



trainwest
training your future

STUDENT INFORMATION HANDBOOK

Handbook Disclaimer

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

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

Trainwest

P: 1300 938 411

E: admin@trainwest.com.au

W: www.trainwest.com.au

Registered Training Organisation (RTO) Details:

RTO number	51807
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Trainwest Training Centre

Address	154 Epsom Avenue Belmont WA 6104
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Contact Number	1300 938 411
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Email	admin@trainwest.com.au
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Website	www.trainwest.com.au
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Welcome to Trainwest

On behalf of the team, welcome to Trainwest.

Thank you for choosing Trainwest. This information handbook has been compiled to use as part of your Vocational Education and Training program and you are required to read and understand the content before starting your training. If you have any queries, please contact a member of the Trainwest team on 1300 938 411 or admin@trainwest.com.au.

Here at Trainwest we strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and across industry. We pride ourselves on the quality of service we provide and our aim is to continuously improve the level of service we offer in all areas.

There are many factors that contribute to the Trainwest difference, including:

- » Highly regarded and enthusiastic trainers and assessors
- » Experienced and friendly employees
- » A positive and motivating learning experience
- » Flexible training options
- » In-house training options are our specialty
- » Superior facilities and resources

Once again welcome and we look forward to the start of your learning journey with Trainwest

Trainwest mission statement

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

About Us

Why Choose Trainwest?

Trainwest is a premier training company based in Perth, offering many unique benefits to our learners which set Trainwest apart from our competitors. At Trainwest we strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and across industry. We pride ourselves on the quality of service we provide, our aim is to continuously improve on the level of service we offer in all areas.

We make our training courses attainable.

- » Trainwest training courses are affordable in price, allowing more people to access and up-skill.
- » Trainwest offer flexible training options. Our courses are offered in clusters which suit FIFO workers. Our courses can be spread over several weeks or months.
- » Trainwest offers flexible interest-free payment plans for all certificate and diploma courses.

We offer a personal training touch, not just an on-line facility.

- » All our students are treated as individuals and not just as another number. We offer a personal experience from initial enquiry to receipt of the qualification.
- » Trainwest have highly regarded and enthusiastic trainers and assessors. Our trainers are full-time employees of Trainwest, not casual contractors who come and go. As employees, they have a vested interest in supporting our students when help is needed. The support provided for our students extends beyond the course. We want to see our students get ahead.
- » Your calls and emails are answered by our friendly staff.
- » We ask all of our students for feedback and we consistently receive a 4.5 out of 5 rating from our students.

Our training courses are focused on getting you qualified and up-skilled in the real world.

- » Our training courses focus on practical application rather than theory.
- » Our Trainers and assessors will share with you their real-world experiences.
- » We believe in maximising what you can immediately transfer back to the job, otherwise it is not worth taking you off the job for training.
- » Our workshops are revised regularly with input from past students, other trainers and research to make sure the content is relevant, reliable, current and fresh.
- » We hold your interest through effective use of instruction, discussion, interactive experiential learning activities, case studies, audio-visuals, role plays, assessment activities, planning tools and more.
- » Our courses are designed for you to complete as many of the assessments during face to face delivery as possible, however the requirements of the majority of courses means it is not possible to complete all of the assessments in class

Our current scope of registration can be viewed online under the scope tab at:

www.training.gov.au/Organisation/Details/51807

Refer to the Trainwest website for details of course duration, locations and modes of delivery.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 51807

