



WA Skills TRAINING



STUDENT HANDBOOK

WA Skills Training Pty Ltd

Perth Training Centre
141 Welshpool Road
Welshpool WA 6106
T: (08) 6330 1400

Bunbury Training Centre

12 Halifax Drive
Bunbury WA 6230
T: (08) 9724 7888

www.waskills.com.au
Email: training@waskills.com.au

RTO national registration code: 5715

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Dear Student,

WA Skills Training is dedicated to providing a high standard of training to meet the personal and employment objectives of our students and clients.

This handbook contains information about the training, assessment and support services provided by WA Skills Training. It also provides information on our cancellation policy, certificate issuance and your rights and obligations. Throughout this handbook, you will notice number references relating to SRTOs. This relates to the Standards for Registered Training Organisations (RTOs) 2015.

Before enrolling in a course or qualification, please read this handbook, including the terms and conditions, and the WA Skills Training information brochure on the relevant course.

Thank you for choosing to study with us. Do not hesitate to contact reception or speak with your trainer if you have any further enquiries.



Bob Butson
Managing Director
WA Skills Training Pty Ltd



About WA Skills Training

WA Skills Training is an award-winning Registered Training Organisation (RTO), delivering nationally recognised training, with a reputation built on knowledge and safety.

WA Skills Training was established in 1996 by Bob Butson to provide high quality training solutions and a more flexible approach to meeting clients' needs. The company has since evolved into one of the leading quality training providers within Australasia.

We deliver vocational qualifications in accordance with the Australian Qualifications Framework, nationally-recognised units of competency, as well as other courses required by industry. WA Skills Training has consistently delivered to companies the knowledge to empower their employees to operate productively in the workplace, and the understanding of safety principles to create a secure working environment.

Based in Western Australia, WA Skills Training has clients located interstate and overseas.

We work closely with our clients, building strong long-term relationships through the establishment of mutually supportive, holistic training and assessment opportunities and solutions, including practical, cost-effective partnering agreements.

WA Skills Training has a diverse scope for full details go to www.training.gov.au. This is one of the largest selections of training courses on offer of private providers in Australia. WA Skills Training specialises in high risk work and mobile plant training, as well as delivering training across a wide variety of disciplines and workplace levels.

Mission Statement

Our objective is to be the best Registered Training Organisation in the country by being a leader within the industry, providing the best quality of customised services to cater to our clients' requirements.

Terms and conditions

Before enrolling in training, please read the following terms and conditions. Your invoice number will be used as confirmation of your booking and will confirm your agreement to the terms and conditions, and the cancellation policy, below.

Terms of trading for scheduled courses are strictly payment in advance. Full payment must be made seven days before training is due to commence.

WA Skills Training reserves the right to offer training on a first paid, first confirmed basis. Where a student has booked a course, but not paid, and the course commencement date is within six days or fewer, the unpaid training place may be forfeited to a paying client, without further recourse.

To uphold the quality of training, there are maximum numbers of participants allowed on courses. Should bookings exceed these numbers, WA Skills Training may elect to split the course or refuse to take any further enrolments for that particular course.

Fees

Please see the latest WA Skills Training Course cost list for fees for our courses. Please confirm the cost of your training before enrolling. The cost list gives the full charge for our courses; there are no charges in addition to the fees stated on the list. The price of High Risk Work Licence courses includes the WorkSafe High Risk Licence application fee and the photographs required.

SRTO 5.3

Cancellation policy

Please consider the cancellation policy before making a commitment to undertake training.

WA Skills Training does not accept liability for loss or damage suffered in the event of any cancellation. In the event of personal emergency, applications for a refund will be dealt with on an individual basis.

Possible refund options may be, but are not limited to the following methods; credit card and electronic transfers.

In the event that WA Skills Training cancels any training course before commencement the student/ client will be offered alternative dates if the training is being rescheduled. If the training is not rescheduled or the dates offered do not suit the student and/or client, the student/client will be refunded in full within 5 days of the training cancellation.

