



REGISTERED TRAINING ORGANISATION 52508



STUDENT HANDBOOK

RTO National Provider Code: 52508

Making the difficult EASY!

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Welcome to TRAINING WORX (AUST) Pty Ltd

Thank you for enrolling with TRAINING WORX (AUST) Pty Ltd. We hope you will find the time we share challenging, rewarding and fun.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of knowledge, skills applications, theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. This handbook has been compiled to ensure participants have access to all information they will need. You are naturally welcome to ask us for further information if you have any other questions.

The quality of your experience with TRAINING WORX (AUST) PTY LTD depends largely on your motivation and commitment.

Kind regards,

John Potter B.Ed, MA, Ad.Dip Man, Dip.L.Man, Dip.VET, Dip.Des.Dev, TAE40116, FAICPT

**Managing Director/Chief Executive Officer
TRAINING WORX (AUST) PTY LTD**

Training and our Scope

TRAINING WORX (AUST) Pty Ltd is registered by the Training Accreditation Council (TAC) which provides authority to award AQF qualifications and Statements of Attainment in the following courses in accordance with its scope of registration:

TAE40116 Certificate IV in Training and Assessment

BSB40215 Certificate IV in Business

BSB51918 Diploma of Leadership & Management

Vision/ Mission and Values**Vision:**

TRAINING WORX (AUST) Pty Ltd will provide high quality specialist training services to meet a client endorsed specification within its scope of provision.

Mission:

TRAINING WORX (AUST) Pty Ltd will provide quality training services employing best practices and safe systems of work.

Values:

TRAINING WORX (AUST) Pty Ltd will demonstrate the highest standards of integrity, respect for people, professional ethics, technical capability and quality customer service.

More information:

Please visit our website - trainingworx.com.au to obtain downloads of:

Student Handbook

Student Information Booklet

Student Support information and Identifier

Grievance and Appeals Policy and Procedure

Code of Practice

Course fees and information

CLIENT INFORMATION

Course Admission Policy/ Enrolment and Induction

All applicants for enrolment are required to satisfy TRAINING WORX (AUST) PTY LTD that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant syllabus or Training Package, prior to acceptance for admission to courses. For international students, this includes the desired level of English language skills as determined by International English Language Testing System.

TRAINING WORX (AUST) PTY LTD also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant syllabus or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. TRAINING WORX (AUST) PTY LTD will provide assistance in clarifying the suitability of the course to the learner's skill development requirements.

Training offered by TRAINING WORX (AUST) PTY LTD is available to all students, subject to any pre-requisites or special enrolment conditions that apply. Application is by way of completing our Enrolment Kit (6 forms – Confirmation of Enrolment/ Enrolment Form/ Information Acceptance Form/ Student Contract Agreement/ Student Identifier Information and Student Refund Agreement.)

Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Student Selection:

- TRAINING WORX (AUST) PTY LTD will provide applicants with sufficient information to ensure that any decision to undertake a course is an informed decision
- *Information provided to potential students will include as a minimum:*
 - *Student Handbook including TRAINING WORX (AUST) PTY LTD's Code of Practice*
 - *Enrolment Kit*
 - *Additional information (pre-course questionnaire and pre-course industry consultation form).*
- Students must adhere to TRAINING WORX (AUST) PTY LTD's code of conduct and the student rights and responsibilities codes.
- English language and literacy – requirements set by the unit of competency must be met.
- All Students require a USI Number and must provide this on their enrolment form.

The recruitment of students will be at all times conducted in an ethical and responsible manner. A Letter of Acceptance will be given to applicants once the student's application has been established. Please contact us if you require assistance, advice or further information.

Client Services

We have sound management practices to ensure effective client service. In particular TRAINING WORX (AUST) Pty Ltd has client service standards, in accordance with the Standards for RTOs 2015 to ensure:

- A guarantee of service to trainee/ students/participants, in all its operations
- The timely issue of trainee/student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy
- A fair and equitable Refund Policy
- A Grievance and Appeals Policy
- An Access and Equity Policy
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Quality Product

The purpose of this policy is to confirm TRAINING WORX (AUST) Pty Ltd.'s commitment to meeting the quality standards expected by our customers in the delivery of the services that we supply to them.

