. WANT TO KNOW MORE

CONTACT DETAILS:

For general enquiries email: office@ataonline.edu.au

For assignment related queries email: marking@ataonline.edu.au

For phone enquiries call: 1300 723 928 (local call rates apply)

Or post to:
ATA TESOL College
PO Box 2149
Toowong QLD 4066

COURSE SUPPORT

Our courses are based on the principles of self-directed adult education. It is expected that students will take the responsibility for their own study timetable and working schedule. However, you will have access to our friendly, helpful, well-trained and widely experienced staff to help with any queries you may have.

If you have difficulty answering questions or require course assistance, simply contact a tutor by phone (Monday – Friday 9am – 5pm) or at the 'marking' email above. We will endeavour to answer your queries within 24 hours (except on weekends and public holidays). Although you are ultimately responsible for managing your own learning experiences, we are here to support you every step of the way.

11. CAREER OUTCOMES

For employment overseas only, the industry courses will assist you. For employment in Australia and the option of working overseas the Certificate IV and Diploma of TESOL will assist you.

The majority of contracts are up to 12 months overseas and may include benefits such as airfares, accommodation, some meals, medical insurance and local language classes supplied (depending on the destination). Some countries you can work in include:

Western Europe

- Native English speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Must have a valid EU work visa and be prepared to go to Western Europe for personal interviews. Some jobs are arranged online.
- European Union (EU) or British passport is needed for EU countries.
- Working holiday visa, if you are between 18-30 years, you can work for maximum 6 months, with no more than three months in the one School.
- Semester starts in Sept. (High hiring August).

Eastern Europe

- *Poland/Czech Republic/Slovakia/Russia/Baltic Countries*
- Native English Speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Working visas can be obtained in most countries or arranged beforehand. Personal interviews will be required for some jobs so you may need to travel there.
- Some jobs are arranged online.
- Semester starts in Sept (High hiring August).

China

- Native English speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Visas are easily obtained in Australia and also in China. You can go in on a tourist visa.
- Visa status can be updated without having to leave the country.
- Thousands of online jobs are readily available.
- High hiring season all year round.
- Low cost of living compared to income earned.
- Schools offer great benefits (e.g. Accommodation, food, airfares, etc.).

South East Asia

- *Indonesia/East Timor/ Brunei*
- Native English speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Some jobs are arranged online also jobs can be found whilst travelling.
- Australian passport holders easily acquire visas.
- Low cost of living compared to income earned.

Indo China

- *Vietnam/Laos/Thailand/Cambodia*
- Native English speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Some jobs are arranged online also jobs can be found whilst traveling.
- Australian passport holders easily acquire visas.
- Work is more easily obtained in country.

Japan/South Korea/Taiwan

- Native English speakers.
- Non-degree **TESOL certified Teachers required between the ages of 18-30. (Korea requires degree in all instances)**
- Over 30 you will require a degree.
- Some jobs are arranged online also jobs can be found whilst travelling.
- Australian passport holders easily acquire visas with a degree + TESOL.

Central and South America

- Native English Speakers.
- Degree and non-degree **TESOL certified Teachers required.**
- Working visas can be obtained in most countries or arranged beforehand. Personal interviews will be required.
- Some jobs are arranged online.

Middle East

- *Saudi Arabia, UAE, Kuwait, Qatar*
- Degree + TESOL + Experience preferred.
- High Tax free salaries, luxury apartments, return airfares.

JOB SUPPORT

The Australasian Training Academy provides a Work Guide at the end of your course to assist you with finding employment overseas. The Work Guide includes:

- A step by step guide to applying for jobs overseas
- Extensive country information
- CV and covering letter writing advice

The majority of applications are made over the internet and we provide you with web links and current vacancies. We also put you in touch with schools and recruiters overseas through our own website and associated external websites.

12. COURSE LOCATIONS

Adelaide
Brisbane
Gold Coast
Hobart
Melbourne
Perth
Rockhampton
Sydney
Sunshine Coast
Toowoomba
Townsville

Course timetables and further information are available on our website
www.ataonline.edu.au