



trainwest
training your future

STUDENT HANDBOOK THIRD PARTY



partnership
program

CONTENTS

CONTENTS	2
Welcome	3
What is a Third-Party Arrangement?.....	3
Handbook Disclaimer	3
Mission Statement	3
Legislation	4
Policies	4
Competency Based Training.....	5
How Does Assessment Work in CBT?	5
Recognition Processes.....	5
Enrolment.....	7
Access and Equity.....	7
Student Support.....	7
Privacy	8
Student Information.....	8
Privacy Notice	9
Course Information.....	12
Duration	12
Volume of Learning.....	12
Assessment Information	13
Submitting Assessments	13
Plagiarism and Cheating.....	13
Complaints and Appeals.....	13
Student Feedback	13
Student Conduct	14
Issuing Certificates.....	14
Successful Completion	14
Replacing Certificates.....	14
Third Party Student Handbook Verification.....	15

Welcome

What is a Third-Party Arrangement?

A third-party arrangement, or partnership, involves an organisation partnering with a Registered Training Organisation (RTO) to conduct Competency Based Training (CBT).

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

The RTO, Trainwest, is responsible for outcomes, quality and services provided on its behalf and for certification on the successful completion of assessments based on National units of competency.

Handbook Disclaimer

This information handbook informs you of your rights and responsibilities before, during and after your Vocational Education and Training (VET) 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 (including refund policies).

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

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

Website www.trainwest.com.au

On behalf of the Partnership Team, welcome to Trainwest!

Mission Statement

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

Version Control

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Legislation

As an RTO, Trainwest is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. Trainwest is committed to following the provisions in the [VET Quality Framework](#):

- » [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- » [Financial Viability Risk Assessment Requirements 2021](#)
- » [Data Provision Requirements 2020](#)
- » [Australian Qualifications Framework](#).

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
- » Consumer protection
- » Copyright
- » Employment and workplace relations
- » Equal opportunity
- » Privacy and personal information protection
- » Student identifiers
- » Workplace health and safety.

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

- » Australian Government for Commonwealth Law at www.comlaw.gov.au
- » Australian Skills Quality Authority (ASQA), the regulator of Australia's vocational education and training (VET) sector, at www.asqa.gov.au.

Policies

The following policies underpin Trainwest's operations:

- » Access and Equity Policy
- » Assessment Policy
- » Complaints and Appeals Policy
- » COVID-19 Guidelines Policy
- » Enrolment Policy
- » Issuance Policy
- » Marketing and Advertising Policy
- » Privacy Policy
- » Recognition Policy
- » Records Keeping Policy
- » Privacy Policy
- » Third Party Arrangements Policy
- » Work Health and Safety Policy.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that allows a student to demonstrate their ability to know something and to do something in or based on the workplace.

CBT is used in the Vocational Education and Training (VET) sector to develop concrete skills against a standard of performance expected in the workplace and industry.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, the assessment of CBT determines if you have the required skills and knowledge against a national standard. Qualifications are made up of units of competency.

Each unit defines the skills and knowledge necessary to perform effectively in the workplace. Assessors will gather evidence against which to base their judgements of competency.

Suppose a student under assessment conditions does not demonstrate the requirements rather than fails. In that case, competency-based assessment means the student is marked as 'Not Yet Satisfactory' or 'Not Yet Competent' and more training is required to get to the point of being 'Competent.'

The ways to demonstrate that you can perform to the required standard and be deemed as 'Competent' include:

- » Being observed as you work/perform the tasks and activities
- » Responses to verbal questioning
- » Written answers to theory questions
- » Submitting a written report
- » Compiling a portfolio of work samples
- » A combination of the above.

Recognition Processes

Trainwest and our third-party partners offer recognition options responsive to individual needs and maximising learning outcomes.

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.

Credit transfers

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.

Enrolment

Enrolment into a qualification, skill set, or single unit of competency is via an electronic link supplied to your Organisation by Trainwest. The enrolment process includes collecting information on your details, your educational history and if additional support is required, taking into account access, equity, and privacy.

Access and Equity

Trainwest works 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, but not limited to:

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

Trainwest has processes in place 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 and third-party organisations provide ongoing support to students throughout the duration of their chosen program.

If you are experiencing difficulties and require counselling or personal support, several professional organisations are well equipped to offer services to help.

For example:

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

Privacy

Trainwest takes the privacy of our students and employees seriously and comply with all legislative requirements, ensuring that collection of information is fair, lawful, unobtrusive and necessary for the organisational functions. Trainwest advises students and employees of the purpose for collecting information, how it is used, and how they can gain access to their personal information held by Trainwest.

Student Information

Information is collected from students for enrolment purposes. Assessment records are kept in line with the Standards for Registered Training Organisations (RTOs) 2015. Personal and professional information is collected from employees to enable Trainwest to employ suitably qualified trainers, assessors and team members. It is also a requirement for issuance of AQF certificates.

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 collect, hold, use and supply personal information, 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 ensure 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 for Trainwest 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 we are required to do so by law.

Storage and security of information

Trainwest takes all reasonable steps to protect personal information against misuse and loss by:

- » Securing all files in secure locations, both physical and electronic
- » Restricting access to information to relevant team employees
- » Destroying information securely after the required retention period
- » Ensuring computer security at all times, through the use of firewalls, up-to-date antivirus software, password security for computer systems and file permissions
- » Not releasing information to third parties without prior written permission
- » Notifying relevant government bodies as per the Notifiable Data Breach Scheme.

Access to your performance information.

Trainwest provides access to student personal information on request for the purpose of changing and updating information.

If you wish to access your student information file, please direct your enquiry to 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 the personal information we collect 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 VET sector.

We are also authorised by law (under the NVETR Act) to disclose personal information to the relevant state or territory training authority. From time to time, we may also have to disclose your information as a result of a court order, subpoena, warrant or in the course of a legal proceeding or in response to a law enforcement agency request.

We may supply attendance, progress and participation information as well as a copy of outcome of results from training 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).

You 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 will not supply personal information to any other party without authorisation. Students can complete the consent form if they require information about their training to be released to a third-party.

We do not, and will not, sell your personal information to any other party.

Privacy Notice

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

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (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) (NVETR 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 VET sector.

We are also authorised by law (under the NVETR 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 NVETR 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.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO 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 NCVER 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@trainest.com.au

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

Course Information

Duration

How long your course will take depends on several factors. Includes your efforts and commitment to submitting Assessments regularly and on time if units are eligible for credit transfer or recognition of previous experience.

Further, the level of the Qualification being undertaken will impact 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. In addition, the AQF expresses the expected time equivalent to full-time years, known as the 'Volume of Learning'.

Volume of Learning

Volume of learning statements indicates the amount of time it is expected that a student would need as a full-time student to achieve the Qualification. The Volume of Learning figures assumes none of the competencies identified in the Qualification is 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, individual study, practice, and learning.

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

AQF Level	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/>)

Assessment Information

Submitting Assessments

Evidence is collected for Assessments for all units of competency. You will receive complete and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your Trainer/Assessor to clarify anything that is not clear. Evidence must be submitted by the due date for a result to be recorded.

Assessment feedback

You will receive feedback regarding the outcome of the evidence you submit. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for the Unit of Competency.

Resubmissions

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

Plagiarism and Cheating

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else's work and or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Trainwest.

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

- » Copying sections of text and not acknowledging where the information has come from
- » Mashing together multiple 'cut and paste' sections without properly referencing them to form an assessment response
- » Presenting work that was done as part of a group as your own.

Complaints and Appeals

Trainwest has a Complaint and Appeals Policy accessible on our [website](#). If you wish to make a 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.

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.

To provide feedback visit our [website](#).

Student Conduct

Just as Trainwest and the third-party organisation are responsible for meeting students' expectations, 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.

It is expected that students will behave in an honest, respectful manner appropriate for a learning environment and in a way that will uphold the integrity of Trainwest and the third-party organisation. 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 action that is against the law
- » Any behaviour that endangers the health, safety, and wellbeing of others
- » Intentionally damaging resources belonging to Trainwest or the third-party organisation.

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

Issuing Certificates

Successful Completion

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.

You will receive an electronic copy of your Statement of Attainment or Qualification.

Requests for hard copies will incur a fee.

If Trainwest ceases to operate whilst you are still enrolled, Trainwest will issue a Statement of Attainment for the units within the Qualification for which you have successfully met requirements.

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.

Third Party Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Trainwest for clarification.

After reading this Handbook, please complete the section below, sign your name and return this page to Trainwest.

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

I permit a copy of my completed Qualification/Statement of Attainment to be forwarded to my Employer/the Training Organisation that delivered my training.

Student signature: _____

Date: _____