Our quality system is based on the requirements of the Standards for RTOs 2015, Vocational, Education and Training Act, the Education and Training Act, and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality objectives are to:

- Provide quality training and assessment services
- Provide a guarantee of service across all our operations especially in the event of changes to Training Packages, qualifications or units of competency
- Ensure continuous improvement

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

TRAINING WORX (AUST) PTY LTD has a commitment to providing a quality service and a focus on continuous improvement using the Standards for RTOs 2015. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

Our internal policies describe the mechanisms by which these improvements are achieved and how compliance to requirements is achieved. These policies and procedures are available to all our clients upon request.

Code of Practice

TRAINING WORX (AUST) PTY LTD (Registered Training Organisation 52508) has agreed to operate within the Standards for RTO's 2015. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

A copy of this Code of Practice is available upon request or can be viewed or downloaded from our website - trainingworx.com.au

Students Rights and Responsibilities

Students have the right to learn in an environment that is free from any form of harassment or discrimination.

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes
- Students have the right to be reassessed if competency is not met in the first instance
- It is the student's responsibility to notify TRAINING WORX (AUST) PTY LTD when enrolling if support is required (e.g. help with literacy, access, etc.)
- Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance. Such behaviour may include that which:
 - Hampers other's learning or
 - Interferes with the TRAINING WORX (AUST) PTY LTD Code of Practice
 - Interferes with TRAINING WORX (AUST) PTY LTD Fitness for Work Policy
- It is your responsibility to notify TRAINING WORX (AUST) PTY LTD if you change your name or address after enrolment. This essential information is vital to ensure accurate notification is received from TRAINING WORX (AUST) PTY LTD (e.g. Results of Assessments)
- Mobile Phones should be turned off before entry into any training/assessment environment unless prior arrangements have been made with the trainer or person in charge

Breaches of Discipline

All TRAINING WORX (AUST) PTY LTD clients are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the client being given a 'verbal warning'. Further breaches will result in a client being asked to provide evidence as to why they should not be excluded from further participation in the program. A third breach will result in instant removal from the training environment.

Where a client is removed from the training environment for a breach of discipline all fees paid will be non-refundable.

Disciplinary Action: Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this handbook and TRAINING WORX (AUST) PTY LTD's Code of Practice.

Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

Competency is defined as:

"Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments."

Flexible Delivery

Flexible delivery means providing training when it best suits the client and /or employer.

Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Credit Transfer

Credit Transfer means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another Registered Training Organisation. It can also be obtained by the learner through previous training, work experience and or life experience.

Recognition of Prior Learning (RPL)

RPL is used to determine the advance standing, within a training program that the learner may be awarded as a result of this learning/experience. It is the learner's responsibility to document and present evidence to claim RPL.

Credit Transfer for the applicable unit of competency, is available to any student when enrolling with TRAINING WORX (AUST) PTY LTD

Applications for Recognition of Prior Learning

Purpose:

This procedure describes the processes whereby TRAINING WORX (AUST) PTY LTD controls and manages applications from students requesting Recognition of Prior Learning (RPL).

Scope:

This procedure applies to all applying students, students enrolled in TRAINING WORX (AUST) PTY LTD courses and persons employed by or contracted to TRAINING WORX (AUST) PTY LTD for the provision of training and assessment services or the maintenance of training records and documents.

Responsible parties:

The RTO Managing Director is responsible for the control and issue of this procedure.

Procedure:

This document outlines TRAINING WORX (AUST) PTY LTD policy and process for students to be granted recognition of prior learning.

Students:

- are required to sign the record of the RPL.
- will be given a copy of the RPL for their records, and a copy will be kept on the student's file.
- will be advised that the duration of study will be adjusted and reported accordingly.

Credits will be granted based on demonstration of skills and education that a student has already acquired from other appropriate courses and relevant industry work experience.

Students who have completed a qualification/components/competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to TRAINING WORX, may apply under this same process to have that recognised under the process of recognition.

Credits are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, he/she is to re-apply for any credits appropriate to the new course. Fees will apply.

If TRAINING WORX (AUST) PTY LTD grants the student RPL which leads to a shortening of the student's course, student will be advised the actual net course duration for the course.

