



**trainwest**  
training your future

# THIRD-PARTY STUDENT HANDBOOK



partnership  
program

## Handbook Disclaimer

This handbook informs you of your rights and responsibilities before, during and after your training program.

The RTO and Third-Party are required to ensure you:

- » Receive accurate advice about a course to ensure it meets their needs before you enrol
- » Understand details about the program, such as how long the course will take, the study requirements and assessment methods
- » Costs, payment terms and conditions.

The last page of this handbook has a declaration that you have read and understood the content of this handbook. A copy of which will be kept in your file at Trainwest.

## Version Control

Version 3.1 – 19/09/2024

Version 3.1

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# WELCOME

## Third-Party Arrangements

A third-party arrangement, or partnership, involves an organisation partnering with a Registered Training Organisation (RTO) to deliver all or part of a Vocational Education and Training (VET) course.

Employees, or students, must be made aware of the services provided by the RTO, Trainwest, as part of the third-party agreement between the two parties, and in line with the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards) and section 28(1) of the *National Vocational Education and Training Regulator Act 2011* (the NVR Act).

Trainwest, as the RTO, is responsible for outcomes, quality and services provided on our behalf, and for certification upon the successful completion of assessment.

## Our Mission

To **engage, motivate** and **inspire** our learners providing a **high quality** training and assessment service to **individuals** and across **industry**.

## Contact Us

If you have any queries, please get in touch with a member of the Trainwest Partnership Team:

**Telephone** 1300 938 411

**Email** [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au)

**Website** [www.trainwest.com.au](http://www.trainwest.com.au)

**On behalf of the Partnership Team, welcome to Trainwest!**

# GOVERNANCE AND LEGISLATION

As a Registered Training Organisation (RTO), Trainwest is authorised by the [Australian Skills Quality Authority \(ASQA\)](#), the National Regulator, to deliver nationally recognised training in the Vocational Education and Training (VET) sector.

RTOs issue qualifications and statements of attainment that are nationally recognised in Australia.

## Legislative Requirements

As an RTO, Trainwest adheres to legislation designed to uphold the integrity of nationally recognised training, including:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Financial Viability Risk Assessment Requirements 2021](#)
- [Data Provision Requirements 2020](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)
- [Disability Standards for Education 2005](#)
- [Australian Qualifications Framework.](#)

Trainwest abides by other legal requirements at a [State and Commonwealth](#) level, including:

- [Age Discrimination Act 2004](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Privacy Act 1988](#)
- [Competition and Consumer Act 2010](#)
- [Fair Work Act 2009](#)
- [Work Health and Safety Act 2020.](#)

## Student Policies

The following policies underpin Trainwest's operations:

- [Access and Equity Policy](#)
- [Complaints and Appeals Policy](#)
- [Fees and Refunds Policy](#)
- [Privacy Policy](#)
- [Support Services Policy](#)
- [Work Health and Safety Policy.](#)

# ROLES AND RESPONSIBILITIES

The following responsibilities apply to Trainwest employees and our students.

## Trainwest and Third-Party Responsibilities

Trainwest and the third-party provider will:

- Provide you with clear information about your course prior to enrolment
- Assist you to determine the most appropriate course to meet your needs
- Provide you with information about fees and refunds as per our [Fees and Refunds Policy](#)
- Provide you with clear confirmation information after enrolment, including venue, catering, and parking information
- Only use qualified Trainers and Assessors who are subject matter experts with the appropriate vocational experience
- Provide you with support, which may include making reasonable adjustments where possible to accommodate your needs
- Provide you with quality resources to support your learning
- Assess your submitted assignments within 30 days of submission
- Provide you with written and/or verbal feedback on your assessments
- Provide you access to our [Complaints and Appeals Policy](#)
- Issue you with a qualification or statement of attainment certificate within 30 days of competency being achieved
- Provide you with access to your student records if requested.

## Student Responsibilities

You will:

- Carefully read all pre-course information provided to you as it contains important information about your chosen course and venue, including start and finishing times, parking, and catering arrangements.
- Advise your third-party provider before attending your course of any factors that may affect your ability to successfully undertake the course, such as physical or other limitations, literacy, language, numeracy difficulties, and digital skills needs.
- Provide correct personal details requested at enrolment, including your [Unique Student Identifier \(USI\)](#).
- Attend your course during the required hours and participate actively and enthusiastically in all training activities.
- Behave courteously and respectfully towards your Trainer, Assessor, and others.
- Not attend face-to-face training if you are unwell.
- Take responsibility for your learning.
- Discuss any concerns with your Trainer and Assessor.
- Seek support in completing your assessments as appropriate.
- Comply with the [Code of Conduct](#) at all times.

