

WORKPLACE **TRAINING CENTRE**

Student Handbook

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www.wtc.edu.au

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1. INTRODUCTION

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or WTC (hereafter named as WTC) policy may impact on the currency of information included. WTC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting WTC.

This handbook has been prepared as a resource to assist Students to understand their obligations and also, those of WTC. Please carefully read through the information contained in this guide. All Students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: WTC 02 9622 6060

The Student Handbook demonstrates WTC commitment to providing high quality vocational education and training to the Standards for Registered Training Organisations 2015. WTC employees respect and adhere to policies and procedure to meet these standards.

Code of Ethics

WTC shall at all times, act in an ethical manner and deal with integrity while providing services to all course students and members of the community.

WTC shall adopt and maintain policies and practices that ensure the quality of vocational education and training programs offered is relevant and in accordance with the statutory and regulatory requirements of:

Australian Skills Quality Authority (ASQA) and the Standards for Registered Training Organisations 2015.

Commonwealth/State legislation and regulatory requirements as are appropriate.

WTC will ensure that:

- All activities will be carried out honestly, fairly and accurately so as to give value to our Students
- The provision of adequate facilities and quality resources in which to conduct training programs
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
- High standards of financial probity
- Compliance with an acceptable refund policy
- Compliance with current EEO, WHS, Duty of Care, Harassment, Discrimination and Grievance requirements
- The maintenance of adequate records and security of all current and archival records
- Client access to their records upon request
- The maintenance and continual improvement of a Quality Assurance System
- WTC undertakes to deliver quality training and to uphold the highest ethical standards.
- WTC undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
- WTC shall refrain from associating with any enterprise which could be regarded as acting in breach of this Code of Ethics.

History

WTC takes pride in the quality of courses and services it delivers.

We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

Whether you are seeking to update your skills or embarking on a new career, our team of friendly and dedicated staff is available to help your learning experience be the best it can be.

WTC works within the Standards for NVR Registered Training Organisations 2012 which has brought about major changes in the vocational pathways we are able to offer to our clients.

WTC is a Registered Training Organisation (91390) approved by ASQA to provide training and assessment services for the listed training products:

1. CPCCE3014A- Remove non-friable asbestos
2. CPCCLDG3001A - Licence to perform dogging *
3. MEM15004B- Perform inspection
4. MSMPER200- Work in accordance with an issued permit
5. MSMPER300 - Issue work permits
6. MSMWHS201- Conduct hazard analysis
7. MSMWHS216- Operate breathing apparatus
8. MSMWHS217- Gas test atmospheres
9. RIIHAN301E- Operate elevating work platform
10. RIIHAN305D- Operate a gantry or overhead crane
11. RIIHAN307E- Operate a vehicle loading crane
12. RIIHAN308F- Load and unload plant
13. RIIHAN309F- Conduct telescopic materials handler operations
14. RIIWHS202E- Enter and work in confined spaces
15. RIIWHS204E- Work safely at heights
16. RIIWHS401E- Supervise work in confined spaces
17. TLILIC0002- Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above) *
18. TLILIC0003- Licence to operate a forklift truck *
19. TLILIC0005- Licence to operate a boom-type elevating work platform (boom length 11 metres or more) *
20. TLILIC0010- Licence to operate a slewing mobile crane (up to 20 tonnes) *
21. TLILIC0012- Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above) *
22. TLILIC0013- Licence to operate a slewing mobile crane (up to 60 tonnes) *
23. UETDRRF03- Perform EWP rescue
24. UETDRRF08- Perform EWP controlled descent escape

** Indicates High Risk Work Licence. WorkSafe NSW assessment is required.*

CONTACTS:

Office – 1300 668 141 or 02 9622 6060

Email: training@wtc.edu.au

Website: www.workplacetrainingcentre.edu.au

2. STAFF

CEO

The CEO is responsible for the standard of training and safety within WTC and for the assessments conducted whilst students are attending WTC.