Process:

An application for RPL form is available from TRAINING WORX (AUST) PTY LTD

Applicants are to complete this form – *Application for Recognition of Prior Learning* and return with attachments to TRAINING WORX (AUST) PTY LTD. The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Unit outlines specifying unit content and duration. Students should note that incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the appropriately trained assessor by way of interview and/or inspection of evidence for compliance with the above mentioned criteria and / or
- Sitting a challenge test to assess knowledge of subjects for which RPL has been requested.

The result of the credit process will result in credits granted being shown on the student's academic transcript and result history.

Language, Literacy and Numeracy (LLN)

To assist in identifying any special learning needs, TRAINING WORX (AUST) PTY LTD may ask that you provide us with information regarding your LLN requirements on your enrolment form, prior to the start of the training program.

However, if you do have any learning difficulties you are encouraged to discuss these with your trainer either prior to course commencement or during the course induction. All discussions with our staff will be treated as strictly confidential. Please also refer to Student Support Services and Guidance section of this Handbook or refer to our website - trainingworx.com.au

Assessment

Assessment is defined as “*the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.*”

Assessment is the process of **collecting evidence and making judgements** on whether competency has been achieved. To achieve a '**COMPETENCY ACHIEVED**' outcome you must satisfactorily complete all the requirements of your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

Assessment, within competency-based approaches to learning, is standard referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration
- Observation
- Work samples
- Workbook activities
- Oral presentations
- Role-plays
- Simulation
- Projects
- Written tests

Principles of Assessment

There are four key principles that are a part of the assessment process:

Validity:

Refers to the extent to which the interpretation and use of an assessment outcome can be supported by evidence. An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered.

Reliability:

Refers to the degree of consistency and accuracy of the assessment outcomes; that is, the extent to which the assessment provides similar outcomes for students with equal competence at different times or places, regardless of the assessor conducting the assessment.

If assessments are both valid and reliable, then they should be consistent across RTOs as well as within an RTO.

Reliable and valid assessments share a number of characteristics, including:

- assessing all four dimensions of competency;
- using a process which integrates required knowledge and skills with their practical application for a workplace task, ie holistic assessment;
- being based on evidence gathered on a number of occasions and in a range of contexts;
- covering both on-the-job and off-the-job components of training; and providing for the recognition of competencies no matter how or when they have been acquired.

Flexibility:

Refers to the opportunity for students to negotiate certain aspects of their assessment, e.g. timing, with their assessor. All students should be fully informed (through the assessment plan) of the purpose of assessment, the assessment criteria, the methods and tools used, and the context and timing of the assessment.

Fairness:

Fair assessment does not advantage or disadvantage particular students or groups of students.

This may mean that assessment methods are adjusted for particular students (such as those with disabilities or cultural differences) to ensure that the methods do not disadvantage them because of their situation. An assessment should not place unnecessary demands on students which may prevent them from demonstrating competence. For example, an assessment should not demand a higher level of English language or literacy than that required to perform to the workplace standard outlined in the competencies being assessed.

There are legislative requirements that the principle of 'reasonable adjustment' be applied in the design of assessments. The assessment process should not prevent any persons from demonstrating their competence, skills or knowledge because the design of the assessment failed to take account of their limitations.

Assessment materials must also:

- comply with the relevant training package assessment guidelines;
- provide for holistic assessment, i.e. use a process that integrates knowledge and skills with their practical application in a workplace task;
- cover all four dimensions of competency;
- target the correct qualification level;
- cover relevant foundation skills and be able to be customised.

Access and Equity (Reasonable Adjustment)

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. We apply the principle of reasonable adjustment where it is relevant and appropriate.

Student Support Services and Guidance

TRAINING WORX (AUST) PTY LTD has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by TRAINING WORX (AUST) PTY LTD.

TRAINING WORX (AUST) PTY LTD will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

A Student Support Indicator process is available to all candidates and is private and confidential. This Student Support Indicator must be completed by the Student in the company of the Trainer/Assessor.

This must be fully completed and signed by the RTO Assessor and the Student.

