

RTO National Provider Code: 52508



Making the difficult EASY!

STUDENT HANDBOOK

COPYRIGHT

Student Handbook

TRAINING WORX (AUST) PTY LTD hereafter referred to as Training Worx.

This publication is copyright. Other than for the purposes of and subject to the conditions prescribed under the Copyright Act, reproduction of this work in whole or in part is not permitted in any form or by any means including but not limited to mechanical, electronic, photocopying, micro copying etc. No part of this document may be reproduced, stored in a retrieval system, or transmitted.

DISCLAIMER

While every effort is made to maintain the currency and accuracy of the content in this handbook, the content does in no way constitute the provision of professional advice.

Training Worx does not guarantee and accepts no legal liability whatsoever arising from or connected to, the accuracy, reliability, currency, or completeness of any information contained herein. Users should inform themselves or seek appropriate independent advice prior to relying on or entering into any commitment based on information published here, which information is published purely for reference purposes alone.

Contents

Introduction	4
Location.....	4
Parking	4
Eligibility	4
Course Description	5
Enrolment	5
Fees	5
Refunds	5
Recognition of Prior Learning (RPL)	6
Credit Transfer	6
Trainers and Assessors.....	7
Rights and Responsibilities	7
Student Support.....	8
Complaints and Appeals	8
Course Marketing Permission	9
Acknowledgement Form.....	10

TRAINING WORX STUDENT HANDBOOK

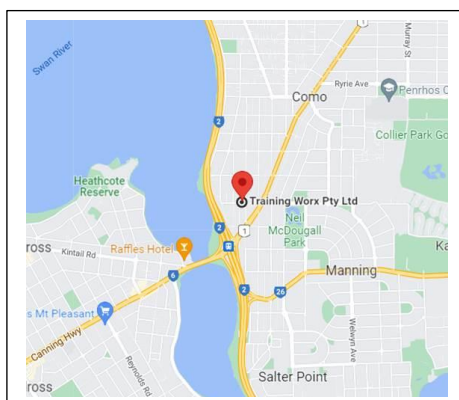
Introduction

Training Worx, RTO National Provider Code 52508, is an approved training provider for our nationally recognised training courses. Your course will provide you with the skills and knowledge to work successfully in your chosen industry, and we will provide you with every assistance to make your training with us both enjoyable and worthwhile.

This Handbook has information about your rights and responsibilities as one of our students and our rights and responsibilities as your training organisation. If you have any questions, please ask our staff or trainers for assistance.

Location

Training Worx is located at Paradiso Apartments, 8 Henley Street, Como. Our Business Centre is located on the Ground Floor next to the reception area.



Parking

There is verge parking on both sides of our building. Some nearby parking is restricted so please read the signs to avoid a fine.

Eligibility

For this course you need to have basic to intermediate English language skills and an ability to listen and actively participate in the training courses.

Help with literacy and numeracy

If you need to improve your reading, writing or basic maths skills before attending one of our training sessions, you can visit the Reading Writing Hotline website at www.readingwritinghotline.edu.au to provide information on where you can find help in your area to improve your skills. In WA you can contact *Read Write Now* to be connected with one of the volunteer tutors who assist adults who want to improve their reading, writing, spelling, maths or computer skills. Visit <http://www.read-write-now.org> and click on *FIND help*.

Course Delivery

Training Worx courses use a combination of the following training and assessment methods:

- Face to face learning with a trainer
- Role plays to practise the skills you will need
- Written assessment of your knowledge
- Practical assessments with scenarios and role plays imitating real industry situations
- Observation of workplace performance or simulations conducted in the workplace
- Clustered assessment to reflect workplace best practice.

Enrolment

Unique Student Identifier

Prior to enrolling and attending the course all students must obtain a Unique Student Identifier (USI) number. We cannot issue your Qualification or Statement of Attainment unless you have a USI. For details on obtaining your USI visit www.usi.gov.au.

Pre-enrolment Information

All applicants speak to a staff member before being enrolling in the course. This is an important part of the process as it ensures that this is the right course for you. At enrolment you will be required to fill in a written enrolment form with your personal and other details for statistical purposes and you may also complete a short-written skills test. This will show us whether you need any additional support during the course.