# ENROLMENT PROCESS

You are provided with all clear and accurate information prior to enrolment, which may include, but not limited to:

- Course content and structure
- Duration and delivery modes
- Entry requirements and prerequisites
- Assessment methods and requirements
- Resource requirements
- Pathways and career outcomes
- Policies on refunds, withdrawals, and transfers
- Fees and payment options
- Credit transfer (CT) processes
- Recognition of prior learning (RPL) processes
- Support services
- Student rights and responsibilities.

Enrolment into our courses are completed via an online enrolment form. The enrolment process includes collecting information on your details, your educational history and if additional support is required.

## Access and Equity

Trainwest works in accordance with our [Access and Equity Policy](#) to meet the needs of the community, individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services.

Trainwest prohibits discrimination based on factors including, but not limited to:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status.

Trainwest ensures all students have the right resources available to allow the successful completion of their course. All Trainwest staff are responsible for upholding our commitment to access and equity principles.



## Entry Requirements

Enrolment into a Trainwest course may be subject to meeting certain pre-requisites and entry requirements. Specific details of these requirements are outlined in the course information provided to you prior to enrolment.

Entry requirements may relate to things such as:

- Previous workplace experience
- Completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy (LLN) skills appropriate for successful completion of the course and for effective performance in the workplace
- Digital skills required for specific courses
- Access to a relevant workplace and job role where the required competencies can be learned and practised
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course-specific materials such as personal protective equipment (PPE) or other tools of trade.

## 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 AQF certificates gained regardless of the provider.

Trainwest cannot issue an AQF Qualification or Statement of Attainment certificate without a USI. Therefore, it is mandatory that you supply your USI upon enrolment.

If you do not have a USI, please create one at [usi.gov.au/students/create-your-usi](https://usi.gov.au/students/create-your-usi).

## Traineeships

Trainwest provides all traineeship students with a training plan that outlines how and when training will take place. This plan is signed by all parties involved and given to you at the start of the training contract.

### Training plans

If your course of study calls for vocational placement as part of a traineeship or apprenticeship, a training plan will be developed for you.

This plan is developed between you, the placement/workplace organisation, and Trainwest. It outlines the skills and knowledge you will develop over the duration of the training plan.

The training plan becomes a 'living document', and any changes are agreed upon and noted by all involved parties.

# SUPPORT SERVICES

Trainwest and your third-party provider provide ongoing support throughout your course.

## Academic Support

Your course will have available academic support services relevant to the program and your needs. These may include, but not limited to, additional learning resources, assessment feedback, support workshops and coaching.

If you are experiencing difficulties and require counselling or personal support, please let your Trainer/Assessor know.

## Disability and Accessibility Support

If you have a disability or specific learning needs, our tailored support services include:

- **Accessible learning materials:** Adjustments to ensure all materials are accessible.
- **Reasonable adjustments:** Changes to the way training and assessments are delivered to suit your individual needs.
- **Assistive technology:** Access to tools and technology to assist learning.

## Other Support

If you are experiencing difficulties and require counselling or personal support, there are several professional organisations well equipped to offer services to help, including, but not limited to:

- **Lifeline:** 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- **Beyond Blue:** 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- **Salvation Army:** 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au).

# COURSE DELIVERY

All courses under third-party arrangements are delivered by appropriately qualified and experienced Trainers and Assessors using various methods.

## Competency Based Training

Competency-based Training (CBT) is an approach to teaching that allows students to demonstrate their ability to do something. Used in the Vocational Education and Training (VET) sector, CBT develops concrete skills and is typically based on a standard of performance expected in the workplace and industry.

## Trainers and Assessors

Trainers and Assessors are appropriately qualified and have sufficient, relevant industry experience to train and assess our courses.

On occasion, a subject specialist may conduct an assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course where this may be the case.

## Credit Transfers

Trainwest accepts and provides credit if you have equivalent units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by either:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar.

To apply for a credit transfer, you need to supply a certified copy of your documentation (certificates and/or statements), or your USI transcript.

We will contact the issuing RTO to verify the authenticity of the certificate prior to awarding the credit transfer. If the issuing RTO's registration is not current, we will review the scope history for delivery and assessment of the qualification on the National Register of VET to inform credit transfer application.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves judging an individual's skills and knowledge based on past study and/or experience.

RPL aims to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

You may be eligible to apply for RPL for one or more units of competency in your course.