A download copy is available on TRAINING WORX (AUST) PTY LTD website trainingworx.com.au - a hard copy is available upon request.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or agency.

Tutorial support

Students identified as to being at risk of not achieving competency outcomes will be offered tutorial support.

This support is provided on an as needs basis and is to be negotiated between student and tutor. The Director of Training is to be advised of any such requirement by the tutor prior to any offer of tutorial support to the student.

Support from staff

Should students require more information on support services they are to be encouraged to seek information from their tutor, or the Director of Training.

It is a requirement of employment with TRAINING WORX (AUST) PTY LTD that staff who directly interact with students have attended an induction and information program regarding the Standards for RTOs 2015, competency based training and assessment, and the potential implications for students. This information is reinforced regularly at staff meetings.

Access to Records

Students may access their own personal records by submitting a written request to TRAINING WORX (AUST) PTY LTD. Within 14 days of receipt and after verification that the records are for the individual submitting the written request, records will be made available to the student.

TRAINING WORX (AUST) PTY LTD.'s identification verification process requires three point proof of identity – Driver's License/ Passport and USI number.

Only authorised personnel within TRAINING WORX (AUST) PTY LTD may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records.

Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information).

The Director of Training, and auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required TRAINING WORX (AUST) PTY LTD policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties.

No information is released to any other person without the express written permission of the student.

Should you wish to access your own records; an application should be made in writing to the Director of Training, TRAINING WORX (AUST) PTY LTD.

Information supplied on TRAINING WORX (AUST) PTY LTD's enrolment form is for national database and tracking purposes and assists in ongoing qualification issuance as required.

Under the *Data Provision Requirements 2012*, **Training Worx (Aust) Pty. Ltd.** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **Training Worx (Aust) Pty. Ltd.** for statistical, regulatory and research purposes. **Training Worx (Aust) Pty. Ltd.** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

A copy of this Privacy Notice and Student Declaration is included in TRAINING WORX (AUST) PTY LTD Enrolment Kit.

Management and Administration

TRAINING WORX (AUST) PTY LTD has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. TRAINING WORX (AUST) PTY LTD has adequate insurance policies.

Marketing and Advertising

TRAINING WORX (AUST) PTY LTD markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the Standards for RTOs 2015.

Issuing Qualifications Policy

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, trainees will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that the trainee has successfully completed part of a course or qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with TRAINING WORX (AUST) PTY LTD, or another registered training provider either within the state of Western Australia or interstate, should the participant wish to complete the course at a later time.

Complaints, Grievances and Appeals

At TRAINING WORX (AUST) Pty Ltd we are committed to providing a pleasant and safe work environment for all employees, clients and visitors. We acknowledge, however, that things do not always go smoothly and that employees and clients can sometimes feel aggrieved about things that are happening.

An employee may have a complaint about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a client may have a complaint about information or service with which they have been provided.

The Grievance and Appeals Policy provides a procedure by which an employee or client may have their complaints addressed.

Purpose

The prime objective of this policy is to deliver client and student satisfaction through professional RTO provisions.

It is the intention of TRAINING WORX (AUST) PTY LTD to maintain services at a level of customer expectations. To do so, it is a requirement that all training and assessment staff within or used by TRAINING WORX (AUST) PTY LTD will adhere to the policies and procedures in the Standards for RTOs 2015 and in accordance with the Code of Practice.

Definitions

A **grievance, complaint or appeal** is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- Enrolment and the quality of training delivery;
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, student amenities, etc.

Procedure

TRAINING WORX (AUST) PTY LTD seeks to prevent grievances, appeals and complaints by adhering to TRAINING WORX (AUST) PTY LTD's Policy & Procedures, relevant regulatory requirements and the Student Training Handbook. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.

- The complaints process is free of charge.
- Privacy and confidentiality will be maintained and anonymity where requested.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

It is our policy to ensure that each:

- Complaint, grievance appeal and its outcome is recorded in writing
- Appeal is heard by an independent person or panel
- Appellant has an opportunity to formally present his or her case and be accompanied by a third party if requested;
- The student will remain enrolled whilst the process is ongoing; and
- Appellant is given a written statement of the appeal outcomes, including reasons for this decision.

Grievance and Appeals Procedure:

By following the procedure outlined TRAINING WORX (AUST) PTY LTD will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner.

In the event that a student encounters a problem with a deliverer or another member of the program, the student is urged to speak to the person directly – or to bring the matter to the attention of the CEO or their supervisor. If the issue cannot be resolved through discussion, a written complaint (a form will be provided to assist in this matter upon request) and should be submitted to TRAINING WORX (AUST) PTY LTD.

The student will receive a copy of the relevant grievance procedures and information booklet within 2 working days of the date of receipt of the appeal (except for anonymous grievances).

Any grievance will not deprive the student of his or her rights as a student.

This matter will be entered into the Grievance Appeal Log.

The written acknowledgement will also state a time period in which it is expected the matter will be considered.

Appeal handling may also involve meeting or meetings with the person making the appeal in order to gather more information or to negotiate a solution. The person making the complaint is entitled to bring another party to those discussions.

Extended Appeals Process:

- Should the Appeals process last more than 60 days in order to be finalized to mutual satisfaction of both the candidate and the RTO, the candidate will be advised in writing of reasons why the process has been extended.
- During this extended period, regular updates, in writing on the progress of the appeal will be forwarded to the candidate.

Skills Development and Recognition Grievance:

This appeal process covers all other aspects of skills development and recognition including access to training opportunities, delivery concerns and certification.

Assessment Appeal Process:

You may appeal on the grounds that:

- ◆ The assessment judgment has been made incorrectly; and/or
- ◆ The judgment was not made in accordance with the assessment plan.

Check with your assessor, supervisor, or the CEO. A helpful guide to assist you with this process has been formulated. Ask for the guide if you feel you wish to appeal on these grounds through this process.

Information for Skills Development and Recognition Grievance Applicants:

An appeal that involves appealing against an assessment decision should follow the section on the Assessment Policy dealing with appeals.

The person making the appeal will be informed about the outcome in writing within the time period mentioned in the written acknowledgement of receipt of the appeal. The written information (Grievance and Appeal form) should clearly state the outcome and the reasons for it and may be supplemented with a discussion with the appellant. It will also contain information about how to appeal against the decision.

An independent arbiter may be engaged if requested by the person making the grievance/appeal, who should be informed that the unsuccessful party to the appeal or grievance bears any cost of the independent arbiter. Either party will have the opportunity to veto the choice of the arbiter if lack of independence is suspected.

Occupational Safety and Health

TRAINING WORX (AUST) Pty Ltd. is committed to implementing, maintaining and continuously improving Occupation Safety and Health and as such we recognize that we have a responsibility to provide and maintain a safe environment for staff, clients and visitors.

This responsibility, obligation and involvement is provided to all staff to ensure a safe and healthy workplace is maintained.

Students also have an obligation under the Occupational Health and Safety Act 2004.

- Students must not act in a manner which endangers the health and safety of themselves or any other person while at a course being run by this RTO.
- Students must carry out safety directions given by members of staff
- Students must not willfully or recklessly interfere with anything provided in the interests of health and safety at TRAINING WORX (AUST) PTY LTD

Fees and Refunds

TRAINING WORX (AUST) PTY LTD has the following processes in place regarding payment of fees:

Formal Course (Certificate and/or Diploma)

- If you withdraw from your course for any reason we shall pro rata a refund of the enrolment/tuition fees for services not yet received, less an administration charge of \$395 (providing the reason for withdrawal has been mutually agreed by all parties.)
- All enrolments are accepted, subject to minimum numbers in a course. If TRAINING WORX (AUSTRALIA) Pty Ltd is unable to deliver the course because of a lack of numbers, all fees will be refunded.
- If a student commences a course but does not complete due to circumstances outside the control of TRAINING WORX (AUST) PTY LTD, all monies already paid will be retained by TRAINING WORX (AUST) PTY LTD.

Payment of Refunds

- All requests for refunds or credit transfers are subject to approval by the RTO Managing Director.
- All requests for refund of any monies must be made in writing to the RTO Managing Director.
- Where TRAINING WORX (AUSTRALIA) Pty Ltd is unable to deliver the course for which the student has enrolled; the full amount of fees paid will be refunded.
- You can apply for a refund at any time, but must allow enough time for TRAINING WORX (AUSTRALIA) Pty Ltd to process your application. TRAINING WORX (AUSTRALIA) Pty Ltd will approve/reject the request for refund within 4 weeks after receiving the written request, and will notify you within 2 weeks after the decision was made.
- Payment of refunds will be returned to the person who entered into the contract (signed Student Refund Agreement), unless notified in writing by this person, within 4 weeks after the decision is made, in the currency that fees were originally paid. **Note:** Tuition fees may be reduced if you are granted sufficient credits.

Payment of Fees

This will be upon receipt of invoice as indicated in the payment structure for the selected course as outlined in our course fees and information sheet.

Should it be necessary for the student to repeat a course, the full amount is payable on re-enrolment.

Any overpayment of fees will remain credited towards a student's account and will be applied against charges in a subsequent program unless the student has completed, cancelled or withdrawn from their program, in which case the overpayment will be refunded.

NOTE:

Our enrolment form and student refund policy explains fees and refunds in more detail. It is a condition of enrolment that both these documents are read, understood and signed before enrolment can proceed.

Current Fees

COURSE	DURATION	Tuition Fee	Mode of Delivery	Payment structure
TAE40116 Certificate IV in Training and Assessment	6-18 months	\$2500.00	Full/part time	<p>For Individual Students: \$500 deposit upon enrolment (non-refundable) \$1000 payable one month after commencement and upon receipt of all course materials Final balance of \$1000 payable two months after commencement</p> <p>For Organisations and Corporate Clients: Upon receipt of invoice at commencement</p>
BSB40215 Certificate IV in Business	6-12 months	\$2500.00	Full/part time	<p>For Individual Students: \$500 deposit upon enrolment (non-refundable) \$1000 payable one month after commencement and upon receipt of all course materials Final balance of \$1000 payable two months after commencement</p> <p>For Organisations and Corporate Clients: Upon receipt of invoice at commencement</p>
BSB51918 Diploma of Leadership and Management	12-24 months	\$3500.00	Full/part time	<p>For Individual Students: \$500 deposit upon enrolment (non-refundable) \$1000 payable one month after commencement and upon receipt of all course materials \$1000 payable two months after commencement Final balance of \$1000 payable three months after commencement</p> <p>For Organisations and Corporate Clients: Upon receipt of invoice at commencement</p>

Refunds:

Student's application fees are non-refundable.

All students enrolling to study with TRAINING WORX (AUST) PTY LTD will enter a written agreement (Student Refund Agreement) describing student default and the terms and conditions for the refund of student fees.

Potential students will be issued with the agreement prior to enrolling in TRAINING WORX (AUST) PTY LTD courses and will acknowledge receipt and understanding of the agreement by signing off on the document and forwarding it to TRAINING WORX (AUST) PTY LTD as an attachment of the Enrolment Kit.

TRAINING WORX (AUST) PTY LTD will not accept student enrolments without a signed Student Refund Agreement.

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these standards, and for the issuance of the AQF certification documentation

- a) the learners rights, including:
 1. Details of the RTO's complaints and appeals process required by the Standard 6; and
 2. If the RTO, or third party delivering training and assessment on its behalf closes or ceases to deliver any part of the training product that the learner is enrolled in;
- b) the learners obligations:
 - I. Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - II. Any materials and equipment that the learner must provide; and

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Legislative Requirements

TRAINING WORX (AUST) PTY LTD will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include but are not limited to:

- Vocational Education and Training Act 1996 (WA)
- Equal Opportunity Act 1984 (WA)
- Health Act 1911 (WA)
- Workers' Compensation and Injury Management Act 1981 (WA)
- Occupational Safety and Health Act 1984 (WA)
- Security and Related Activities (*Control*) Act 1996 (WA)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Human Rights (Sexual Conduct) Act 1994 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- Copyright Amendment (Digital Agenda) Act 2000 (Cth)
- Industrial Relations Act 1979 (WA)
- Archives Act 1983 (Cth)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Disability Standards for Education 2005 (Cth)

All legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au

TRAINING WORX (AUST) PTY LTD will monitor changes to this legislation and where those changes directly affect TRAINING WORX (AUST) PTY LTD's operations will notify all personnel concerned.

Anti-Discrimination/ Harassment

It is the policy of TRAINING WORX (AUST) PTY LTD to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the State Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

TRAINING WORX (AUST) PTY LTD is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position.

Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain Organisational standards or service.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

The policy of TRAINING WORX (AUST) PTY LTD is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the State Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All TRAINING WORX (AUST) PTY LTD employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics.

Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”.
- Judging someone on their political or religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision – making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

What is Sexual Harassment?

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is not onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don’t do it.

If another person’s behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

TRAINING WORX (AUST) PTY LTD will not tolerate discrimination or harassment. TRAINING WORX (AUST) PTY LTD will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of the TRAINING WORX (AUST) PTY LTD may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimizes a person involved in making a complaint.

What to do if you are Discriminated Against or Sexually Harassed?

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from the TRAINING WORX (AUST) PTY LTD or
- Make a complaint under Anti-Discrimination Legislation to the WA State Equal Opportunity and Human Rights Commission

Responsibilities of the Chief Executive Officer

The Chief Executive Officer must ensure that they do not engage in harassing behaviour themselves, either of their employees, other contractors or clients. When managers observe harassment occurring they should take steps to stop it and advise the person involved of the consequences, if the offending behaviour continues.

The Chief Executive Officer is also responsible for ensuring that all staff are aware that harassment will not be tolerated and that complaints will be dealt with in accordance with the terms of TRAINING WORX (AUST) PTY LTD 's Grievances and Appeals Policy.

If you tell the Chief Executive Officer about harassment they are obliged to maintain the confidentiality of your discussions. If the Chief Executive Officer feels that they are not the appropriate person to deal with the complaint, they will refer the matter to the relevant manager of the stakeholder involved in the contract, who will be able to assist you.

You will not be victimised or treated unfairly for making a harassment complaint.

Workplace Health and Safety

TRAINING WORX (AUST) Pty Ltd is committed to implementing, maintaining and continuously improving Occupational Health and Safety (OS&H) and /or Work Health and Safety (WHS) in all of its WHS is also integral to TRAINING WORX (AUST) Pty Ltd.'s objective of maximising productivity and growth. In particular, TRAINING WORX (AUST) Pty Ltd is committed to:

- a) **Compliance** – Ensuring that the organisation has management systems and operating procedures that strive for best practice, but at the very least, secure compliance with the legislative and regulatory requirements relating to the identification, control and monitoring of risks associated with TRAINING WORX (AUST) Pty Ltd's operations
- b) **Systems and procedures** – Assessing and surveying practices and risks to facilitate the development, maintenance and continuous improvement of systems and procedures to prevent accidents and ill health, and to cater for the rehabilitation of injured workers.
- c) **Communications** – Fostering open and constructive communication between all levels of management, employees and clients to maximise involvement in the development of systems and procedures
- d) **Education and training** – Provide appropriate education and training to all management and employees WHS issues and requirements

- e) Resources commensurate with this commitment will continue to be made available to minimise WHS risks and losses.

Program Overview and Training Guarantee

TRAINING WORX (AUST) PTY LTD will provide learners with the educational qualifications to begin their career in business and administration

TRAINING WORX (AUST) PTY LTD guarantees training and assessment services once enrolment is completed.

TRAINING WORX (AUST) Pty Ltd registered by the Training Accreditation Council (TAC) which provides authority to award AQF qualifications and statements of attainment in the following courses in accordance with its scope of registration:

TAE40116 Certificate IV in Training and Assessment

BSB40215 Certificate IV in Business

BSB51918 Diploma of Leadership & Management

INFORMATION ACCEPTANCE FORM

This form is included in your Enrolment Kit.

You are required to return this Acceptance Form to TRAINING WORX (AUST) Pty Ltd. confirming that you have read the information contained in TRAINING WORX (AUST) Pty Ltd Student Handbook and that you understand the student responsibilities and conditions of enrolment outlined in this handbook.

You also need to confirm that you are aware that further detailed information relating to TRAINING WORX (AUST) Pty Ltd services policies, procedures and best practice guidelines is available on request.