Fees

Check the latest schedule of fees and charges available from our office and/or on the website for the current course fees. For individual units of competency or skills sets, where the full fee is less than \$1500, the full fee is payable on acceptance into the course or immediately before the course commences. For all course fees over \$1500, a non-refundable deposit is required to secure your place on the course, with the remainder payable in instalments as described in the schedule of fees and charges. Payment may be made by EFT or Bpay. Cash and cheques are not accepted. A payment plan may be available at the discretion of the CEO for full qualifications. Statements of Attainment and qualifications cannot be issued until all fees have been paid.

Other Charges

Two assessment attempts are included in the course fees. If additional coaching and assessment is needed after this, it may be available charged at the trainer's hourly rate.

Refunds

If you are unable to attend the course after you have been accepted and paid your own fees, you will be able to receive a refund, minus an administration fee only if you provide notice in writing at least 10 working days prior to course commencement. If you withdraw with 5 working days' notice, a 50% refund will apply.

No refund will apply if you withdraw less than [5] working days before the course starts, and no refunds apply if you withdraw after commencing the course. If your fees relate to an application for recognition of prior learning (RPL), this fee is non-refundable.

If Training Worx cancels a course, those enrolled will be offered a place in another course or provided with a full refund. Training Worx reserves the right to cancel or re-schedule its courses due to unforeseen circumstances or if enrolment numbers do not make a course viable. Anyone already enrolled will be offered a transfer to a later course or a full refund. In the unlikely event that Training Worx closes or stops delivering a course, participants will be awarded a Statement of Attainment for all units completed and a refund for the part of the course not delivered. Participants will also be assisted to enrol with another approved training organisation so they can complete their credential.

Recognition of Prior Learning (RPL)

If you believe you already have some of the competencies in the course, you may apply for RPL assessment. This only applies where the course contains more than one unit of competency. An essential requirement of RPL is proof, but to show you have the competencies, you can use any evidence from your working life, experience from volunteering or unpaid community work, informal studies, and skills developed through sports, hobbies or other leisure activities. You could provide evidence of your work performance and/or résumé, evidence of completed training, records of your professional development, testimonials from employers or supervisors, demonstration of practical skills and so on. The benefit of the RPL process is that you don't have to attend training for these units. As there is never any guarantee that your assessment through RPL will be successful, we will assist you up front, to determine whether this is a viable option for you, and if it is, we will assist you every step of the way.

RPL is an assessment process, and you may be required to complete some or all of the course assessments as part of the process. This is particularly so for practical assessments, where video evidence of recent past performance may not be readily available, and it may be more efficient to demonstrate these requirements while your assessor is an observer.

Check the schedule of fees and charges for the current fee for RPL assessment. Fees paid for RPL are not refundable.

Credit Transfer

Credit transfer only applies to qualifications and short courses containing more than one unit of competency.

Training Worx recognises units of competency awarded by other registered training providers (RTOs).

If you have completed any of the actual units of competency in the course with another training organisation you will be able to receive credit for those units, provided you have a Statement of Attainment or record of results that accompanies a previous qualification.

Credit transfers may also be possible if you hold equivalent units to those in the course. Contact Training Worx for full details. Once we check with the awarding body, we will recognise the units, and you won't need to do the training and assessments for them. Your record of results will show 'CT' for these units.

Alternatively, if you completed your units after 2015, you can log in to the USI website and show us your USI transcript as evidence that you have completed the units of competency.

There is no fee for credit transfer.

Trainers and Assessors

Our trainers and assessors have been chosen for their qualifications and current industry experience, as well as their skills in training and assessing. All our trainers and assessors meet national requirements and have a wealth of experience to bring your course to life so you will learn what it means to really work in the industry as well as gaining the knowledge and the skills you require to make you a safe and valued industry employee.

Rights and Responsibilities

Training Worx is responsible for the quality of training and assessment in compliance with the *Standards for RTOs 2015*, and for issuing your AQF certification documents – your Statement of Attainment, or qualifications and records of results. We are also committed to protecting your rights as outlined below.