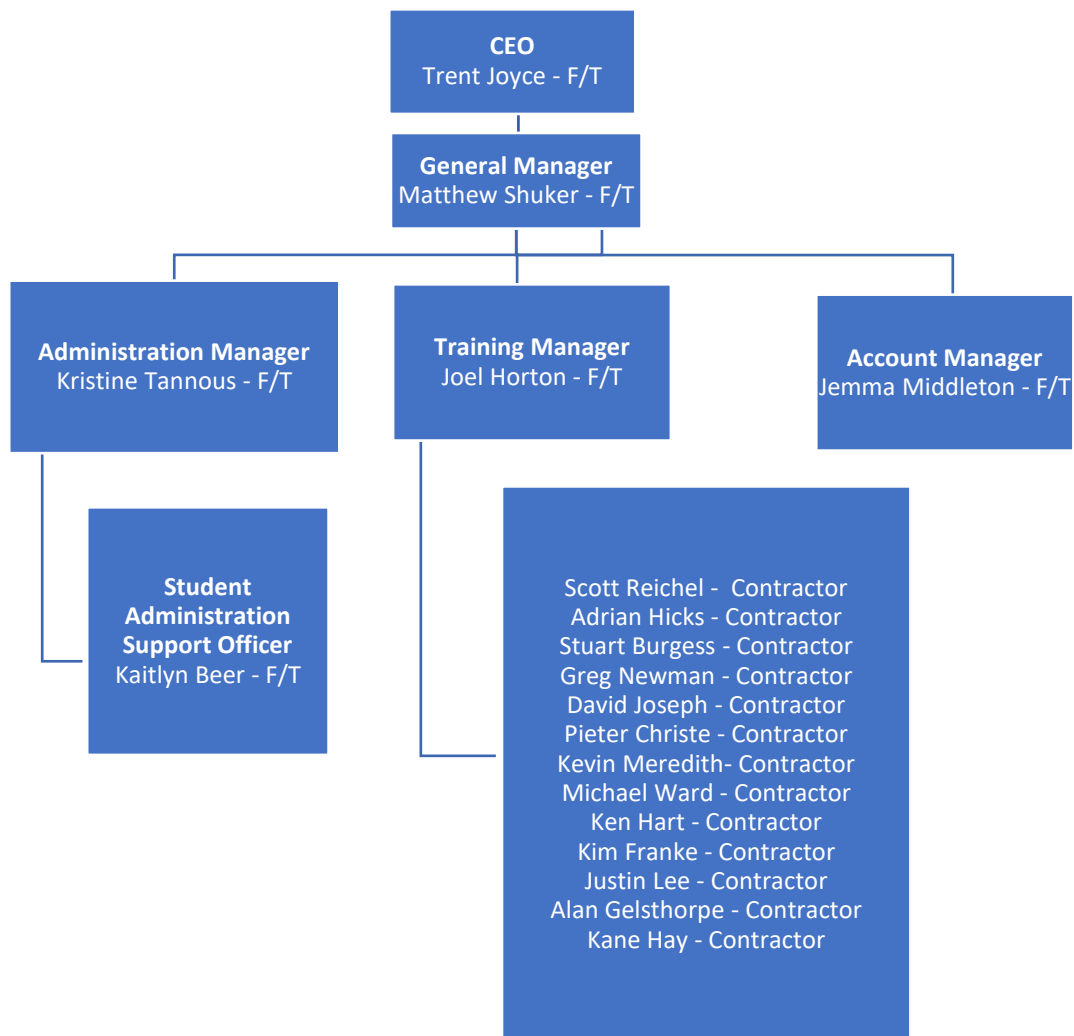
Instructing staff

The Trainers at WTC supervise all training and assessments. In addition, trainers and administration staff are responsible for day to day course administration.

All trainers and assessors have at least a Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

ORGANISATIONAL CHART



3. INFORMATION

Our legislative requirements

WTC Pty Ltd is a NVR Registered Training Organisation. Our operations and services must comply with Standards for National VET Regulated Registered Training Organisations 2011. National Vocational Education and Training Regulator “Australian Skills Quality Authority” (ASQA) conducts periodic audits of our operations, services and records management for accuracy and quality.

In addition we are also subjected to a variety of other legislations related to training and assessment as well as general business practice. Legislations and regulations are continually being updated and our staff is made aware of any changes to ensure that your program materials and learning practices are always up to date with the latest industry requirements.

For your information the current legislation is available online at <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes but may not be limited to:

- **VET Quality Framework** – which includes:
 - Standards for Registered Training Organisations (RTOs) 2015
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements
 - Data Provision Requirements, and
 - Australian Qualifications Framework (AQF).
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004
- Privacy Act 1988 (Commonwealth)
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Commission for Children and Young People Act 1998
- Commission for Children and Young People Regulation 2009
- Workers Compensation Regulation 2010
- Copyright Act 1968
- Education and Care Services National Law Act 2010

Attendance and Student Responsibilities

Sick Leave

Students who feel they are unable to undertake any aspect of the training as a result of their feeling ill are required to submit a sick certificate from a registered medical provider to WTC. Whilst missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Expulsion

WTC reserves the right to expel students for serious breaches of discipline following appropriate WTC disciplinary procedures. Fees paid are not refunded for expelled students.

Responsibilities

Students are required to arrive 15 minutes early to ensure that training or assessments start on time. Students will be advised to arrive on time from breaks.

Student must adhere to WHS and site induction as per trainers and assessors instructions.

Students have a responsibility to advise the trainer and assessor if they identify hazards or feel that the training and assessment may contribute to a risk to self or others in the training and assessment area. Student must not be disruptive and not disturb other students or the trainers and assessors during the training and assessment process except when asking questions when they require clarification about the training and assessment content and program.

Staff Responsibilities for Access/ Equity & Equal Opportunity

WTC has a CEO and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The CEO acts as the access and equity officer for WTC so if you are experiencing any harassment or discrimination, refer the matter to him in writing.

WTC:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and offers assistance where possible.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

WTC provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Delivery of Programs

Our training programs are delivered by appropriately qualified and experienced trainers. We offer training programs via:

- Classroom Delivery
- On site Workplace Training and Assessment
- Verification of Competency

Places on our courses are limited. We do this to provide you with maximum “seat time” and trainer attention to your individual needs. The volume of learning attached to each program describes the amount of time attached to practical exercises to ensure all Students can gain maximum skills in using the apparatus.

Enrolment

WTC conducts enrolment, induction and orientation for all Students. The enrolment process may vary depending on the type of qualification you intend to study. Prior to enrolling, a copy of our Student Handbook is available on our website www.WTC.com.au for you to read and understand.

Information on the program you are wishing to undertake and the fees and charges relating to your proposed program of study will be provided, and payment terms and methods will be agreed upon.

An enrolment form must be completed, together with any required clarification of identification, and/or self-assessment regarding special circumstances and/or training needs.

When enrolment form have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the program.

Note: enrolment is not confirmed until fees have been paid as agreed.

Entry Requirements

Entry requirements may relate to things such as:

- Previous workplace experience
- Levels of language, literacy and numeracy skills appropriate for successful completion of the course work and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace where the required competencies can be learned and practiced.
- Access to course specific materials such as personal protective equipment (PPE) or other tools of Trade.

Fees

Course costs are as advertised on WTC's information guides, our website and marketing materials or negotiated with employer/students.

Payment can be made either by cheque, credit card, direct deposit or cash.

Please note: we will not take more than \$1,500 from a student for the program prior to the program commencing. Students that commit to a training program with a cost greater than \$1500 will be required to make a deposit of \$500 upon booking and complete the full payment for the course prior to gaining the qualification. Students are able to discuss payment plans with our staff so we can accommodate their financial needs.

All course fees are inclusive of administration fees, materials, workbooks and in the case of WorkCover assessments for high risk work licencing fees.

Payment terms can be individualised to each participant as long as the full or last payment is made prior to gaining the qualification. Enquiries about payment terms can be directed to WTC's administration staff. Approval will be required by the CEO.

Refund Policy

Where WTC receives sufficient notice of cancellation of a course (more than 48 hours prior to course start), a refund of fees may be made available.

If cancellation notice is given less than 48 hours then a fee of 20% of course fee will be charged.

No refund will be given for nonattendance or cancellations on day.

This refund will typically be paid in the same method that the fees were received, unless otherwise agreed to by WTC staff and the participant.

In some special circumstances, refunds may also be granted at the discretion of the CEO.

Change to Conditions

WTC reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is all about the skills and knowledge you have collected through work and life experiences and then transferring them to current training course requirements. RPL must be offered to a learner at enrolment. If you feel you have extensive industry experience in the course you are enrolling in, please ask our WTC staff for a RPL Application Form.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are enrolling
- Students may not apply for recognition for units of competency or qualification which are not included in WTC's scope of registration
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more suited path to competence

Assessment via recognition is to apply the principles of assessment and the rules of evidence.

Credit Transfer

Credit transfer is a process that allows a unit of competency previously achieved by a student to be recognised when they are enrolling in a related course. Credit Transfer can only be granted upon the presentation of a previously obtained Certificate or Statement of Attainment.

5. YOUR RIGHTS AND OBLIGATIONS

Use of Your Personal Information

WTC recognises your right to privacy. Our Privacy Notice (which appears in your enrolment pack) identifies how we handle information we gather about you. Your enrolment details and progress reports are collected and stored. Your files only contain information pertinent to your training program and the confidentiality of all personal information in our records is protected under the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000.

Registering and licensing bodies such as the Australian Skills Quality Authority, and as applicable Safework NSW authority (High Risk Work Licence applicants only) may be provided access to your training records for the purposes of auditing, quality assurance of WTC services, or investigating complaints.

Where State or Commonwealth funding supports training, we are obliged to submit your enrolment details for statistical purposes and we may, with your consent, release information on enrolment, attendance and performance to a third party (e.g. sponsor such as employer, rehabilitation provider etc.). This authorisation will only be valid for the duration of prescribed enrolled course/unit.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows Students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show Student achievements from 1 January 2015 onwards.

As an RTO, WTC cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all Students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/Students/create-your-usi> for more information, and instructions on how to apply.

Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Any other issues.

What You Can and Cannot Do

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within WTC is not a requirement by Law, but rather is seen by WTC as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced. Being involved in the WTC community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the CEO.

Unacceptable Behaviour Includes

- Interruptions of the trainer whilst delivering training.
- Being disrespectful to other students.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.

You Have the Following Rights Once You Have Enrolled

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

In the Event Of Non-Compliance with Our Rules; the Following Applies

- A Trainer or the CEO will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the CEO to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
 - Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
 - Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

Privacy & Confidentiality Records Access

WTC is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the CEO with a minimum of 1 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

WTC will exercise strict control over confidential information. If a third party requires client information we will require your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can discuss your assessment progress and the results with your employer as well as providing them with a copy of your Statement of Attainment.

We will also ask for your permission to provide any information required by Government Departments about your enrolment, attendance and performance. We do this as is required by the Government.

Discrimination and Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights.

It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

<ul style="list-style-type: none">• Age• Carer status• Disability/impairment• Gender	<ul style="list-style-type: none">• Lawful sexual activity• Marital status• Physical features• Political belief of activity	<ul style="list-style-type: none">• Pregnancy• Race• Religious belief of activity• Sexual orientation
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It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the CEO to get some assistance.

Safety

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by WTC. Your trainers and assessors have been specially trained in WTC safety standards.

Should you be asked to do anything you feel is unsafe?

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the CEO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

PPE Requirements

WTC has established a set of minimum Personal Protective Equipment requirements for students on our courses.

If training is undertaken at WTC facility, WTC will provide all required PPE for the duration of your course apart from steel capped work boots which must be worn at all times whilst attending training. If training is conducted on site then workplace PPE requirements must be maintained at all times.

Attendance Procedures

Your attendance will be recorded each day of class attendance.

If you are sick or have a personal problem which cannot immediately be resolved, phone the office on 02 96226060.

It is unacceptable to:

- Sign into another student's account
- Have another student sign into your account for you
- Give out your password

Complaints and Appeals Procedures

1. Purpose

WTC (WTC) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, WTC is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of WTC.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that WTC staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

WTC acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by WTC.

WTC will ensure that clients have access to a fair and equitable process for expressing complaints, and that WTC will manage the complaint with fairness and equity.