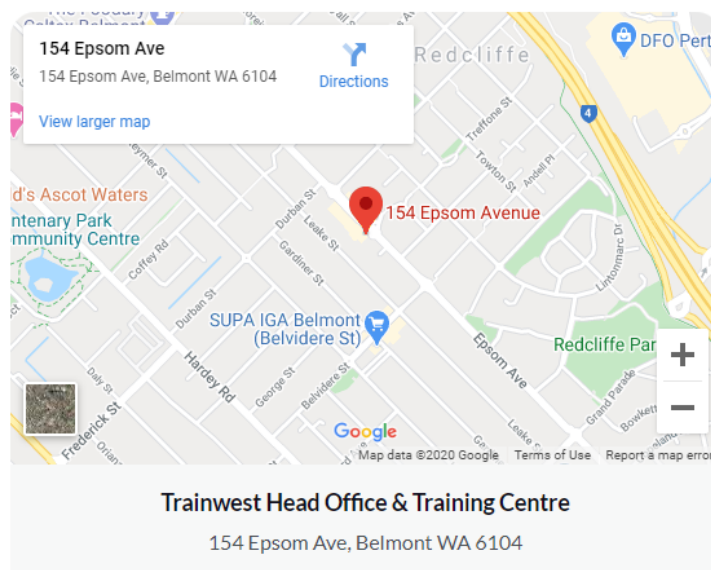
Our head office is located in Belmont. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- » Face-to-face training
- » In-house delivery
- » Online modules
- » Self Paced study and
- » A combination of the above

Contacting Us

Our contact details are listed on page 2 of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Trainwest.

Locations



Legislation

As an RTO, Trainwest is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- » the Standards for Registered Training Organisations (RTOs) 2015
- » National Vocational Education and Training Regulator Act 2011

Additionally, Trainwest abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- » Anti-discrimination
- » Apprenticeships and Traineeships
- » Children and Young People
- » Australian Consumer Law
- » Copyright
- » Corporations
- » Employment and Workplace Relations
- » Equal Opportunity
- » Fair Work (including harassment and bullying)
- » Privacy and Personal Information Protection
- » Student Identifiers
- » Taxation
- » Workplace Health and Safety

Trainwest is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- » www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- » www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Trainwest follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Trainwest has expectations for student behaviour. These are outlined in the section 'Student Conduct'. When attending a Trainwest course we ask the participants be courteous to each other, to our staff and all people you encounter in and around our training venues.

Trainwest's Code of Conduct states that:
Trainwest will not tolerate misconduct under any circumstance and a student may be asked to leave the premises (or the course) with no refund.

Circumstances that may result in a student being asked to leave may include:

- » Cheating or lying about marks or assessments
- » Impairing others' freedom to pursue their study
- » Conduct that brings Trainwest into disrepute or slander of Trainwest, other course students or staff
- » Plagiarising material
- » Failure to comply with reasonable instruction or supervision
- » 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 used by Trainwest
- » Stealing any property or equipment belonging to a student or Trainwest
- » 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

Other Policies and Procedures

The following Policies and Procedures underpin Trainwest's operations. Please contact the Trainwest team for more information:

- » Access and Equity Policy
- » Appeals and Complaints Policy
- » Assessments Policy and Procedure
- » Marketing and Advertising Policy
- » Financial Management Policy
- » Privacy Policy
- » Refund Policy and Procedure
- » Work Health and Safety Policy

Privacy

Trainwest strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

Trainwest maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. Trainwest maintains these records for the legislated period to enable retrieval of records as required.

Unless previous written consent is provided by the student, Trainwest will not release your information to a third party unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admin@trainwest.com.au

Responsibilities

Trainwest's responsibilities:

- » Trainwest will assist you to determine the most appropriate training program to meet your needs
- » Provide you with clear information about your course prior to enrolment
- » Provide you with support which may include making reasonable adjustments where possible to accommodate your needs
- » Provide you with clear information on about our fees and charges and our refund policy and process. This information can be viewed in this information handbook, on our website and in our enquiry packs
- » Access to our Appeals and Complaints Policy and Procedure through the Trainwest website
- » Provide you with clear confirmation information after enrolment including venue, catering and parking information.
- » Only employ qualified Trainer and Assessors who are subject matter experts and have the appropriate vocational experience
- » Provide you with quality resources to support your learning
- » Provide you with post course support including free attendance at our regular post course support workshops, telephone support, email support and face to face mentoring (fees may apply)
- » Provide you with written and/or verbal feedback on your assessments
- » Assess your submitted assignments within 30 days of submission
- » Issue you with a qualification or statement of attainment for which you have been deemed competent within 30 days of competency being achieved.
- » Provide you with access to your students records if requested