Requests for a cancellation and refund must be put in writing and emailed to accounts@waskills.com.au

Course cancellations and refunds:

- Cancellations made 48hrs prior to the course will be refunded the full course cost (excluding weekends and public holidays)
- Cancellations made less than 24hrs prior to the course or on the day of the course will not be eligible for a refund (excluding weekends and public holidays)
- If a student does not arrive for training they will not be eligible for a refund
- 25% deposit to secure the booking is non-refundable if cancelled up to 24 hours prior to the course

If the student has made full payment of the course fees and does not attend or contact the training centre prior to the commencement of the course, 25% is **NON REFUNDABLE** with the balance being transferred to an alternative course date. The student will need to pay 25% of the course fee at time of rescheduling.

In the case of a student deemed not yet competent, they are entitled to one assessment re-sit. For each subsequent re-sit a \$100 admin fee will be applied (Applicable for High Risk courses only).

RCC cancellations and refunds:

Students/clients will be charged a \$45 non refundable admin fee per enrolment application. The \$45 fee will be charged if the student withdraws their application or is not eligible for the required upgrade.

Students who are unsuccessful after one attempt will need to sit the Face-to face refresher and will be charged the full refresher enrolment fee.

RPL cancellations and refunds:

RPL evaluation of evidence costs are non refundable.

SRTO 5.3

Unique student identifier (USI)

All VET students who undertake nationally recognised training with a Registered Training Organisation require a Unique Student Identifier (USI). A USI is a randomly-generated alpha-numeric code allocated to each student who enters the Vocational Education and Training (VET) system. Once allocated, the USI will stay with the student for life and will be used to record any nationally recognised VET training undertaken by that student.

Creating a student USI is a short process, and can be done online at: www.usi.gov.au/.

After creating a USI, you need to login and elect WA Skills Training to be able to make changes to the records, such as recording a qualification that you have achieved.

The Student Identifiers Act 2014 states that an RTO cannot issue certification documentation unless a verified Student Identifier is received.

SRTO 3.6

Privacy and confidentiality

All WA Skills Training personnel will safeguard any information obtained about students by WA Skills Training, and individuals or organisations acting on its behalf, against loss and becoming common knowledge.

Prior permission will be sought if the image, audio or work of individuals is to be used for advertising purposes.

Student results will not be made available to a third party without written permission from the student. This includes situations where an employer is paying for the training on a student's behalf.

SRTO 3.1-3.4

Work health and safety

WA Skills Training recognises its responsibility to provide a healthy and safe place of work for students and visitors. The company is committed to achieving high standards and continuous improvement of health and safety performance.

The WA Skills Training WHS policy provides for the establishment and maintenance of safe work practices and the supervision of all students and trainers to ensure their safety during training, and is available on request.

(Continued)

Students, visitors and other persons in our workplace are responsible for:

- taking reasonable care of their own health and safety and of that of other persons who may be affected by their acts or omissions; and
- being aware of and complying with applicable WA Skills Training health and safety policy, and associated procedures and practices, as advised in inductions, by your trainer and by other means.

Access and equity

WA Skills Training is committed to the principles of the Access and Equity Policy for the Vocational Education and Training System. As such, we will deliver training that:

- is equitable to all people through the fair allocation of resources and involvement in vocational education and training
- provides equal opportunity for all people
- provides access for all the appropriate quality vocational education and training programs and services, and
- provides support services which enhance the achievement of positive outcomes.

WA Skills Training is responsive to the diverse needs of individual clients, including people who face barriers due to age; gender; cultural difference; disability; language, literacy and numeracy ability; unemployment, imprisonment or isolation; or any other barriers in relation to access, participation and successful outcomes.

Trainers and Assessors will make reasonable adjustments to the delivery and assessment where a special need has been identified. The adjustments must be such that the requirements of the training package or accredited course are still met and performance by the student is to the standard required by the workplace / enterprise. WA Skills Training can assist students who have language, literacy or numeracy needs.

We provide wheelchair access to rooms and bathrooms.

Upon enrolment of an individual under the age of 18, WA Skills Training complies with the relevant Working with Children Legislation regarding Working with Children Checks. Students must be a minimum of 18 years of age as per the requirements of the NAI Standards for Persons Performing High Risk Work.

SRTO 5.1-5.4

Support services

Students can contact their trainer by phone or email during office hours. We endeavor to respond to students as quickly as possible but students are reminded that our trainers do have other students and classes to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within two working days.

Should students require further support, WA Skills Training can provide information and direct students to appropriate support and language, literacy and numeracy training in their area. This includes counselling services. It should be noted that services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the student.