In doing so, WTC:

- a) has written processes in place for collecting and managing complaints in a constructive and timely manner;
- b) ensures that these procedures are communicated to all staff, third party partners and clients;

- c) ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) ensures that each complaint and its outcome is recorded in writing; and
- e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Definitions

WTC defines a complaint as an expression of dissatisfaction with any aspect of the service or training we have provided. It is distinct from feedback where a client, student or other person or agency gives advice or comment on what the organisation does or the service delivered.

Natural justice and procedural fairness are used to ensure that decision making is fair and reasonable. It underpins the rights of all parties to be heard and informed without bias.

Appeals are regarded as a formal request for a change in or a confirmation of a decision. Appeals can be made in regards to an assessment decision or in regards to the initial outcome of a complaint. This policy covers both academic and non-academic matters. Academic matters include those which relate to:

Academic Matters

- Student progress
- Assessment (See Assessment Appeal Policy)
- Course content, or
- Awards in a VET course or study.

Non-academic Matters include those related to:

- Enrolment in a course
- Personal information about the student which is held by WTC.

4. Policy Principles

4.1 In managing complaints, WTC will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
- h) The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the CEO, WTC or an independent party to the complaint.
- l) The Complaints Procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent/external third party for review, at the request of the complainant.
 - All costs incurred for the third party review will be advised to the complainant.

- Each party to be given written notice of the decision of the review and include the reasons for the decision.

n) If the complaint will take in excess of 60 calendar days to finalise WTC will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

p) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

4.2 Types of Complaints

A complaint may include allegations involving the conduct of:

- a) WTC, its trainers, assessors or other staff; or
- b) A third party providing services on behalf of WTC, its trainers, assessors or other staff; or
- c) A learner of Bedford WTC.

5. WTC Responsibilities

The CEO of WTC is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and the WTC website.

6. Process

6.1 Informal Complaint (Grievance)

Informal complaints usually relate to minor disputes or difficulties that can usually be resolved without independent assessment or assistance. These are defined as grievances. If a client has a complaint/grievance, they are encouraged to speak immediately with the trainer/assessor to resolve the issue.

If the trainer or training coordinator feels that the issue is above their understanding, skill set or responsibilities they will need to involve the Member of the Executive Team.

It is important the trainer/training coordinator establishes a timeline in relation to when a decision/action will be taken in relation to the complaint. The length of time to remedy an issue will often vary depending upon the issue. However, all staff need to attempt to resolve issues as quickly as possible to ensure the matter is addressed in a timely fashion, and to prevent the complaint from escalating unnecessarily.

If the complainant is not satisfied that the issue has been resolved they will be required to complete a Complaints Lodgement Form, to lodge a Formal Complaint. WTC will then investigate the complaint and advise the complainant of the outcome.

6.2 Formal Complaint

Formal complaints shall follow the process below:

- a) Complaints are to be made in writing within 7 working days of the incident using the Complaints Lodgement Form and provided to the CEO, WTC. (Contact the administration office for a Complaints Lodgement Form)
- b) A submitted Complaint Lodgement Form will constitute a formal complaint from the client. Further details of the complaint can be provided by the client verbally.
- c) The CEO WTC may delegate responsibility for the resolution of the complaint.
- d) In the case of a complaint, the CEO WTC will initiate a transparent, participative investigation to identify the issues.
- e) Complaints will be processed in accordance with the Complaints Procedures
- f) Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- g) In all cases the final conclusion will be assessed by the CEO, WTC.
- h) The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.

i) If the outcome is not to the satisfaction of the Client, they may seek an appointment with the CEO WTC.

7. Appeal to Outside Authority

This Complaints process does not preclude the student seeking redress in other forums outside the WTC process. For example, the complainant may wish to take the matter further by selecting the appropriate body from among such bodies as the Office of Fair Trading (02-4925000), the Administrative Appeals Tribunal (1-300-366700), the Human Rights and Equal Opportunity Commission (1-300-656419) or the Anti-Discrimination Board of NSW (02-49264300) OR an external body may be appointed by WTC.

6. SUPPORT, DELIVERY & ASSESSMENT

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements.

The CEO may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Student's language, literacy or numeracy capabilities will be assessed with a short self-assessment prior to course commencement. Students that have not completed this assessment sufficiently will be referred for an English language course. The trainer will collect and check the LLN student self-assessment. Trainer will then discuss the findings of the self-assessment document and discuss possible training options with the individual student

Support Services

The staff of WTC are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language needs. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Flexible Learning Strategies & Assessment Procedures

In some cases, it is possible to customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may be, for example, conduct a verbal assessment to replace a written one.

Delivery of Training

WTC ensures that all resources used for the delivery of training meet the requirements endorsed by the relevant training Package(s), for the delivery, assessment and issuing of qualifications. This includes: Trainers and assessors with appropriate qualifications, skills and knowledge and experience in their chosen vocation.

Delivery and assessment resources appropriate to the methods and delivery for the training program Learning Materials and / or texts and support materials relevant to the training program.

All delivery and assessment strategies are designed in close consultation with industry to best achieve the required learning outcomes within a program whilst taking into consideration the learning styles of Students.

Competency Based-Training and Assessment

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <http://training.gov.au/>.

In competency-based training you must demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within a group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Your assessor will mark your work and give you a result of Competent or Not yet Competent. An assessment of 'Not Yet Competent' is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required.

Assessment

WTC is committed to making certain valid and reliable assessment of achievements against industry requirements. All assessment undertaken by WTC is consistent with the Principles of Assessment and the requirements of the relevant training packages.

Assessment is specifically conducted to determine if a Student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace.

If a Student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the Student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency. The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- A combination of the above

Conducting Assessment

All Students are made aware of the assessment process and how assessment will be conducted as they undertake their chosen program.

The assessment requirements for all accredited programs are outlined to Students and any arrangements for workplace assessment are arranged to ensure a complete skills transfer from the training room to the individual. All evidence gathering methods remain reliable, flexible, valid and fair. Post assessment guidance is available to all Students. A fair and impartial appeals process is available and can be viewed on our website.

At the completion of each program you are required to undertake and complete an assessment. These normally consist of the following:

- Written Questions
- Calculations used in your area of learning
- Practical (observation) exercise

High Risk Licences

WTC is approved by Safework NSW and WHS Queensland to deliver training and conduct assessments for high risk work (HRW) licences in NSW and QLD. Training and Assessment is based on the licensing requirements of Part 4.5 of the Model Work Health and Safety (WHS) Regulations, HRW and meets Commonwealth, state, and territory HRW licensing requirements.

To be eligible to apply for a High-Risk Work Licence, students must successfully complete the WTC assessment task/s and the SafeWork NSW assessment.

Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by WTC. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Trainers and Assessors

Your trainer/assessor is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace.

Verification of Competency*

A Verification of Competency (VOC) assists employers to meet WHS requirements and ensure staffs are still competent to operate equipment or perform a task.

New national WHS harmonisation laws, effective January 2012, bring greater importance to employers' due diligence and obligation to ensure an individual has "current competency".

Assessing for "Verification of Competency" enables a business to confirm that employees are competent in their skills and using the equipment.

It is commonly used in many industries for pre-employment checks, contractual arrangements, or site-specific requirements.

Assessments can take place at the workplace site to limit the impact to onsite or at our Arndell Park sites.

Our assessments include knowledge testing and demonstration of skills.

What if the person is not competent?

Client – (individual or employer) would be advised of any additional/gap training required before any further assessment could be conducted.

Each assessment takes approximately 1-2½hrs and will depend on the type of plant and/or requirement of employer/site.

Our training experts will talk to you about your site and if you have all the necessary equipment and a simulated environment to ensure all skills and knowledge can be tested.

*** Note Verification of Competency (VOC) is non-accredited training.**

7. Statement of Attainment & Certificates

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for WTC and other RTOs in the Standards for RTOs 2015.

Reissuing Certificates

To have an original certificate reissued, WTC will ask you to confirm your date of birth and USI number for Privacy reasons. A fee of \$30 will be incurred.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

Feedback

WTC actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. WTC's trainers and assessors will supply you with a course feedback form at the completion of your course.

You may also receive an email asking you to rate WTC and your experience with us.

We monitor compliance with NVR standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Complaints & Appeals Register to ensure appropriate follow up action is taken.

Consumer protection

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information:

<http://consumerlaw.gov.au/consumers-and-the-acl/>

Statutory Cooling Off Period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.