To apply for RPL, your evidence must be:

- **Authentic:** Be your own work
- **Sufficient:** Demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current:** Demonstrate up-to-date knowledge and skills, i.e. from the present or the very recent past
- **Valid:** Relevant to what is being assessed.

## Course Duration

How long your course takes will depend on several factors, including your own efforts and commitment to attending training, submitting assessments on time, your study load, and whether you have any units eligible for credit transfer or recognition of prior learning.

Further, the level of the qualification being undertaken will also impact your course duration. The [Australian Qualifications Framework \(AQF\)](#) summarises the criteria of different qualification levels. It indicates the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level. The AQF expresses the time expected to gain a qualification as equivalent to full-time years.

# ASSESSMENT REQUIREMENTS

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. It confirms that an individual can perform to the standard required in the workplace, as specified in a VET course.

## Competency-Based Assessment

Unlike the traditional school system, which grades assessments on a scale from A to Fail, an assessment of Competency-Based Training (CBT) determines whether you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine whether a student can deliver essential outcomes related to the performance criteria within each unit of competency. This means it is conducted to determine whether a student has the required skills and knowledge to perform effectively in the workplace.

If your performance in the assessment does not demonstrate the requirements, rather than fail, Competency-Based Assessment (CBA) means you are 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 that you can perform to the required standard and be classed as 'Competent' may include, but are not limited to:

- Written responses to theory questions
- Responses to verbal questioning
- Being observed as you work/perform the tasks and activities
- Responding to a role-play or case study
- Conducting a project
- Compiling a portfolio of work samples
- Submitting a written report
- A combination of these.

## Assessment Submissions

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Please talk to your Assessor to clarify anything unclear.

It is your responsibility to ensure each assessment item is:

- Submitted by the due date (if applicable) unless an extension has been granted
- Submitted to the Assessor using the nominated submission method
- Fully completed, legible and understandable
- Referenced to relevant sources if required.

## Re-submissions

If you receive feedback that your submission is 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

## Assessment Feedback

You will receive feedback regarding the outcome of your assessment tasks within 30 days of submission.

If you are 'Not-Yet Satisfactory', you will be provided with information on areas of improvement.

You must 'Satisfactorily' complete all assessment tasks and unit requirements to be deemed 'Competent' in a unit of competency.

## Help and Support

Please speak with your Assessor for help understanding how to complete your assessments.

# CODE OF CONDUCT

Just as Trainwest and the Third-Party Provider is responsible for meeting student expectations and legislative requirements, students also have obligations they are expected to meet.

You are expected to participate with commitment in your studies, regularly submit assessments, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

## Student Misconduct

Trainwest views student misconduct seriously. We expect that you behave in an honest, respectful manner that is appropriate for a learning environment and will uphold the integrity of Trainwest.

Examples of student misconduct include, but are not limited to:

- Cheating or lying about marks or assessments
- Impairing others' freedom to pursue their study
- Conduct that brings Trainwest into disrepute or slander of Trainwest and/or the Third-Party Provider, other course students or staff
- Plagiarising material
- Failure to comply with reasonable instruction or supervision
- Any conduct that places others at risk
- Assault to any member of our staff or students, including verbal, physical or threatening comments or gestures
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour
- Destruction or damage to our property or premises
- Stealing any property or equipment belonging to another student
- Persistent lateness or unacceptable disruption in the classroom
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances
- Behaviour that breaches the *Privacy Act* 1988.

Consequences of student misconduct vary and may include expulsion from the course.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- The matter referred to the police.

Students found guilty of misconduct have a right to appeal by following our [Complaints and Appeals](#) process.

## Plagiarism and Cheating

Plagiarism is presenting someone else's work, ideas, or intellectual property as your own without proper acknowledgment. Cheating refers to any attempt to gain an unfair advantage in assessments or exams by dishonest means.

You must submit your own work. Attempting to pass off another person's work, ideas, or content generated by AI tools, such as ChatGPT, as your own is not permissible.

Engaging in plagiarism or improper use of AI tools will result in penalties, including exclusion from units or cancellation of enrolment.

To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging the source of the information
- Combining multiple 'cut and paste' sections without properly referencing them to form an assessment response
- Presenting work that was done as part of a group as your own
- Using ChatGPT or any AI tool to generate responses without proper attribution or when prohibited by course requirements.

You are expected to use AI tools responsibly and only as per the course guidelines. Misuse of these tools, such as submitting AI-generated content as your original work without proper acknowledgment, will be treated as a violation of academic integrity.

All attempts at plagiarism or cheating, including improper use of AI, will be treated extremely seriously.

## Bullying and Harassment

Trainwest is committed to fostering an environment where all students and staff feel safe, respected, and supported.

Bullying, harassment, intimidation, and discrimination of any kind are strictly prohibited and will not be tolerated. This includes, but is not limited to:

- Verbal, physical, or psychological harassment
- Bullying or intimidating behaviour towards other students, Trainers/Assessors, and employees
- Any form of sexual harassment, including unwelcome advances, inappropriate comments, or behaviour of a sexual nature.

Discrimination based on race, gender, disability, religion, or any other characteristic protected by law. If you experience or witness any form of harassment, bullying, or intimidation, we strongly encourage you to report it immediately.

You can raise your concerns with your Trainer/Assessor. All reports of bullying, harassment, or discrimination will be handled with the utmost seriousness and confidentiality. We will investigate any allegations thoroughly and take appropriate action as per our policies and relevant legislation.

Students found in breach of these conduct requirements may face disciplinary action, which could include suspension or cancellation of enrolment, depending on the severity of the incident.



# COMPLAINTS AND APPEALS

You have the right to:

- Complain if you are dissatisfied with the training and/or assessment services you have received
- Appeal an assessment decision if you feel treated unfairly or discriminated against.

## Complaints and appeals Policy

If you have a complaint or an appeal, please refer to our [Complaint and Appeals Policy](#), available on our [website](#).

## Complaints and Appeals Process

A complaint is an expression of dissatisfaction with an action, product or service provided by Trainwest.

Trainwest will manage and respond to complaints involving the conduct of:

- Trainwest employees, including our Trainers and Assessors
- Third parties providing services on Trainwest's behalf
- Trainwest students, including students receiving services through a third-party partner.

Prior to submitting a complaint, if you are concerned with the training, assessment, support services or administration process, you are encouraged to first consult with the person directly involved in order to gain clarification of the matter.

If you are not satisfied with the response or resolution offered, the following process will apply:

1. Submit a complaint to Trainwest in writing to our head office, or to [feedback@trainwest.com.au](mailto:feedback@trainwest.com.au), within twenty-eight (28) days of the incident/allegation occurring:
  - Submissions can be made using our [Complaints and Appeals Form](#).
  - Ensure documentation clearly states what the complaint is about and, where possible, include any evidence to support the complaint.
2. Trainwest will acknowledge the complaint and explain the process in writing within three (3) working days.
3. Trainwest will review the complaint with you, the student, the person/s involved and any other relevant parties.
4. If the matter cannot be resolved internally, Trainwest will arrange for mediation, during which you may be accompanied by a third-party of your choice for support.
5. Trainwest will provide you with the result of the complaint within seven (7) working days of the decision being made:
  - If the complaint requires more than 60 calendar days to process and finalise, Trainwest will inform you in writing, including reasons why more time is required
  - You will receive regular updates on the progress of the matter until it is resolved
  - All parties will receive written notification of the result, including details of the outcome and the reason for the decision made.

# PRIVACY AND CONFIDENTIALITY

Trainwest takes the privacy of our students seriously and complies with all legislative requirements, ensuring that the collection of information is fair, lawful, unobtrusive and necessary for the organisational functions.

## Student Information

Students' personal information is collected for enrolment purposes, and assessment records are recorded as per the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards).

### Use of student information

- Trainwest is required to collect personal information that is necessary for enrolment into nationally accredited and non-accredited training courses
- This information is required by law to be collected, held, used, and supplied in accordance with the National VET Provider Collection Data Provision Requirements
- Trainwest provides student information to training team members on a need-to-know basis.
- Trainwest uses information collected for the express purpose for which it is collected unless prior consent is obtained from the student
- Trainwest ensures the accuracy of information provided, confirmed through the Student Agreement on the first day of attendance to the course
- Trainwest does not use personal details in direct marketing without obtaining prior written permission from the person concerned
- Students are asked to provide consent prior to any photographs or video evidence being captured for marketing purposes
- Students are asked to provide consent to release or discuss course progress with their employer
- Trainwest will not release any personal information to a third-party without the written consent of the student unless required by law.

### Storage and security of information

- Trainwest takes all reasonable steps to protect personal information against misuse, loss, and unauthorised access by implementing the following measures:
- Securing all files in secure physical and electronic locations
- Restricting access to information to relevant team members only
- Destroying information securely after the required retention period
- Ensuring robust computer security, including firewalls, up-to-date antivirus software, password security, encryption of sensitive data, and file permissions
- Regularly updating cyber security protocols and systems to protect against hacking, data breaches, malware, and other cyber threats
- Implementing multi-factor authentication (MFA) for critical systems to enhance security
- Conducting regular IT security audits and testing to identify and address vulnerabilities
- Having cyber security insurance in place to protect against potential financial and reputational damages caused by cyber incidents

- Notifying relevant government bodies and affected individuals as per the [Notifiable Data Breach Scheme](#) in the event of a data breach.

### **Access to your performance information**

Trainwest provides access to your personal information upon request to change and update information.

If you wish to access your information, please direct your enquiry to [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au).

### **Disclosure of your information**

Trainwest is required by law under the *National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)* to disclose personal information to the National VET Data Collection maintained by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

Trainwest is authorised by law (under the *NVETR Act*) to disclose personal information to the relevant state or territory authority. From time to time, we may also have to disclose student information due to a court order, subpoena, or warrant, in the course of legal proceedings, or in response to a law enforcement agency request.

Trainwest may provide attendance, progress, and participation information, as well as a copy of the outcome of training results to the following parties:

- Schools if you are a secondary student undertaking VET training as part of a school program
- Employers if you are enrolled in training paid for by your employer
- Regulatory Bodies if you are enrolled in a course regulated by another organisation
- Commonwealth and State or Territory government departments and authorised agencies
- National Centre for Vocational Education Research Ltd (NCVER).

Trainwest will not supply personal information to any other party without authorisation. Students must complete a Disclosure of Details Consent Form for results or other information to be released to any other third-party not listed above.

Trainwest may use students' personal information to provide direct marketing materials, updates, or newsletters related to course enrolments or inquiries. Students are requested to provide media consent and subscribe to marketing emails via the Student Agreement. All other media consent is requested through our Media Consent Form.

Students can unsubscribe from marketing emails anytime by clicking the unsubscribe link or emailing [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au) with the subject 'Unsubscribe'. Occasionally, students may be contacted via email or SMS to confirm or change course bookings.

Trainwest does not, and will not, sell personal information to any other party.

## Privacy Notice

Under the NVR legislation, we must include the below Privacy Notice on our enrolment documents:

### Why we collect your personal information

As an RTO, we collect your personal information so we can process and manage your enrolment in a VET course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian Vocational Education and Training (VET) sector.

We are also authorised by law (under the NVR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access, to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact Trainwest to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

**Telephone:** 1300 938 411

**Email:** [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au)

Please refer to our [Privacy Policy](#) for more information.

# COURSE COMPLETION

Completion of your course is when you have been assessed as meeting all requirements for your qualification, units of competency, or skill set.

## Issuing Certificates

Upon successful completion of your course, and provided all fees are paid, a Qualification or Statement of Attainment certificate will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course.

All course fees must be paid prior to the issuance of your certificates.

You will receive a digital copy of your certificate. Hard copies can be requested.

## Replacing Certificates

If you require a certificate replacement, please contact our Student Services Team. Upon confirmation of your identity, you may request a digital or hard copy of your certificate.

A replacement digital copy is free, and a replacement hard copy will incur a fee, as per our [Fees and Refunds Policy](#).

## USI Transcripts

When you complete your course and receive your certificate, please be aware that it will not appear on your Unique Student Identifier (USI) transcript immediately.

The record of your obtained qualification or units of competency will be available on your USI transcript in the second half of the calendar year following the year you completed your course. For example, if you complete your course in March 2024, your USI transcript will be updated with your certificate in June 2025.

If you need further information or assistance regarding your USI transcript, please visit [www.usi.gov.au](http://www.usi.gov.au).

## Student Feedback

Trainwest is dedicated to constantly reviewing its practices to ensure the best possible outcomes. This approach to continuous improvement relies on input from you, our student, regarding your experiences during your course enrolment.

We welcome feedback anytime but will also specifically ask for it after your study.

You can complete our [THIRD-pARTY Learner Feedback Form](#) or visit our [website](#) to provide other feedback.

# THIRD-PARTY STUDENT HANDBOOK VERIFICATION

Please ensure you read and understand all parts of the Trainwest Third-Party Student Handbook. If you are unsure about any aspect, please contact Trainwest for clarification.

After reading the Trainwest Third-Party Student Handbook, please complete the section below, sign your name and return this page to your third-party provider to be provided to Trainwest.

I, \_\_\_\_\_ (print full name),  
have received a copy of the Trainwest Third-Party Student Handbook. I acknowledge that it is my responsibility to read, understand and follow the terms and conditions.

I give Trainwest consent to release a copy of my certificate to the third-party provider, either my employer or training organisation that delivered my training:

Yes  No

**Student Signature**

**Date Signed**