



WA Skills TRAINING



STUDENT HANDBOOK

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Contents

STUDENT HANDBOOK	
Dear Student,	2
About WA Skills Training.....	3
Mission Statement	3
Terms and conditions.....	3
Fees.....	4
Cancellation policy.....	4
Cooling Off Period and Consumer Protection	5
Unique student identifier (USI)	5
Privacy and confidentiality	6
Work health and safety.....	6
Access and equity.....	6
Support services	7
Anti-discrimination	7
Acceptable standards of behaviour	7
Quality management system.....	8
Delivery and assessment	8
Assessment in the workplace	8
Issuance of certificates	8
Re-issuing of certificates	10
Record keeping	10
Continuous improvement	10
Credit for Prior Studies.....	10
Recognition of prior learning.....	11
Transition from Superseded training Products	11
Competencies of Trainer and Assessors.....	11
Complaints and appeals.....	12

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

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

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

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 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

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

elect to split the course or refuse to take any further enrolments for that particular course.

Fees

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

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 at no charge. For each subsequent re-sit full course fee will be applied, less Worksafe fees if applicable.

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

Online training 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.

Cooling Off Period and Consumer Protection

WAST is committed to providing our participants with the best possible services and products. Under the WA consumer protection laws, you have 10 business days to reconsider the contract (unsolicited agreement).

During this time you can cancel the contract without penalty. This is called the 'cooling-off' period. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract).

Please note that the cooling off period only applies to "unsolicited agreements"

To find out more please visit the Commerce WA website:

<https://www.commerce.wa.gov.au/consumer-protection/cooling-and-cancelling-unsolicited-contracts>

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.

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

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.

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.

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

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
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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.

Support services

Students can contact their trainer by phone or email during office hours. We endeavour 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.

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.

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.

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

- 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.

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.

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.

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:

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

“The 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 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 employers 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.

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					

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.

Re-issuing of certificates

Requests for re-issuing of certificates or cards may be made in writing to training@waskills.com.au or by calling 08 9724 7888. There is a fee for this service, please refer to our schedule of rates for these fees. Please note that we will be required to verify your identity prior to processing this request. There may be delays in producing certificates as they cannot be generated automatically.

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.

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.

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:

1 0	Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
	This document is uncontrolled in hardcopy format					

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 register.

Note: credit for previous studies is not a recognition of prior learning (RPL) process.

Assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

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

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.

Competencies of Trainer and Assessors

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

1	Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
1	This document is uncontrolled in hardcopy format					

- 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.

Complaints and appeals

The purpose of the Complaints and Appeals Policy and Procedure for WA Skills Training (WAST) is to ensure that they provide a complaints and appeals avenue to participants and to meet the Standards for RTOs 2015.

WAST, as an RTO has a complaints and appeals policy specific to its RTO operations. The General Manager of the RTO is ultimately responsible for ensuring that the RTO complies with the standards for RTOs. This includes the complaints and appeals policy and procedures.

A complaint can be made to the RTO regarding the conduct of:

- The RTO, its trainers, assessors or other RTO staff.
- Other learners of the RTO.
- Any third parties providing services on behalf of the RTO (if relevant).

Complaints may be made to any member of staff.

An appeal can be made to the RTO to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance but can also be made to the RTO's General Manager. WAST will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.

All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

The RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.

The RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

1 2	Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
	This document is uncontrolled in hardcopy format					

If a complaint relates to a report about harm or safety, refer to RTO's learner's handbook.

On receipt of a verbal complaint:

- Resolve the complaint if possible, documenting the complaint, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
- If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
- To put a complaint/appeal in writing, advise the complainant/appellant that:
 - They may use the support of a third party in progressing the complaint/appeal.
 - They can either put the complaint/appeal in writing themselves using the form available at [insert file location] or a WAST Staff member can make a written record for the individual to sign.

In this case:

- Note whether the complainant/appellant wants the support of a third party.
- Ensure the complainant signs and dates the form.
- Identify yourself, and your role within the RTO.
- Sign and date the form yourself.

On receipt of a written complaint/appeal:

If the complaint/appeal is not in relation to the Trainer Co-Ordinator:

- Forward it to the Training Co-Ordinator.
- Enter it into the secure Complaints and Appeals Register.

If the complaint is in relation to the Training Co-Ordinator:

- Forward it to the General Manger.
- Enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
- The General Manager is to send a prompt written acknowledgement to the complainant as appropriate.

To resolve the complaint/appeal

- The General Manger and one other appropriate staff member is to discuss the issue/s with the staff member to whom the complaint/appeal was made.

1 3	Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
	This document is uncontrolled in hardcopy format					

- Give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation).
- Give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
- If necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal. The committee must not have had previous involvement with the complaint/appeal and must include:
 - A representative of the General Manager.
 - One or more representative/s of the teaching staff.
 - An independent person.

Dealing with the issue/s.

- Communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
- Document the complaint/appeal — including the cause, actions taken, and decisions made — in the appropriate secure Complaints and Appeals Register.
- If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
- If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the complainant is still not satisfied, the General Manager will refer them to the appropriate third-party body depending on the nature of the complete

The RTO will undertake a continuous improvement process that includes:

- Reviewing the details in the Complaints and Appeals Register.
- Reviewing the complaints and appeals policy and procedures.
- Taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

WAST includes the following information on the public website:

1 4	Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
	This document is uncontrolled in hardcopy format					

- The RTO has a complaints and appeals policy specific to the RTO operations.

A complaint can be made to WAST regarding the conduct of:

- The RTO, its trainers, assessors or other college RTO staff.
- Other Students of the RTO.
- Third parties providing services on behalf of the WAST.

An appeal can be made to WAST to request a review of a decision, including assessment decisions.

WAST will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal.

If WAST considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Complaints or appeals should be directed to the General Manger via email training@waskills.com.au

Date of This Issue:	14.12..2020	Date of Next Review:	14.12..2023	Doc Id:	WAST_TMS_POL_015
This document is uncontrolled in hardcopy format					