SRTO 1.7

Anti-discrimination

Any form of discrimination is unacceptable. Appropriate action will be taken as required. WA Skills Training will provide non-discriminatory access to services and work towards comparable educational outcomes by all groups in society, except where prevented by law or regulation.

No person may harass, humiliate, intimidate, or victimise any WA Skills Training employee, client or student. These practices will be discouraged and may result in termination of employment or enrolment.

SRTO 5.1-5.4

Acceptable standards of behaviour

The RTO reserves the right to suspend or reprimand a student who does not adhere to acceptable standards of behaviour. Students acknowledge that any breach of behaviour standards of either an RTO or a workplace may result in the cancellation of their enrolment upon receiving a written warning.

To avoid confusion, the following expectations of behaviour are provided:

- Work towards achieving goals and meet the anticipated completion date.
- Abide by copyright and plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times.
- Comply with workplace harassment, victimisation and bullying regulations at all times.

- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer.
- Inform your trainer in advance of any issues in completing assessments.
- Inform your trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Quality management system

WA Skills Training has a Quality Management System that governs all aspects of the training that is delivered. Procedures are in place to ensure that all staff members conduct themselves professionally and in the best interests of our clients and students. We ensure that students and clients are informed of any changes to legal or regulatory requirements that affect the services we deliver.

SRTO 2.1-2.2, 8.5-8.6

Delivery and assessment

WA Skills Training is committed to the highest standards of training and assessment, meeting the requirements of both State and National Training Authorities.

It identifies and delivers training products and services, provides adequate facilities and uses appropriate methods and materials to ensure the needs of individual learners are met. WA Skills Training will strive to meet the specific needs of participants in the provision of training and assessment.

Please make the trainer aware of any specific needs you have that may affect the delivery of training and assessment.

SRTO 1.1-1.4 and 1.8-1.12

Assessment in the workplace

As part of your assessment, WA Skills Training may need to collect evidence of your competence from your workplace. You will be informed at the start of training if this will apply to the unit / qualification you are enrolled in. If you do not wish to have your workplace supervisor or management involved in your assessment, please discuss the matter with your trainer.

SRTO 1.8-1.12

Issuance of certificates

AQF Certification documentation refers to any document issued by WA Skills Training relating to training delivered in courses approved on scope. Testamurs, statements of attainment and records of results are the only certification documents that will be issued by WA Skills Training.

The Standards for Registered Training Organisations (RTOs) 2015 (Standard 3.1) requires that:

“The[an]RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.”

Further, the AQF Qualifications Issuance Policy 2013 (2.1.1) states that graduates who have completed a program of learning which leads to a qualification are entitled to receive the certification documentation.

As per Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015, WA Skills certification documentation meets the requirements of the AQF for issuing AQF qualifications and statements of attainment.

This requirement of the Standards, and the entitlement granted by the AQF, applies regardless of where funding is sourced for the training. The student (employee) is the rightful owner of and recipient of the certificate, not the employer, regardless of whether or not the employee paid for the training.

If an employer engages a provider to deliver training and/or assessment to its employees, it is the employee who undergoes the assessment process. Therefore, the employee is the person whom the provider has ‘assessed as competent’.

Consequently, the provider (RTO) MUST issue the qualification or statement of attainment to the employee (not the employer). Copies can be provided to employer’s with written permission from the student.

In accordance with AQF Qualifications Issuance Policy 2013 (2.1.1), WA Skills Training will NOT issue certification documentation to students, unless the student has completed the training. WA Skills Training, as per the stipulations of Standard 3.3, will not issue certification documentation until full payment of all related fees has been received.

WA Skills Training will NOT issue any form of interim certification including but not limited to; record of attendance, interim licensing or certificates of completion.

The date displayed on testamurs, statements of attainment, record of results and statements of completion will be the date of completion of the qualification; the date the student is as “deemed as competent”.

The date of issue will be displayed in the lower left corner of the certification.

The statement “if relevant, statement regarding use of non- English languages for delivery/assessment” is not applicable to WA Skills Training and will not appear on any certification documents.

Date of birth and individual student identification numbers will not appear on WA Skills Training testamurs, statements of attainment, record of results or statements of completion.

A testamur and record of results will be issued after successful completion of an AQF recognised qualification. A statement of attainment is issued after a student successfully completes one or more units of competency.