Student responsibilities:

- » Before attending your chosen course please review carefully the information, we provide to ensure that the course meets your needs.
- » Please advise Student Support prior to attending your course of any factors that may affect your ability to successfully undertake the course such as physical or other limitations, literacy issues, language difficulties etc. This will help us to advise you about the suitability of the course and will consult with you about adjustment that could be made to improve your learning experience
- » Provide all details requested on the enrolment from including a Unique Student Identifier (USI). Further information on how to obtain a USI is contained in this handbook
- » Read your confirmation letter carefully as it contains important information in relation to your chosen course and venue including parking arrangements and catering arrangements. It also provides with start and finishing times for your course.
- » Payment of course fees as per information in this handbook
- » Attend your chosen course during the required hours and participate actively and enthusiastically in all training activities. If you are unable to attend a course or need to leave early please advise your Trainer or Student Support as soon as practicable
- » Behave in a courteous and respectful manner towards your Trainer, Trainwest staff and other participants at all times observing the Trainwest Code of Conduct
- » Take responsibility for your own learning
- » Discuss any concerns you have with Student Support or your Trainer and Assessor
- » Seek support in completing assessments from Trainwest and/or your employer as appropriate

Enrolment

Enrolment into some of Trainwest's programs are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training programs are contained in individual course information which will be made available prior to enrolments. Enrolments can be initiated by:

- » Contacting Student Support on 1300 938 411 or emailing admin@trainwest.com.au
- » Enrolling online at www.trainwest.com.au/enrolment/
- » Visiting our head office located at
154 Epsom Avenue Belmont WA 6104

Enrolment applications are assessed to ensure that the student meets any prerequisites that have been set for their selected course. Students will be sent a detailed confirmation letter in relation to their chosen course.

Please note: It is imperative you read your confirmation letter carefully as it contains important information in relation to your chosen course and the venue it is being held at. Take particular care to note any parking requirements as each venue differs. You will be asked to complete a student agreement on day one of your course and you must provide photographic identification at this time.

Entry Requirements

Please contact Trainwest to confirm any pre-requisites that are required for entry to the course in which you are interested. 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 skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- » Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- » 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 qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

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

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

Access and Equity

Trainwest will work to meet the needs of the community and 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:

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

Trainwest will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Trainwest to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 1300 938 411.

Student Support

Trainwest provides ongoing support to students throughout the duration of their chosen program via email and telephone.

We also offer post course support workshops at no additional charge which will provide students with the opportunity to have time away from the workplace to work on assessments with support from the Trainwest Trainer and Assessor.

Each student has access to 30 minutes one on one coaching free of charge. Additional one on one coaching is available at an hourly rate for those who need it.

Other Support Services

Trainwest is committed to the welfare of our students and acknowledge some, at times may require support. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about fees and charges is documented clearly on our website www.trainwest.com.au and in the TW-POL-006 Financial Management Policy. You can also obtain information by contacting Trainwest. A number of factors will determine how much your course will cost. This includes things like:

- » Which course you will study
- » Course duration
- » Study load and mode (full time, part time, face-to-face, online etc.)
- » Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- » Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Please contact Trainwest if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees

To access information relating to the fees and charges for government supported training visit <http://www.trainwest.com.au/government-funded-courses/fees-funded-enrolments/>

Other Fees

- » RPL application
- » Replacement of transcript
- » Admin fees (if applicable)
- » Replacement of training materials
- » Any fees associated with withdrawal from the course
- » Cancellation

Replacement of Training Materials

Trainwest will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 1300 938 411 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50 (plus GST) applies for Trainwest to re-issue a hard copy of your Certificate or Statement of Attainment. Electronic copies are provided free of charge.

Cancellation Fee

- » Public Courses
A fee of \$100 will be charged if cancellation is less than five working days prior to course commencement.
- » In-House Courses
If you wish to cancel an in house training course, five days' notice must be given otherwise a charge of \$750 per day will be incurred for each day of the training scheduled.

Payment Options

Payment of course fees can be made to Trainwest via:

- » Credit card
- » Debit card
- » Electronic funds transfer
- » Cash
- » Cheque

Fees must be paid on the due date as per your invoice. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or Trainwest withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 1300 938 411 to discuss options.

Payment of fees

Prepaid fees means fees collected before the relevant services are provided.

Student course deposit amounts are limited to \$1500 per student in prepaid fees. Trainwest will not collect more than \$1500 prior to course commencement.

All students are issued with a tax invoice at time of enrolment, and upon payment a tax receipt is issued.

If you wish to transfer to another course, five days' notice must be given.

Non-attendance will incur full course cost (student can transfer into another course within 6 months).

If the course commenced but not completed, the full cost is payable (student can transfer within 6 months).

Payment plans

Trainwest offers flexible interest-free payment plans for courses with fees of \$1000 or above.

Payment terms and amounts are agreed upon between the client and Trainwest. A payment plan form is completed which clearly outlines the schedule of payments to be deducted. This form must be returned to admin@trainwest.com.au prior to training commencement.

A deposit of \$500 is required prior to the start of the course and an agreed instalment are set at \$250 per fortnight.

Payment plan terms and conditions are:

- » Any debt collection costs associated with payment plans are the responsibility of the student
- » Certificates or Statements of Attainment will not be issued until course fees are paid in full
- » If two consecutive payments are declined/not received without prior discussion, the account will be forwarded to a collection agency
- » Should your agreement duration be longer than six months, an administration fee of \$100 may be added to your account
- » Should your payment due date fall on a public holiday or weekend, your payment will be processed on the following business day

Failure to Make Payment

If payments are not made according to the agreed terms and conditions of enrolment, Trainwest will hold certificates until payment is made in full. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Trainwest as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. A Refund Request Form is required to be completed. Please contact Trainwest on 1300 938 411 to discuss individual circumstances.

Please note that all refunds will be transferred via direct debit to the payee's account.

Cancellation notice provided	Charge	Refund
More than five working days	No cancellation fee	100% of the course fee
Less than five working days	\$100	Remainder of the course fee
Failure to attend	\$500	Remainder of the course fee

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$100. This is because Trainwest will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- » If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- » Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- » Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- » Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- » A non-refundable administration fee of \$100 will be deducted from any eligible refund
- » Any refund will be at the discretion of Trainwest

Cancellation of Course by Trainwest

In the event a course is cancelled by Trainwest for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Responsibility of payment

In the event your course is invoiced to your employer or a third party, and that organisation ceases to operate or refuses to make payment, the course fee becomes the responsibility of the student.

Course Information

At the commencement of your course you will be given access to training materials in hard copy and/or digital format. Textbooks may be provided. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Trainwest's online learning platform if you are enrolled into an eLearning course.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of 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 an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

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

Trainwest has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Trainwest staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Trainwest. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Trainwest is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (2015) and for the issuance of the AQF certification documentation.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Traineeships

Trainwest gives all students enrolled in a traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Trainwest. It will outline 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 and noted by all involved parties.

Recognition Processes

Trainwest offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is 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. Evidence must be:

- » Authentic – it must be your own work
- » Sufficient – it must 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 – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- » Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please call 1300 938 411 to discuss your options.

National Recognition

Trainwest recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). Trainwest is required to verify your certificate with the issuing RTO. For full details on the requirements for credit transfer applications, please contact Trainwest on 1300 938 411.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Trainwest does not charge a fee for resubmission of assessments within the specified training period. Talk to Trainwest for more information. All of the staff at Trainwest will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

Students must submit their own work. Information in the instructions to students in the Assessment Overview of the assessment books states that, it is not permissible to attempt to pass off another person's work and ideas as one's own. To do so constitutes plagiarism, and will result in penalties, including exclusion from the units or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously.

Students will also sign a declaration in their assessment books that states, they acknowledge the assessment is their own work and no content was written by any other person.

Appeals and Complaints

Trainwest has a Appeals and Complaint Policy and Procedure which can be found on our website.

If you wish to make an complaint or disagree with a decision regarding an assessment outcome, you are encouraged in the first instance to speak with your trainer and assessor. If you are not satisfied with the outcome, please follow the process as outlined in the Policy and Procedure relating to Appeals and Complaints.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 1300 938 411.

Extensions

Trainwest recognises that students may be impacted by unforeseen circumstances that prevent them from completing all course requirements in accordance with the specified duration.

Each student will receive a course start and end date, indicating the time required to complete their course or qualification. This will be stated in the formal confirmation email. The duration of your course is supported by the AQF Volume of Learning.

- » All students are granted up to a 12 month enrolment period, dependent on transition arrangements
- » Students may request up to two, three month extensions
- » Students must submit an Extension Request Form one month prior to the course end date or within the 12 month enrolment period
- » The Extension Request Form may be requested by emailing admin@trainwest.com.au
- » All decisions to grant extensions will be made by the Trainwest Training Coordinator
- » The first three month extension once approved will be free of charge
- » The second three month extension will attract a fee of \$300 plus GST upon approval
- » Students will be notified by email of the decision and provided information on support services available to assist in completion of the course or qualification.
- » No further requests to extend the course end date will be accepted
- » Students will be required to re-enrol into their course or qualification and course fees will be charged
- » For students who have not made an extension request, the student enrolment status will be changed to withdrawn if one month after the initial course completion date has passed and there has been no evidence of a request to extend
- » Once a student has applied for two extensions to their enrolment, no further requests to extend the course duration will be accepted and students will be required to re-enrol into their course or qualification if they wish to continue
- » Students will be encouraged to attend post course support workshops or book a 30 minute support session with a Training Specialist. Additional one on one support with a Training Specialist can be booked for a fee of \$300 for two hours. Students must make a booking for a support workshop or support session by contacting admin@trainwest.com.au

Student Conduct

Just as Trainwest has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Trainwest views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- » Academic misconduct including plagiarism and cheating
- » Harassment, bullying and/or discrimination
- » Falsifying information
- » Any behaviour or act that is against the law
- » Any behaviour that endangers the health, safety and wellbeing of others
- » Intentionally damaging equipment and/or materials belonging to Trainwest and/or a partner organisation such as a school or workplace

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
- » Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Appeals and Complaints process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Trainwest. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately. Please also refer to the COVID-19 Student Guidelines.

Smoking, Drugs and Alcohol

Trainwest is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Trainwest premises, to use Trainwest facilities or equipment, or to engage in any Trainwest activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Lost Property

Any food or containers left in the fridge at the end of the week will be disposed of for hygiene purposes.

Student Feedback

Trainwest is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

The Trainwest Appeals and Complaints Policy is located on the Trainwest website www.trainwest.com.au

Issuing Certificates

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

You will receive an electronic copy of your Statement of Attainment or Qualification. You may request one hard copy free of charge. Replacement hard copies will incur the replacement fee.

If for some reason Trainwest ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Trainwest')

Replacing Certificates

You can request a replacement certificate by contacting Trainwest. Upon confirmation of your identity, you can request an electronic copy or hard copy of your Certificate or Statement of Attainment. There is no charge for an electronic copy to be sent to your email address however there is a charge of \$50 (plus GST) for a hard copy.