While you are training with Training Worx you have the right to:

- Be given accurate information about your course, the training and assessment requirements and your ongoing progress
- Be treated fairly and with respect by our staff, trainers and assessors and other course participants
- Learn in a safe, supportive environment free from discrimination, harassment, and victimisation
- Receive training, assessment, and support services to meet your individual needs
- Have complaints or appeals dealt with promptly, justly, and confidentially
- Have your personal details and records kept private, confidential, and secure
- Access your own records
- Provide frank and fearless feedback on your training experience with us.

While you are training with us you have the responsibility to:

- Treat others with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others during the course. This includes disruption caused by mobile phones and pagers which must be turned off during the course.
- Follow all safety procedures as directed by TRAINING WORX staff.
- Report any safety risks or unsafe practices as soon as you become aware of them.
- Not bring into the course, any articles or items that may threaten the safety of self or others.

- Not smoke or drink alcohol or use drugs before or during the course.
- Seek assistance if you become ill or are injured during the course.
- Assist an ill or injured colleague only if it is safe to do so.
- Complete incident reports if required.
- Observe basic hygiene practices while on the course particularly in the kitchen and toilets.
- Show commitment and diligence to your learning and assessment tasks and support for others during group work, practical activities or working in pairs.

Student Support

Being a student is sometimes challenging. Staff and trainers at Training Worx will assist you with training and other issues whenever possible. If they can help, they will provide professional assistance and do their best to ensure a positive learning experience for you. If you need further assistance, we will assist you to access an external agency for support.

We are committed to providing support that will enable you to be successful in your course. Any specific support needs will be identified during pre-enrolment discussion or on commencement of the course so your trainers can provide for them during the course. The most common forms of support provided are one-on-one assistance and additional time to read and practise what is being covered.

All staff at Training Worx are committed to the principles and practices of equity in education and training and we have procedures in place to ensure student concerns are dealt with immediately. Our obligations under State and Federal legislation are included in:

- The Vocational Education and Training Act (WA) 1996
- The Human Rights Commission Act 1986
- The Age Discrimination Act 2004
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The OSH Act (WA) 1984
- The Privacy Act 1998
- The Copyright Act 1968

Complaints and Appeals

If you have a complaint or grievance Training Worx has a policy and procedure in place to address your concerns. You also have the right to appeal any decision made by the RTO including decisions relating to a complaint or grievance you have made. There is also a specific type of appeal you can make if you disagree with an assessment decision that has been made. This is sometimes referred to as an academic appeal to distinguish it from other types of appeal.

In summary, we will manage and respond to complaints involving the conduct of:

- Training Worx
- its trainers, assessors, or other staff; or
- another learner at Training Worx.

We will manage requests for a review of our decisions, including our assessment decisions.

We will ensure that we:

- apply the principles of natural justice and procedural fairness at every stage of the complaint and appeal process (namely, the right to be heard, the evidence rule, and the rule against bias).
- make our complaints and appeals policy publicly available through our website.
- provide, on request, the procedures for making a complaint or submitting an appeal.
- acknowledge complaints and appeals in writing and finalise them as soon as possible; and
- provide for a review by an independent party agreeable to both of us if you request this because our processes failed to resolve your complaint or appeal to your satisfaction.

If we think that more than 60 calendar days will be needed to process and finalise a complaint or appeal, we will inform you in writing, including the reasons why more than 60 calendar days are needed; and we will regularly update you on the progress we are making.

We will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals so we can take corrective action to make sure they don't recur.

Course Marketing Permission

We may take photographs or videos during our courses and collect feedback and testimonials from our course participants to use in the marketing of future courses. This will only include images and written materials from you if you have provided written permission to us. The enrolment form includes a permission section for you to complete if you agree to have your image/s or written comments used in this way.

Acknowledgement Form

Please sign and return this acknowledgement to your trainer or Training Worx administration to confirm that you have read and understood the information in the Handbook.

<input type="checkbox"/>	I have read the information contained in the Student Handbook.	
<input type="checkbox"/>	I am aware that further, more detailed information is available on request.	
<input type="checkbox"/>	I understand my rights and responsibilities as a training course participant as outlined in the Handbook and Enrolment Form.	
Signed:		Dated:
Name:		
Email:		Mobile: