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## Section 1: Welcome to AWTS

Thank you for choosing All-Ways Training Services (AWTS) (RTO code 91523) as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning. Good luck!

Ian Blevin  
**Chief Executive Officer**  
**All-Ways Training Services (AWTS) Pty Ltd**



## Section 2: Introduction

The purpose of this Student Handbook is to provide you with a quick reference about training programs, policies and procedures, processes, roles and responsibilities to guide you through your learning experience with AWTS.

### All-Ways Training Services Pty Ltd

Thank you for considering training with AWTS.

AWTS is a Registered Training Organisation (RTO) registered with the VET Regulator, with RTO Code 91523. We are dedicated in assisting our customers in carrying and supporting industry-based training which complements high pressure water jetting operations in a range of environments including offshore processing and subsea, underground and above ground mining, refining process, food industry, vacuum loading, robotic machinery and accessories.

AWTS aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards. We value and welcome your feedback.

AWTS engages a third party, WOMA (Australia) Pty Ltd (WOMA), to deliver training. All-Ways Training Services is responsible for enrolling students, the quality of training, the issuing of Statements of Attainment and the processing of complaints & appeals.

### Service Commitment

AWTS is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a student-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers who benefit the community and industry.

AWTS' Training Facilities are located in:

**Western Australia:**

16 Redemptora Road  
Henderson WA 6166

**Phone:** (08) 9434 6622

**Fax:** (08) 9434 6633

**Web:** [www.all-waystraining.com.au](http://www.all-waystraining.com.au)

**New South Wales:**

2/28 Bluett Drive  
Smeaton Grange NSW 2567

**Phone:** (02) 4648 2311

**Fax:** (02) 4648 2235

## Training Programs

AWTS delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

**Accredited Courses:**

- MSMSS00003 - Use high pressure water jetting equipment (Release 1);
- MSMSS00004 - Operate a high pressure water jetting system (Release 1);
- MSMSS00005 - Operate a drain cleaning system (Release 2);
- MSMSS00006 - Operate a vacuum loading system (Release 2); and
- Any Unit of Competency listed in the above skillsets.
- Refresher courses and upgrade courses.

As an RTO, AWTS is bound to comply with the Standards for Registered Training Organisations 2015. Training services provided to students follow policies and processes developed to meet the VET Quality Framework and the Standards for Registered Training Organisations (RTOs) 2015.

AWTS operates in both Workplace Health and Safety (WHS) and Occupational Health and Safety (OHS) jurisdictions. For the purposes of AWTS documents, the terms WHS and OHS have the same meaning and are interchangeable as dictated by the jurisdiction in which the training is being conducted.

## Section 3: Student Rights and Responsibilities

AWTS conducts training courses at various venues to suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

### Assessment

Assessment is where you show that you have the skills and knowledge (competencies) to complete the tasks required by industry. The assessments are made up of practical and theory assessments.

A range of assessment methods are used to help you to demonstrate competency including:

- Observation (the assessor watching you perform the skills required by the qualification);
- Written knowledge tests;
- Practical scenarios that are reflections of current industry practice and workplace conditions.

Please remember that if you don't follow all work health and safety requirements the assessor may stop your assessment and you may be required to have more training and be re-assessed at a later time.

The details of how we will assess you are contained in section 4 of this handbook.

### Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

AWTS regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. AWTS has policies and procedures in place for dealing with assessment malpractice.

#### **Cheating:**

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

#### **Collusion:**

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

### Attendance and Punctuality

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons and where required, reporting to the employer. It is expected that students arrive to class on time and remain for the full duration of the course.

Students must be ready to commence training at the times set by the trainer to ensure that the trainer has adequate time to cover all necessary content and that other students are not

disadvantaged. Any student arriving late (to the start of any day of the course or returning late from any breaks) may be asked to leave the course at the trainer's discretion and in this event, the student will not be eligible for a refund.

Should you unexpectedly need to leave a class/course early, you must advise the trainer/assessor as soon as possible.

Where a student has been unable to complete a course due to unforeseen circumstances, they must arrange to complete the course within 3 months of the original start date. If the course is not completed within 3 months of the original start date, the student will need to arrange to re-sit the full course at full cost.

## Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times, taking responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated and students may be asked to leave the course, at the trainer's discretion, in the event of inappropriate behaviour. There will be no refund of fees if this situation is to arise.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating AWTS property or equipment;
- Cheating/plagiarism;
- Interfering with another student's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS/OHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.
- Bullying, disrespectful and/or discourteous behaviour;
- Under the influence of alcohol or illicit drugs.

## Not Fit for Work

Students that are not fit for work (under the influence of alcohol, drugs or other illegal substances, or falling asleep in class) or do not have the correct PPE will not be allowed to take part in the training course to ensure work health and safety. There will be no refund of fees if this situation is to arise.

## Disciplinary Processes

AWTS may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the student being given a 'verbal warning'.



Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the training course with no refund of fees.

## House Keeping

### Timings

Your trainer will advise of timing for all breaks. Typically, the following break times have been allocated, however they may vary:

- 15 minutes for morning and afternoon tea breaks
- 30 minutes for lunch breaks

### Mobile Phones

**All phones must be turned off during training**, as a courtesy to the trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

### Security

Do not leave bags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. AWTS accepts no responsibility for any belongings which may be stolen or go missing.

### Change of Personal Details

Students are required to ensure their personal details recorded with AWTS are up-to-date at all times. Should your circumstances or details change, please contact our office to advise us.

### Personal Protective Clothing

For the safety of all students and co-workers, AWTS requires that the following minimum industrial clothing and PPE must be worn during training at any site:

As a student you must supply and wear;

- Industrial clothing in accordance with site requirements (at AWTS sites: long sleeved shirt and trousers or overalls);
- Industrial footwear with protected toe cap (either steel or composite construction);
- Protective industrial work gloves;
- Head protection (at AWTS sites: either a safety hat or sun hat);
- Eye protection (glasses or mono goggles); and
- Hearing protection (ear plugs or muffs).

NOTE: For safety reasons, students who do not supply and wear the correct PPE may not be able to complete the course.

In addition, and in accordance with the requirements of relevant Standards and Safety Guidelines, the following specific PPE will be supplied, as required, by AWTS if training is delivered at AWTS sites, or supplied by the site owner if the training is delivered at an approved AWTS client site:

- Body armour, foot and lower leg protection;
- Face shield; and
- Respiratory Protection (if deemed necessary by the Hazard Assessment).

NOTE: When training is delivered at an approved AWTS client site, minimum industrial clothing and PPE will be dictated by the relevant Site Hazard Assessment and the site requirements.

### **Duty of Care**

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.

If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so AWTS can provide support or treatment should an emergency arise.

Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by AWTS in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of AWTS;
- Ensure that you are not affected by the consumption of drugs or alcohol.

### **Evaluation and Feedback**

AWTS values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

AWTS has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

## Learner Support Services

AWTS understands that there may be times when personal issues may affect your ability to undertake your training. AWTS has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning. You can request a copy of our External Support Services list and/or AWTS will refer to it if needed.

## Mentoring & Guidance

AWTS can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

## Language, Literacy Numeracy

Students will be required to meet a minimum standard of language, literacy and numeracy in order to attend a course with AWTS. Further details are covered in section 4 of this handbook.

## Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing student;
- Work with fellow students;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the assessor;
- Keep track of your progress;
- Complete and submit all assessments and tasks on time, using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

## Section 4: Course Information

### Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification or skillset. Nationally recognised qualifications and skillsets are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification and skillset have a list of foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification and skillset there are specific foundation skills and these foundation skills are integrated within the assessment requirements of a nationally accredited course.

### Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification or skillset are applied to all students regardless of where they are, or the mode of training delivery provided.

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

### Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard;
- Understand why the job should be done in a particular way;
- Handle unexpected issues or problems;
- Work with others 'in a team';
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements; and
- Know the workplace rules and procedures.

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks/activities may be involved including, but not limited to:

- Observation of performance;
- Written activities;
- Written/oral questioning;
- Oral presentations;
- Workplace performance;
- Case studies;
- Role plays/simulations;
- Demonstration of skills; and
- Portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

AWTS is required to meet stringent quality requirements in the conduct of all assessments. We have carefully constructed and developed assessment resources to meet these quality requirements, while aiming to keep them user friendly to students.

## Rules of Evidence and Principles of Assessment

AWTS is required to ensure that all evidence provided by students; as proof of their competency, meets the following “rules of evidence” and “principles of assessment”.

## Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner/assessment resources.

## Reassessment

Students who do not meet the requirements of each assessment will be reassessed as follows:

### Knowledge Based Test (KBT):

- i. Where a student answers less than 50% of Knowledge Based Test questions correctly, the student will be asked to leave the course, complete some self-study and will need to apply to re-sit the course at a later date, at full cost.
- ii. Where a student answers 50% or more of the Knowledge Based Test questions correctly, they will be given another opportunity to demonstrate their knowledge on each incorrectly answered question and/or provided with additional questions to confirm their knowledge.
- iii. If further clarification is required, a competency conversation can take place after attending the course. The verbal answers (given by the student) in the conversation are to be confirmed in an email from the assessor. The email is to be sent to the student for them to reply, confirming these were the answers they gave to the questions asked. If, after this third attempt, the student is still deemed as not meeting the requirements, they will need to re-sit the full course at full cost.

### Practical Assessment and Competency Conversation (PACC):

- i. If the student does anything to compromise the safety of other students, the trainer or any other person, they may be asked to leave the course immediately and be issued with NYC assessment, with no refund of fees. They will need to apply to re-sit the course at full cost.
- ii. If a student has not completed all tasks and questions to a satisfactory standard, they are to be offered the opportunity for reassessment. This opportunity may be immediate if the workplace environment and/or time permits.
- iii. Reassessment of PACC items will require the student to either complete the entire practical assessment again or only complete a specific task and/or question. This will depend on their overall level of performance and the number of observable behaviours against which they were assessed as not having performed satisfactorily. To be deemed Satisfactory, the student must re-demonstrate the task/s to a satisfactory standard.
- iv. If a student requires reassessment of practical tasks at a later date, the assessor must discuss the requirements with the student and set a date for the reassessment.
- v. If after the second attempt, the student is still deemed as not meeting the requirements and Not Yet Competent (NYC), they will need to re-sit the full course at full cost.

If a student does not complete their course within a 3-month period, they will need to re-sit the full course at full cost.

All reassessment must be conducted in accordance with AWTS' *Assessment Policy and Procedures*.

## Assessment Results

Results of assessment are provided to students as soon as is practical, usually at the end of the course. Assessment results are confidential at all times and will not be given to a third other party unless a written request signed by the student is received.

## Reasonable Adjustments

Students with disabilities are encouraged to discuss with AWTS any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Students with any concerns about their levels of language, literacy and numeracy should contact the office prior to course commencement. Our trainers will also contact students who indicate that they may need additional support in this area prior to course commencement. Further language, literacy and numeracy information may be obtained here:

**Reading Writing Hotline**..... 1300 655 506 (<http://www.readingwritinghotline.edu.au/>)

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for AWTS to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## Extensions for Assessment

It is expected that all assessment tasks are completed during the course. Should you require additional time to complete an assessment you must communicate with your assessor.

## Certificates

### Types of Certification

In general, two types of certificates are issued by AWTS and certificates can only be awarded in accordance with our approved qualification scope:

- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of Units of Competency. Minimum achievement for an SOA is one Unit of Competency. You can request an SOA, upon successful completion of a Unit of Competency, at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian Qualifications Framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will be dated the date the student is deemed competent. Certificates will be held until full payment is received.

Students elect on the enrolment form as to where the Certificate is to be mailed, either to their employer or themselves. Certificates will only be posted to students at their nominated postal address as shown on their enrolment form. The onus is on the student to ensure their address details are correct and keep AWTS updated on any changes. Any changes from the address stipulated on the enrolment form for mailing of the certificate, must be advised to AWTS in writing.

Certificates will not be sent to third parties, without the prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

## Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

AWTS offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom environment (face-to-face), practical application, Recognition of Prior Learning (RPL), Credit Transfer (CT) or a combination of these.

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of students and AWTS is required to ensure that these requirements are met before a student commences a course. As a minimum, students must be at a level 3 (Year 10 completion) and meet the minimum LLN scores for the course. Where either of these requirements are not met, the student will be individually assessed by AWTS before commencement of the course to confirm eligibility to attend.

AWTS makes appropriate concessions for students with language, literacy and numeracy difficulties but only where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a student is deemed not to meet the minimum language, literacy and numeracy requirements, the student will not be able to enrol in the course and will be advised to undertake additional development before reapplying to enrol. Information about additional language, literacy and numeracy development can be obtained here:

**Reading Writing Hotline**..... 1300 655 506 (<http://www.readingwritinghotline.edu.au/>)

## Recognition

Recognition of prior learning (RPL) is offered to all AWTS students. This means that you can submit evidence for a Unit(s) of Competency to be assessed by a qualified assessor, without completing the training.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you should contact our office and we will provide the information you need to complete an application.

## Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular Unit of Competency that you are enrolled in. It is important to remember that recognition is an assessment process not an assumption of competence.



Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- Previous formal training;
- Work experience; and/or
- Life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note; the onus is on the student to document and present quality evidence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

***NOTE: There are specific requirements regarding Verification of Competency (VOC) for the MSM Manufacturing Training Package and the related water jetting units of competency. Speak with administration if you need more information in relation to Verification of Competency (VOC).***

### Credit Transfer

AWTS recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer (CT) or National Recognition. CT is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Credit Transfer and if successful, students are not required to undertake learning in the unit/s again; the student is exempt.

AWTS can only offer Credit Transfer on current release Units of Competencies (UOC) under the qualification for which AWTS is training and assessing the student. [www.training.gov.au](http://www.training.gov.au) lists current UOC's for each qualification.

### Special Needs

Students intending to enrol for training with AWTS are requested to advise us, prior to enrolment, if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment.

Students with disabilities or impairments are encouraged to discuss with the trainer any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

Due to Health and Safety Legislation and requirements of the job, the student needs to be able to undertake the following physical duties:

- Climb on platforms;
- Stand for long periods of time;
- Be able to hold a water gun with a back thrust of 25kg;
- Lifting, pushing and pulling in accordance with Safe Work Australia Guidelines.

The trainer, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the student's learning.

### **Trainers and Assessors**

All trainers and assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

## Section 5: Policies

### Access and Equity

AWTS is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. AWTS will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

AWTS abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see AWTS' *Access & Equity Policy*.

### Complaints and Appeals

AWTS has a complaints and appeals management framework in place to ensure students and clients understand their rights and AWTS' responsibilities under Standard 6 of the Standards for Registered Training Organisations (RTO's) 2015.

AWTS has processes in place that promote the timely and fair resolution of concerns, complaints (including grievances) and appeals. AWTS encourages the informal resolution of complaints where possible and any member of staff can receive a complaint on behalf of AWTS or its third party, WOMA. Where a complaint cannot be managed informally, the formal Complaints and/or Appeals Procedures will be implemented.

Any AWTS employee can receive (and lodge) a complaint, regarding either AWTS or its third party, WOMA. The employee who receives the complaint will need to determine whether it is a matter that can be resolved informally, whether there is a conflict of interest in them managing the complaint or appeal, or whether it should be referred to AWTS' Director and resolved through a more formal process. Where a complaint is made against the Training Manager, it must be reviewed by the Director and where a complaint is lodged against the Director, it must be reviewed by the Training Manager.

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.

- The *Complaints Procedure* is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director AWTS or an independent party to the complaint.
- The *Complaints Procedure* emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise AWTS will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled in-confidence and will not affect or bias the progress of the student/client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

### Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer/assessor/director.

For further information, see AWTS' *Complaints Policy*.

### Grounds of Appeal

AWTS has processes in place that provide an avenue for review of decisions made, including assessment decisions made by AWTS. All students have the opportunity to challenge all decisions made, including an assessment decision made by an assessor on a Unit of Competence or an assessment process. An appeal should be lodged within 7 days of notification of the assessment outcome. AWTS ensures that all assessment appeals are addressed efficiently and effectively.

Written evidence of how and why there is a perception of wrongful assessment will be required.

### Lodging an Appeal

Should you wish to submit an Appeal, a formal or informal approach should be made by the student to the trainer/assessor/director.

The student completes an Appeals Lodgement Form to commence the process.

For further information, see AWTS' *Appeals Policy*.

### Appeal Outcomes

Where an appeal is upheld, the following options will be available:

- i. The original assessment will be re-assessed, potentially by another assessor; or
- ii. Appropriate recognition will be granted; or
- iii. A new assessment will be conducted/arranged.

Where an appeal is rejected/not upheld, in accordance with AWTS' *Assessment Policy*, the student will be required to:

- i. Undertake further training or obtain further experience prior to further assessment; or
- ii. Re-submit further evidence; or
- iii. Submit/undertake a new assessment.

### External Appeal Fees

Where the student elects to appeal a decision by AWTS using an External Arbitrator, and charges are incurred, the student is required to pay 50% of the cost up front.

Where the External Arbitrator findings are in favour of the student, AWTS will refund the student any fees paid to the External Arbitrator.

For further information, see AWTS' *Complaints and Appeals Policy*.

### Student Enrolment

It is important to us at AWTS to make sure that when you are seeking enrolment with us that you have all of the information you need to make an informed decision and that you feel confident that the training is going to suit your needs.

To enrol in a training program, simply contact AWTS via our website or contact the Administration Office on (08) 9434 6622 and we will email you all relevant information.

Enrolments will be considered tentative until enrolment is approved and payment has been received.

### Tentative Enrolments

Where a course reaches maximum student capacity and another person wishes to enrol on a course where there is a tentative enrolment, AWTS will contact the tentative booking for enrolment documents and payment confirmation. If documents and payment are not received, it will result in forfeiture of the tentative booking.

### Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

## Change of Employment Conditions

If at any time between enrolment and issuing of certification, the student's employment status changes, the student may, in writing, alter their enrolment information/instruction, (e.g. where to send the certificate).

After a change in employment conditions, the student may continue with the course at their own cost, at the cost of the advertised course at the time.

If the Certificate has been mailed to the employer, the student may apply for the Certificate to be re-issued. Fees listed below.

If for some reason, beyond of the control of the student, the employer does not pay for training fees, the student can pay for the course themselves, at the advertised rate, to obtain their Certification.

## Student Selection

AWTS conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

AWTS is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- Meeting any admission criteria and entry requirements outlined in the pre-enrolment information guide; and
- Meeting any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Students on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis.

AWTS will ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

## Student Records

AWTS maintains records for every Student who undertakes any form of training and assessment with us. These records include your personal details provided to us, any training and assessment undertaken and completed. These records are available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those AWTS personnel who need to have access to your file for training and assessment purposes can access it. Information stored electronically is kept on a secure server and access is restricted to authorised employees. Where documents are required to be

transferred to another location, personal information is transported securely in an envelope or document box.

No other person/student can or will have access to your personal records without your prior written permission.

## Course Fees

AWTS has developed a fair and equitable process for determining course fees, refunds and payment options.

AWTS accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa Card, MasterCard or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

The AWTS' Course Fee outlined in the *Schedule of Fees* is for tuition only. In the event of a group booking, group concessions might apply. Please contact the Training Manager to discuss further.

Fees and charges may include administration charges, enrolment fees, and learning resources essential for the course. Additional fees may also apply including follow-up charges associated with late payment or non-payment, or to employ the services of a debt collection agency where required for non-payment of overdue fees, photocopying, re-issuing of receipts, change of enrolment, additional copies or re-issue of statements of attainment and late marking or assessment re-sit fees. Students and clients are advised prior to and at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program.

Our additional fees and charges are as follows:

Fees & Charges	Cost (incl. GST)
• Credit Transfer/National Recognition Assessment	No charge
• Document Re-Issue (where the original document has already been provided to the student):	
• Re-issuing a certificate, qualification or statement of attainment	\$50
• Reassessment Fee (upon exhaustion of reassessment attempts)	\$300 [GST exempt]
• Receipt Reprint	\$10
• Other documents or replacement documents (price per document)	\$20
• Late Payment Fees (for each late payment) for payments over 90 days late. Charged at \$40/month late after 90 days overdue.	\$40
• Copies of Academic Reports (Progress Reports)	\$50
• Additional copies or re-issue of Record of Results	\$50
• Late Marking	\$50
• ID Cards	\$50
• RPL application per UOC	\$1,300
• RPL application per Skillset with 4 UOC's	\$2,500
• RPL application per Skillset with 5 UOC's	\$3,000

AWTS will apply any statutory cooling off period which applies.

Administration Fees & Charges (applicable to all students)	Cost (incl. GST)
• Credit Transfer/National Recognition Assessment	No charge
• Photocopying (per A4 page)	\$0.20
• Document Re-Issue (where the original document has already been provided to the student):	\$50
• Statement of Attainment Reprint	\$50
• Miscellaneous printing	\$20
• Late Payment Fees (for each late payment) for payments over 90 days late. Charged at \$40/month late after 90 days overdue.	\$40

### Payment of Fees

All fees must be paid prior to the course or a Purchase Order received from an approved Debtor be received, before an enrolment is accepted.



For all bookings over 2 days, a 30% non-refundable deposit is required at the time of the booking.

For both private and Debtor accounts, Certificates will **not** be issued until payment is received.

Enrolments will be considered tentative until enrolment is approved and payment has been received.

If for some reason, beyond of the control of the student, the employer does not pay for training fees, the student can pay for the course themselves, at the advertised rate, to obtain their Certification.

### Transfer of Enrolment

The following conditions apply for a transfer of enrolment:

- a) **Transfer to another course date** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another Course** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another student** – Prior arrangement no later than one week prior to the course. An administration fee of \$50 is applicable for all transfers to another student.

### Refund Policy

In the event that the student provides written notice of cancellation from a course (letter, email or Refund Request Form), refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale:

Reason for Refund	Notification Requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course <b>by All-Ways Training Services</b>	Verbally, after course commencement (due to inappropriate student behaviour)	Nil Refund
Course cancelled <b>by AWTS</b>	Verbally, after course commencement (due to unforeseen circumstances)	Reschedule of course or 100% of the course fee (paid by the client)

- a) A fee equal to 25% of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment. This fee covers RTO

administrative costs for processing of enrolment, reporting and other administrative actions related to cancellation.

- b) Fees are refunded in full where the client submits in writing (letter, email or refund request form) reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.
- c) Refund is to be made within 8 days of the notification.

In the unlikely event that AWTS is unable to deliver the course in full, due to equipment failure, power cut, extreme weather, trainer illness, or any other circumstance outside of AWTS' control, every effort will be made to continue but AWTS reserves the right to cancel the course and reschedule for a later date where necessary. Alternatively, AWTS will offer a full refund of all unspent pre-paid course fees to date. The refund will be paid within 8 days of the day on which the course ceased to be provided by AWTS.

Our *Refund Policy* and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Laws. All students and clients have the right to take action under Australia's Consumer Protection Laws.

### Commencement Dates

Please note that commencement for all courses is the first date of the course.

### Equal Opportunity

AWTS is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

### Rights and Responsibilities

AWTS has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

AWTS is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. AWTS is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

AWTS will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment; and
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours;
- Supporting the person in saying no to these behaviours; and
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

As a student of AWTS, you have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

### Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- **Direct discrimination means** treatment that is obviously unfair or unequal; and
- **Indirect discrimination means** having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

### Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. AWTS will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or gender identification. Federal anti-discrimination legislation applies to staff, contractors and students. AWTS has a list of External Support Services available on request. We will also refer to the list (if needed).

### Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity;
- Sex;
- Pregnancy;
- Marital status;

- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability);
- Sexuality (male or female; actual or presumed);
- Gender identification; and
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life;
- Unwanted written, telephone or electronic messages;
- Promises or threats to a person; and
- Physical violence or the threat of physical violence or coercion.

AWTS has a list of External Support Services available on request. We will also refer to the list (if needed).

### **Vilification**

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, gender identification or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, gender identification, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

AWTS has a list of External Support Services available on request. We will also refer to the list (if needed).

### **Bullying**

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students. AWTS has a list of External Support Services available on request. We will also refer to the list (if needed).

## Sexual Harassment

AWTS will not tolerate sexual harassment in the learning or work environment.

AWTS deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

### Forms of Sexual Harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks;
- Lewd comments about appearance;
- Unnecessary body contact;
- Displays of sexually offensive materials, for example, calendars or posters;
- Requests for sexual favours;
- Speculation about a person's private life and sexual activities;
- Threatened or actual sexual violence; and
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

### Complaints Regarding Equal Opportunity Matters

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially. AWTS has a list of External Support Services available on request. We will also refer to the list (if needed).

## Privacy

AWTS abides by the *Privacy Act* and respects students, staff and trainer/assessors' right to privacy.

As an RTO, AWTS is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

AWTS collects information from students upon initial enquiry in order to send course information. We also collect information at enrolment and during the provision of the training and assessment services. AWTS may use personal information to advise students of upcoming events and training courses, and for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback helps us to improve the quality of the services and training we offer and is treated confidentially.

AWTS will only disclose information to other parties, as required by law, or as otherwise allowed under the *Privacy Act 1988*.

For further information, see AWTS' *Privacy Policy*.

## Workplace Health and Safety (WHS)

AWTS is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

AWTS operates in both Workplace Health and Safety (WHS) and Occupational Health and Safety (OHS) jurisdictions. For the purposes of AWTS documents, the term WHS and OHS have the same meaning and are interchangeable as dictated by the jurisdiction in which the training is being conducted.

AWTS encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

AWTS recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work;
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances;
- Maintain the workplace in a safe and healthy condition;
- Provide adequate facilities to protect the welfare of all employees;
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles;
- Provide information, where relevant, to students, allowing them to learn in a safe manner;
- Check WHS system compliance via ongoing auditing; and
- Integrate continuous improvement into WHS performance.

## Duty of Care

AWTS is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors.