

2024



WEMAC Training Solutions

Your People, Our Expertise

Student Handbook

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to facilitate consistent delivery of quality learning experience throughout your training and assessment process with WEMAC Training Solutions (WTS).



Student Handbook

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This student handbook outlines a range of information designed to support, assist and help you through your chosen course of skills and knowledge development in the Vocational Education and Training (VET) sector.

If you have any concerns or questions that are not covered in the following handbook materials, do not hesitate to contact WEMAC Training Solutions for further information.

In fact, we welcome the opportunity to speak with you to discuss what it is that you require from the training course you are interested in.

We hope you will enjoy your course with us and thank you for your interest in working with WEMAC Training Solutions.

COVID 19

REQUEST FROM WEMAC TRAINING SOLUTIONS

- We request anyone with flu like symptoms please do not attend training,
- When attending our training facilities, please ensure you have signed in,
- Avoid physical greetings such as handshaking, hugs and kisses, and maintain physical distancing where possible
- Always practise good hygiene, wash your hands for 20 seconds with soap and water, regularly apply hand sanitiser, cover your coughs, avoid touching your eyes, nose and mouth,

Welcome

I would like to take this opportunity to welcome you to WEMAC Training Solutions, an excellent choice for effective and professional training and assessment services.

WEMAC Training Solutions is a Registered Training Organisation, accredited to deliver Nationally Recognised Training under the Australian Qualification Framework. We offer face to face, on the job, flexible delivery training and assessment services, facilitated by a team of specialist trainers and assessors, combining both hands on experience with formal training.

WEMAC Training Solutions is working in collaboration with various industry sectors to ensure that training is relevant, flexible and current to meet challenges we face today and those ahead. Regardless of age, background or experience, we can help with your training and assessment needs.

On completion of your course, we welcome your feedback by completing a Student Evaluation Form.

Good Luck.



Libby Calabro

Director

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Company Statement and Future Direction

WEMAC Training Solutions is a professional, Registered Training Organisation, specialising in the provision of theory and practical vocational training and assessment to the business, mining and civil construction industries.

Our organisation delivers Nationally Recognised Training to students; both self-funded and employer funded.

We are committed to providing quality training and being recognised for:

- Customising course delivery, assessment to organisational requirements.
- Selection and training of personnel to maintain high standards.
- Rigorous monitoring of course delivery quality and assessment processes.
- Working diligently with our clients to achieve required competency levels.
- Commitment to continuous improvement and best practice standards.

WEMAC Training Solutions provide training and assessment services for the community, workforce and the surrounding region's expanding industry.

By providing training in a range of Nationally Recognised Training programs, WEMAC Training Solutions assists in providing industry with a locally skilled and vocationally savvy workforce.

By offering quality, professional training and assessment services within the region, WEMAC Training Solutions aims to promote our business, mining and civil construction training services. Building future opportunity to provide WorkSafe licensed courses such as Forklift and EWP; mobile plant operations; Business, Management and Leadership qualifications, as career paths for people within the region.

WEMAC Training Solutions aims to be a focal point for vocational training in the region by providing the personnel, facilities and resources for the delivery of quality vocational training programs.

As a Registered Training Organisation, WEMAC Training Solutions has agreed to operate within the Principles and NVR Standards for Registered Training Organisations 2015. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

This statement is issued to indicate our commitment to Vocational Training and Assessment and our standards of service and exciting future growth.

Quality Statement

The primary goal of WEMAC Training Solutions is to provide quality Nationally Recognised Training and Assessment services to assist people in gaining formal skills recognition and certification.

WEMAC Training Solutions provide clients with:

- Nationally recognised programs.
- Well-resourced training facilities and equipment.
- Training and assessment resources reflecting industry needs and current trends.
- Personalised training by qualified and professional staff with relevant and current experience in industry.

WEMAC Training Solutions aims to be a leader in vocational training and assessment services in the region by providing the facilities, resources and personnel for the delivery and assessment of quality training programs.

Client Service

We have sound management practices to ensure effective client service. We have client service standards to ensure timely issue of student assessment results and certification. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a policy on recognition of prior learning, refunds, appeals and access and equity. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

WEMAC Training Solutions maintain a learning environment that supports the success of students. We have the capacity to deliver and assess the nominated course(s), provide adequate facilities and equipment, and use appropriate methods and materials.

**For full versions of the Policy and Procedures, please contact
WEMAC Training Solutions**

Pre-Enrolment Information

It's very important that you read and understand the information provided in this handbook before you enrol. This handbook provides you with valuable information, including our Code of Practice, Fees and Refunds Policies and your right to appeal an assessment decision or make a complaint.

Recruitment of students will always be responsible, ethical and consistent with any training package requirements. WEMAC Training Solutions are committed to non-discrimination in any form and always comply with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language, literacy and numeracy (LLN) requirements, licensing or the nature of the program.

Enrolment Information

Prior to commencing your course, you will be required to complete an enrolment form. Please ensure you have filled in and returned your course enrolment form to administration and that your contact details are correct.

As of 1 January 2015, the Australian Government introduced the Unique Student Identifier (USI) initiative, which allows students to access all their training records and results from one online location. USI number is a unique number that is allocated to anyone studying nationally recognised Vocational Educational Training (VET) in Australia. When students register for VET, they are required to provide their USI number to the Registered Training Organisation (RTO) so that the RTO can report the student's training information to the National Centre for Vocational Education Research (NCVER) on completion of training.

Please note: *WEMAC Training Solutions are not permitted to issue any Statements of Attainment or Qualifications to a student who has not supplied their USI, an exemption or given permission to WEMAC Training Solutions to apply on their behalf.*

The enrolment process will also ask you to complete a questionnaire regarding general information on your previous education / training, please ensure you complete all sections of the enrolment form.

You will also see as part of the enrolment process a request for you to sign a declaration enabling WEMAC Training Solutions to share the statistical data from the questionnaire and your personal details regarding your USI and enrolment with the Third Party Agencies. WEMAC Training Solutions would like to ensure the security of your personal details will be maintained. Under no circumstances will financial details, including bank account or credit card details be shared.

If your contact details change during the duration of your course, please notify your trainer or the Administration Team.

Fees and Charges

Participation in training is subject to payment of all fees and charges. Please refer to the course information for the course fees.

Please note that we do not offer the VET FEE HELP Scheme, however we may be able to offer a payment plan under special circumstances. Please ensure you contact us prior to enrolling in any course to discuss your eligibility.

Training cannot commence until any upfront payments have been received. Please ensure payment is received by the due date on the invoice to ensure your place on the course is not forfeited.

WEMAC Training Solutions does not accept payment of more than \$1,500.00 from individual clients prior to course commencement. Any course fees over this amount will require up to \$1,500.00 deposit (paid prior to commencing) with the balance of the course fee paid once the course has commenced.

All fees and charges must be fully paid before WEMAC Training Solutions issues your certification (Statement of Attainment) on a competent or successful result. Payments can be made by cash or electronic banking transfer.

The course enrolment fee is generally inclusive and there are usually no additional charges. Where additional course resource materials are required for your chosen program, you will be advised at the time of enrolment and provided a resource list and supplier link.

If WEMAC Training Solutions needs to bring in specialist support to help you through the course, fees may apply, but this will be decided and agreed to prior to any course commitment.

Refund Policy

Should WEMAC Training Solutions cancel any course/training program, students are entitled to full refund or transfer funds to a future or other training program. In the event the student wishes to cancel their course/training program, they need to note that an initial non-refundable deposit may apply. No refund will be available once the course commences.

Reason for Refund		Notification Period	Minimum Refund	
1.	Clients withdraw	More than 7 days before course commences	Short Course: Full refund	Qualification: Deposit paid less \$100 administrative fee
2.	Clients withdraw	Within 7 days prior to the course commences	Short Course: Less \$100 administrative fee	Qualification: Deposit paid less \$100 administrative fee
3.	Clients withdraw	After the course commences	Short Course: No refund given	Qualification: No refund given

Refunds may be negotiated based on personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between students and WEMAC Training Solutions management.

Students applying for a full refund must submit in writing to the WEMAC Training Solutions their withdrawal from the training 2 days prior to the course commencement to avoid loss or partial loss of fees.

Refunds will not apply in the following circumstances:

- If the student cancels or withdraws enrolment after the start of the course in which they are enrolled.
- If the student takes unauthorised leaving during the course.
- If the student is disqualified due to unsatisfactory attendance, performance or behaviour.
- If the student is in breach of any WEMAC Training Solutions policies.

Processing of Refunds

Refunds will be processed no later than 30 days after approval of written request for a refund. Unless otherwise directed the refund shall be paid directly to the person who contracted WEMAC Training Solutions services.

Students will be notified in writing of the amount they will be refunded, and details of any fees deducted.

Refunds will be made by electronic funds transfer, to the students nominated bank account, as per the refund form details.

Cooling off Period and Consumer Protection

WEMAC Training Solutions is committed to providing our students with the best possible services and products.

Under the WA consumer protection laws, you have 10 business days to reconsider the contract (unsolicited agreement). During this time, you can cancel the contract without penalty. This is called the cooling off period. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract). Please note that the cooling-off period applies to "unsolicited agreements".

Further information is available from the Commerce WA website:

<https://www.commerce.wa.gov.au/consumer-protection>

Legislative Requirements

WEMAC Training Solutions is subject to a variety of legislation which can impact on our training and assessment practises as well as general business practices. This legislation includes:

- Standards for Registered Training Organisations 2015
- Equal Opportunity Act 1984
- Working with Children (Criminal Record Checking) Act 2004
- Occupational Safety and Health Act 1984
- Australian Human Rights Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Privacy Act 1988 including the National Privacy Principles (Regulations 2013)
- Copyright Act 1968
- Copyright Amendment (Online Infringement) Act 2015
- Copyright Amendment (Digital Agenda) Act 2000
- Archives Act 1983
- Fair Work Act 2009
- Student Identifiers Act 2014
- Regulations 1981 (WA)

All legislation can be accessed via www.legislation.gov.au and www.legislation.wa.gov.au. WEMAC Training Solutions will monitor changes to this legislation and where those changes affect WEMAC Training Solutions operations, staff, clients or stakeholders, we will notify all personnel concerned.

Quality Management Focus

WEMAC Training Solutions have a commitment to providing a quality service with a continuous improvement focus. The organisation values feedback from trainers, industry representatives and students. Students are encouraged to complete our feedback form at the completion of their course.

Marketing and Advertising

WEMAC Training Solutions markets their vocational education and training products with integrity, accuracy and professionalism; avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Language, Literacy and Numeracy

There is minimum Language, Literacy and Numeracy (LLN) requirement to ensure a successful completion of any course. You may be asked to complete an LLN assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and WEMAC Training Solutions.

WEMAC Training Solutions uses the Australian Core Skills Framework <https://www.dewr.gov.au/skills-information-training-providers/australian-core-skills-framework> to determine learning foundation skill levels and where support may be needed.

Further information can be provided by contacting WEMAC Training Solutions.

Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum of the National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

WEMAC Training Solutions is committed to provided opportunities to all people regardless of their background. Trainers and Assessors apply the principle of reasonable adjustment where it is relevant and appropriate. WEMAC Training Solutions adheres to a Student Support Policy when working with clients who have challenges.

Please do not hesitate to contact WEMAC Training Solutions for further information on reasonable adjustment practises.

Competency Based Training

WEMAC Training Solutions is registered to deliver and assess Nationally Recognised Training under the Vocational Education and Training Quality Framework. WEMAC Training Solutions provides competency-based training and assessment towards accreditations (Statement of Attainment/Qualifications) which are issued under the Australian Qualifications Framework (AQF)

Competency is defined as:

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

Training is structured to meet the competency standards of the VET Training Package.