Statements of Attainment will not be issued for a qualification.

Upon confirmation of a student meeting the requirements of training and all financial obligations, certification will be issued to the student, within 30 calendar days.

The issuance of Graduation Statements as defined within the AQF Qualifications Issuance Policy 2013 is not current practice within the VET sector.

WA Skills Training will not issue Graduation Statements.

SRTO 3.1-3.4

Re-issuing of certificates

All requests for the re-issuing of certificates or cards must be made in writing. There is a fee for this service. Please contact us for a Record Request Form. You will be required to provide identification when making this request. There may be delays in producing certificates as they cannot be generated automatically.

SRTO 3.1-3.4

Record keeping

WA Skills Training, as a registered training organisation, is required to retain copies of certification, enrolment and course progression for a period of 30 years as outlined by Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015.

Students have a right to access their personal records. Should you wish to access your personal records, you must submit an application, in writing, to WA Skills Training.

SRTO 3.1-3.4

Continuous improvement

WA Skills Training has a number of measures for implementing continuous improvement. This includes developing and implementing policy based on engagement with the VET Quality Framework general directions and other conditions described by ASQA. One of these measures includes checking complaint and appeal documentation to ensure that complaints and appeals are followed up, and action has been taken.

WA Skills Training seeks feedback from students and clients on their satisfaction with services received. WA Skills Training strives to be the best skills-based training provider in Western Australia and values your feedback. Please ensure that you fill out the Learner Feedback Form after you complete your training.

SRTO 2.1, 2.2

Credit for Prior Studies

WA Skills training will accept and provide credit to learners for units of competency and / or modules (unless licensing or regulatory requirements prevent this) where this is evidenced by:

Please provide original Statements of Attainment and / or Certificates, with a copy of the originals. Alternatively, provide a certified copy of the original signed by a Justice of the Peace. Your documentation may be verified for authenticity by contacting the issuing RTO.

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the registrar.

Note: credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

SRTO 3.5

Recognition of prior learning

WA Skills Training offers RPL for individuals who believe that they have the skills required to demonstrate competence for entry to and/ or partial or total completion of a VET unit of competency or qualification.

RPL involves an assessment process that assesses an individual's formal, non-formal and informal learning , and work experiences to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards of a VET unit of competency or qualification

SRTO 1.1-1.4

Transition from Superseded training Products

WA Skills Training will ensure that:

1. Where a training product on its scope of registration is superseded, all learners' training and assessment is completed and relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.

2. Where an AQF qualification is longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the national Register.

3. Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners, training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and

4. A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

SRTO 1.26- 1.27

Competencies of Trainer and Assessors

WA Skills Training will ensure that training and assessment is delivered only by persons who have:

- TAE40110 Certificate IV in Training and Assessment or its successor
- Vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

SRTO 1.13- 1.14



Complaints and appeals

Any student or client with a grievance relating to the level of services, support provided, and/or training and assessment delivered by WA Skills Training, has the right to formalise their grievance in writing. This includes the conduct/misconduct of another learner and/or a grievance relating to a third-party acting on behalf of WA Skills Training. Every effort is made by WA Skills Training to resolve students' and clients' grievances. Where a grievance cannot be resolved by WA Skills Training staff, we will advise students and clients of where they can seek further assistance.

Should a student receive an unfavourable decision regarding an assessment, the student has the right to appeal the decision and request reassessment. As WA Skills Training has partnering agreements with other parties, students of those partners are also entitled to request a review of the decisions made or lodge a complaint or appeal with WA Skills Training.

Complaints against third parties will follow the same procedure as outlined in our complaints procedure in this handbook.

WA Skills Training requires an appeal against an assessment decision to be made in writing within 28 days of the student being informed of the assessment decision. WA Skills Training will address the appeal within 15 business days of the complaint being received. It is at the discretion of WA Skills Training if a reassessment is appropriate for the situation. In the unlikely event that a complaint or appeal takes longer than 60 days to process and finalise, WA Skills Training will notify the complainant or appellant, in writing, of the reasons additional time is required.

High Risk Work Licences must be reassessed within a 60 day time frame from the date of initial assessment.

To appeal a decision you are required to submit an application in writing; this is to be accompanied by a non-refundable fee. Appeals will be heard by a panel comprised of qualified trainers and assessors. If your appeal is successful, you will be given the choice of having your original assessment reassessed or presenting a new assessment. This process also applies to appeals against third-parties acting on behalf of WA Skills Training.

SRTO 6.1-6.6

Lodging a complaint or appeal

Our complaints process is designed to ensure a prompt and logical resolution of your problem at the first point of contact.

Whilst we endeavour to provide you with a high level of customer service, we understand that at times you may wish to express your disappointment in relation to our services, trainers & staff or facilities.

During the course of your complaint, we will aim to tailor any proposed resolutions to provide a fair and reasonable outcome to all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within 10 business days, or 2 business days where the complaint is urgent.

Please follow the steps below to raise and escalate your complaint. In the event that you require assistance with making a complaint, our staff at each stage of the process will be more than happy to assist. If you believe your complaint is urgent, please see the following section of this page.

NOTE: If you would like to nominate an authorised representative/advocate to make a complaint on your behalf, please authorise them during your first contact with us.

Step 1: Initial contact

Contact WA Skills Training (either the Bunbury or Perth office) either in-person, by phone, e-mail or by mail. At first contact, you'll be referred to our Compliance officer. Who will record your complaint and advise of a determined resolution in the first instance.

A copy of the customer feedback form is included in this handbook. Alternatively, a copy can be obtained from reception at either the Bunbury or Welshpool office.

A complaint in writing should be addressed to : Compliance officer, WA Skills Training Pty, 12 Halifax Drive Davenport, W.A. 6230. E-mails should be sent through to yvette.chapman@waskills.com.au

You will receive acknowledgement of your complaint, within 5 business days if your complaint is made in writing or via email. For complaints lodged in person or via telephone, acknowledgement will be provided immediately.

Step 2: Escalation to a manager or team leader

If the Compliance officer cannot resolve the complaint in the first instance, it would then be escalated to a representative within senior management. In order to ensure that we're able to address your concerns in a quick and timely manner, please provide us with.

A preferred telephone number (preferably both mobile, and work/home) as well as a valid e-mail address

Senior management will review the complaint and respond within 5 working days to attempt to resolve the complaint.

Step 3: Referred to a third-party/mediator

If senior management is unable to resolve a complaint to your satisfaction, you can request that they provide you with a referral to a third-party/mediator

A WA Skills Training staff member will contact you within one (1) working day of receiving the referral to acknowledge your complaint. The acknowledgement may be verbal (via telephone) or in writing (via email) at our discretion. A response from a third-party/mediator to your complaint will be provided to you as soon as possible.

We aim to resolve all complaints within 10 business days from the date of initial lodgement. However, should a third-party or mediator be required, this can lengthen the process time. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside this timeframe.

Customer/Client Feedback Form



WA Skills Training encourages and welcomes your feedback. If you would like to tell us about a positive experience you have had with us, we would love to hear from you. If you have a concern or complaint about any aspect of WA Skills training services, please explain it to us in detail below and we will examine the issue and do our best to resolve it. We will acknowledge your feedback within five (5) working days of receiving it (if you have provided us with your contact details). If you need help filling in this form, please call 9724 7823 for assistance.

To help us direct your feedback to the appropriate manager, please tick the relevant boxes.

Feedback type: Complaint Suggestion Compliment OSH issue

Is this issue about disability? Yes No

Your name: Mr/Mrs/Miss/Ms: Date:

Your postal address Post Code

Daytime contact phone number

Email Address

Name of course you are enrolled in (if applicable):

Provide details of your feedback (e.g. where, what, when) in the space below:

Your recommendations/solutions:

Send completed form to:

WA Skills Training

12 Halifax Drive

Bunbury WA 6230

OFFICE USE ONLY

Staff member who initially received CCF: Date:

On receipt of any feedback, whether in person, on a feedback form, in a letter, email or via a telephone call please forward any original paperwork to the Compliance Officer.

Please note any actions taken to respond to feedback at this point (if any, please include dates if possible):

Response to customer to this point:

Letter: Email: Phone: Verbal: N/A - Anonymos:

Date:

Any relevant attachments provided?

Once all information is complete please forward this form to:

Compliance Officer, Bunbury Office.

For Compliance use only:

Received by (print name):

Signature

Date