Information on the Units of Competency which make up the course will be provided during your training, so that you can establish what you will be assessed on.

Upon successful completion, participants will be qualified to receive either a Statement of Attainment or a full qualification, depending on what has been studied and completed.

The understanding that different methods of learning and assessment work for different people, WTS offers options for your study (where feasible) so that you can take advantage of the method which best suits your individual requirements.

Combination of Training Methods – Structured, Flexible and Blended

- On the job training – structured training sessions with trainer
- Off the job training – Structured training sessions with a number of other clients
- Self-paced study – learner manuals provided for study at home with video conferencing support
- Video Conference face to face learning with ZOOM/Teams technology or similar

Assessment (including Recognition of Prior Learning - RPL)

Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. To achieve a “Competent” outcome you must have satisfactorily completed all the requirements of your unit of competency.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual’s achievement of required outcomes. Assessment methods used may include;

- Recognition of Prior learning (RPL)
- Demonstration, observation and simulations
- Work documented experience or portfolios of evidence
- Workbook activities
- Written and/or oral questionnaires

If participants have been unsuccessful in meeting the assessment criteria, they will be given an opportunity to be either re-trained or re-assessed within a reasonable timeframe. This is a collaborative process between the assessor and the participant.

Participants can achieve Recognition of Prior Learning (RPL), either through having previously undertaken training, work practice, or through their life experience which may be relevant to the particular course of training they undertake. An interview with the Assessor will be organised on application for RPL from the student, who will review the evidence of previous training, work practices and/or life experiences to ascertain eligibility for RPL process.

Assessment meets the NVR Standards for RTOs 2015 including Recognition of Prior Learning. Recognition of Current Currency and Credit Transfer.

Please refer your enquiries to the Administration Team.

RPL Procedure:

- Request RPL kit.
- Have an interview with the assessor to discuss the process.
- Return completed RPL Application Form with supporting evidence.
- Application is assessed within 14 days of receipt of completed application.
- Applicant is advised of outcome within 21 days of receipt of completed application.

Credit Transfer

WEMAC Training Solutions recognise Australian Qualifications Framework (AQF) qualifications and Statements of Attainment awarded by other Registered Training Organisation's and it will apply appropriate credit transfers to any courses being undertaken.

Students are required to submit certified copies of the qualification and/or Statements of Attainment for verification in order for credits to be granted, along with a completed Credit Transfer Application form.

Issue of Certification

Qualifications and/or Statements of Attainment will be issued within 30 calendar days of successful completion of the training program and providing all agreed fees owed to WEMAC Training Solutions have been paid. Qualifications will meet the AQF requirements.

Certification documentation is issued directly to the student not a third party, such as an employer.

Appeals

WEMAC Training Solutions seek to prevent appeals by ensuring that students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any query about an assessment result will be treated seriously, investigated thoroughly, and dealt with according to the merit of the query. The circumstances and results of any appeal are analysed by the Director who will meet with the student to discuss the outcome.

WEMAC Training Solutions will also advise students of external organisations to which they can further advance their appeal if they are not satisfied with the decision.

Appeals must be made within 7 days of receipt of assessment result and all records will be kept on file.

Outcomes of an appeal will be completed within 30 days of receiving the appeal request, unless additional time is needed, in which case all parties will be advised of timeframe.

Complaints

In the event of a complaint students should:

- Attempt to resolve the problem with the person concerned.
- Seek the assistance of their trainer.
- Consult the Administration Team.

If the complaint is still unresolved, lodge a written complaint using the WEMAC Training Solutions complaints and appeals form available from the office, website or email.

The Director will acknowledge the lodgement of the complaint in writing to the complainant and commence an investigation into the matter. If required, the Director will meet with the person concerned to discuss all aspects and work together to resolve the issue.

Outcomes of a complaint will be completed within 30 days of receiving the complaint, unless additional time is needed, in which case all parties will be in agreement of timeframe.

All records of complaints will be kept on file.

For more information refer to the WTS Complaints and Appeals Policy & Procedure.

Discipline Policy

Students always must maintain appropriate behaviour and follow WEMAC Training Solutions rules for on-site and off-site delivery. Consequences for breaches, or unsuitable or disruptive behaviour, will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given, and penalties imposed for subsequent breaches may result in suspension or expulsion. In the case of major or repeated breaches, the Director will immediately exclude the student from the premises of WEMAC Training Solutions. Pending investigation, the matter may be referred to the policy.

All disciplinary matters will be handled by the Director.

Major Breaches

- Behaviour that interferes with another's ability to learn.
- Aggressive physical contact or verbal abuse.
- Harassment.
- Bullying.
- Academic misconduct.
- Risk to or deliberate damage to property.
- Engagement in unlawful activities.
- Criminal acts.

Suspension/Expulsion

In the case of proven major breaches, the student may be suspended or expelled from their training course. Depending on the circumstances in cases of suspension, the Director may rescind the suspension, continue the suspension, and/or impose other appropriate penalties.

For further information refer to the WTS Disciplinary Policy & Procedure.

Rules/Dress Codes

A minimum dress standard will consist of suitable smart casual clothing including enclosed footwear. For site based mining or civil practical work – work ready uniform - steel capped boots, hi vis shirt and long pants. PPE requirements will be advised on enrolment.

Privacy Policy

WEMAC Training Solutions comply with the Privacy Act 1988. Information collected on clients is only used for the purpose of delivery of our services and student records.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation must have a Unique Student Identifier (USI) number available to complete their enrolment.

A USI gives you access to your online USI account, it is made up of ten numbers and letters. It will look something like this: 3HD892M3P9.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime. If you do not already have a USI, it is free and easy to create online at www.usi.gov.au .

You are required to have one form of identification from the following list. Please make sure you have this prior to creating your USI:

- Australian Driver's License
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate

In time, your USI account will contain all of your nationally recognised training records and results.

One of the main benefits of the USI is that you will have easy access to all your training records and results in one place.

Records Management & Replacement / Re-issue of Documentation

WEMAC Training Solutions maintains records of training and assessment for every student. If a student does not have an up-to-date copy of their individual training and assessment plan (indicating progress) they are welcome to request one from the trainer or administration at any stage.

If a student needs a replacement Statement of Attainment or qualification after they have completed the course, they must submit a written request to administration. (There may be administration costs for re-prints that have been lost or destroyed by students).

Changes to Agreed Services

WEMAC Training Solutions will notify all clients, students and staff immediately if there are going to be changes to any agreed services, as soon as practicable with particular reference to

- Changes to RTO ownership
- Transitioning to an updated unit of competency or qualification

COVID 19 Policy

WEMAC Training Solutions is committed to ensuring the health and wellbeing of our students, facilitators, employees and community throughout the COVID-19 pandemic.

We have implemented the following actions in accordance with recommendations from the Australian Government:

- Increased our cleaning frequency
- Being extra diligent with sanitizing surfaces, chairs, equipment etc
- Proactively cleaning surfaces ourselves (e.g. desks and tables) and objects (e.g. telephones, keyboards) with disinfectant/alcohol wipes at regular intervals
- Signage around our training facility informing social distancing
- Classroom set up with social distancing in place
- Scattered break times
- Sanitising stations in place
- QR code scan in

CODE OF PRACTICE

Purpose

To establish and maintain a set of procedures for distribution to the client, staff and other stakeholders.

This will ensure that:

- i. Clients are aware of important company policy and procedures that may affect their successful participation in training and/or assessment activities, and other similar interactions with WEMAC Training Solutions (WTS).
- ii. Trainers/Assessors are aware of company policies and procedures
- iii. WEMAC Training Solutions is seen to be operating an open and transparent system.

Training and Assessment Services

WTS Management and Staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

Issuance of Statements of Attainment and Qualifications

WTS will issue certification/statements of attainment within 30 days of the participant being assessed as meeting the requirements of the qualification, unit of competence or accredited course completed by enrolled students according to the training program, and providing that all agreed fees the participant owes to the RTO have been paid. WTS will provide ongoing assistance to enquiring students with regards to their records of achievement.

Financial Management

WTS applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

Records and Information Management

WTS is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by WTS will be required to apply themselves to the provisions of the Privacy Act 1988 and the Freedom of Information Act 1992 (WA).

Access and Equity

WTS Management and staff will provide assistance to all clients to identify their pathway to achieve their desired outcomes. WTS is committed to providing training and assessment services to all clients regardless of race, socio-economic status, religion, sex, disability, language, literacy or numeracy and upholds the principles of equal opportunity within the limits of reasonable adjustment and the requirements of the Training Package/Training Product.

Provision of Information

Clear and accurate advice is provided to all enrolling students at WTS. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures, RPL arrangements or credit transfer, student records and request of student information.

Legislative Compliance

WTS's compliance team conduct routine internal audits of the RTO's Quality Management and Training and Assessment Systems, against the Standards for RTO's 2015 and the VET Regulators' requirements. Management is informed of audit outcomes and any improvement measures.

Scheduled specific reviews are also undertaken to ensure that compliance is maintained with State and Federal legislative requirements for RTO's including but not limited to OH&S/WH&S, Harassment, Discrimination and Equal Opportunity.

Marketing Accuracy

WTS Management and Staff are committed to marketing its training and assessment services in an ethical and responsible manner ensuring that all clients are provided with timely, accurate and necessary information.

Complaints

WTS's complaints policy will deal with all customer complaints in a professional and timely manner. WTS will work with the complainant to establish a resolution that is fair to all parties and accurately reflects WTS's Terms and Conditions and all relevant codes and guidelines.

Appeals

WTS's appeals policy allows Students to appeal an assessment decision made by the assessor.

- I. Participants will be given two (2) opportunities to complete an unsuccessful assessment, without further costs to themselves. The participant may request that an alternative assessor evaluate their evidence.
- II. The appeals procedure must be launched within 7 business days of the participant being informed of the assessment decision.

Client Feedback

WTS is committed to securing and reviewing advice and feedback from all its students and stakeholders involved in the delivery of its Training and Assessment services.

Work Health & Safety (WHS)

WTS is committed to maintaining a safe and healthy environment for staff, students and visitors. This means that staff, students and visitors have a responsibility to conform to the policies implemented by WTS. All staff are aware of these policies and will be discussed with students during orientation and throughout the course, as appropriate.

Students have a Responsibility to:

- I. Participate and observe Work Health and Safety requirements;
- II. Ensure they are not under the influence of alcohol or drugs, or in a state which may endanger their own or others' safety;
- III. Report to their Trainer/Assessor if they are not in any condition to participate in activities that could endanger their own or others' safety, this may include the use of prescribed medications;
- IV. Notwithstanding any of the above, neither WEMAC Training Solutions nor its Trainer/Assessors are liable in any way for the health and safety of clients in the client's own place of work while under training or assessment supervision.

Examples of Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to the following descriptions:

- Disobeying any reasonable direction by WTS Staff or Trainer/Assessor
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the Internet, e-mail or other means
- Being under the influence of, or the use of, illegal drugs or alcohol prior or during attendance of classes
- Vandalising or causing wilful damage to WEMAC Training Solutions' property
- Endangering the safety of themselves or others

Breaches of unacceptable behaviour will not be tolerated and could result in cancellation of enrolment.

Rights and Responsibilities to Work and Study

- I. Clients, staff and contractors at WEMAC Training Solutions have a right to study and work in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:
 - respect the rights of others
 - respect difference and diversity
 - respect people's rights to privacy and confidentiality
- II. The right for clients to have a say is balanced with the responsibility to listen to others. Clients may expect Trainers/Assessors and support staff to:
 - treat them in a fair and non-discriminatory way, and
 - be professional in performing their duties
- III. Clients have a responsibility to:
 - observe site rules or behaviour guidelines set by Trainers/Assessors or other company representatives (verbal and/or written instructions)
 - behave in a manner that does not interfere with the learning of others, and
 - conduct themselves in a responsible manner while in training or within an industry environment.
- IV. Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated and will result in termination of enrolment.

RTO Reporting Responsibility and VET Data Use

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training.

This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information;
- and
- administer VET, including program administration, regulation, monitoring and evaluation.

NCVER will collect, hold, use and disclose students personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

As such, students will be asked for consent for WEMAC Training Solutions to share elements of their personal data with the relevant parties.

STUDENT CODE OF CONDUCT

WEMAC Training Solutions (WTS) has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the training environment, you may not be allowed to participate in further training, at least for a period of time. The following details our Student Code of Conduct when undertaking training:

Safe & Healthy Environment

Maintain a safe and healthy environment; Work Health and Safety are priorities at WEMAC Training Solutions. Students may not consume alcohol on WTS premises. Those on prescription medication may attend with prior notification and approval from WTS administration. This will be determined on an individual bases and may require a medical certificate, providing those prescriptions do not affect the safety of the students themselves or of other people around them. If a student is unsure if it is safe to attend and participate fully in classes, they must inform the trainer and seek clarification.

Alcohol or Illegal Drugs

WEMAC Training Solutions has a zero-tolerance drug and alcohol Policy. Students may not attend any training programs while under the influence of alcohol or illegal drugs, and the possession; use and sale of illegal drugs or controlled substances on institute premises is not permitted. Offences will be reported to the police.

Treat Others with Respect

All students must cooperate with trainer assessor instructions. All students must show fairness and respect to others by:

- Being punctual and regular in attendance
- Participating and engaging in training and assessment programs
- Behaving responsibly when using equipment, facilities, learning materials and communal areas
- Being considerate to the needs of others

Unacceptable Conduct Includes

- Physical abuse, threatening behaviour, stalking and bullying
- Harassment – either physical, verbal, electronic or written - any individual or group
- Discrimination or sexual harassment
- Endangering or threatening the health, safety or wellbeing of others
- The unauthorised or unsafe use of equipment, facilities and resources
- Possession of weapons of any kind
- Possession of any object that could cause fire, injury or damage to property

Offences may be reported to police for further investigation.

Diversity

With people from a diversity of cultures and ethnic groups, WEMAC Training Solutions expects students to respect the beliefs and customs of fellow students and staff. All people must be treated fairly and with respect to their rights to a productive learning environment. Disruptive conduct which hinders workplace and training performance is not acceptable.

Dress Code

A minimum dress standard will consist of suitable smart casual clothing including enclosed footwear. Dress appropriately for employment in business and industry to ensure for safety as well as for the impression it creates. Students must:

- Be adequately clothed in accordance with work health and safety requirements.
- For site based mining or civil practical work – work ready uniform - steel capped boots, hi vis shirt and long pants. PPE requirements will be advised on enrolment.
- Wear appropriate personal protective clothing and equipment provided for them.
- Wear appropriate footwear at all times. Rubber thongs are not appropriate footwear.
- Not wear dark glasses indoors except as necessary for a medical condition.
- Consider others when selecting clothing and not wear items which may offend others in terms of lack of decency, modesty or cleanliness, or displaying slogans, cartoons, symbols or graphics which may provoke, intimidate, offend or ridicule others.

Act Ethically

Act ethically and with integrity in the workplace environment, students are responsible for:

- Actively participating in the training processes
- Engaging in fair practice.
- You have a responsibility to avoid cheating and plagiarism (this is making reference to an author's work without acknowledging the author). This includes scanned and electronically copied material.

Students in breach of the Student Code of Conduct will be excluded from training and consequentially may not be awarded the competence in their enrolled course or unit undertaken.

Thank you for taking the time to review our Student Handbook.

We look forward to working with you.



WEMAC

Training Solutions

Your People, Our Expertise