

Student Handbook



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Table of Contents

Section 1: Welcome to AWTS	4
Section 2: Introduction.....	5
All-Ways Training Services Pty Ltd	5
Service Commitment	5
Training Programs	5
Nationally Recognised Courses	6
Locations	6
Section 3: Pre-enrolment Information.....	7
Admission Criteria	7
Entry Requirements.....	7
Unique Student Identifier (USI)	8
Change of Employment Conditions.....	8
Your Rights if AWTS/WOMA Cease Trading	8
Course Scheduling	8
Individual Needs.....	9
Self-Study	9
Enrolment Checklist.....	9
Section 4: Student Rights and Responsibilities	10
Attendance and Punctuality	10
Behaviour	10
Fit for Work	10
Disciplinary Processes.....	11
Breaks	11
Mobile Phones	11
Security	11
Change of Personal Details	11
Personal Protective Equipment (PPE)	11
Assessment	12
Duty of Care	12
Feedback	13
Complaints	13
Learner Support Services	13
Making the Most of your Training	13
Section 5: Course Information.....	14
Nationally Recognised Training Programs.....	14
Competency.....	14
Evidence.....	14
Assessment	15
Reassessment	15
Assessment Results.....	15
Appeals	15
Language, Literacy and Numeracy	16
Special Needs and Reasonable Adjustments.....	16

Certificates	16
Types of Certification.....	16
Flexible Delivery	17
Recognition of Prior Learning (RPL)	17
Recognition Process.....	17
Credit Transfer (CT).....	18
Trainers and Assessors	18
Section 6: Policies and Additional Information	19
Student Records	19
Course Fees	19
Transfer of Enrolment	20
Equal Opportunity	20
Rights and Responsibilities	21
Discrimination.....	21
Harassment.....	21
Vilification	22
Bullying	22
Sexual Harassment	22
Forms of Sexual Harassment	22
Complaints Regarding Equal Opportunity Matters	23

Section 1: Welcome to AWTS

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

We pride ourselves on our professional, flexible learning options and aim to provide you with the best experience possible to achieve your learning goals.

I look forward to hearing of your accomplishments 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

This handbook will help you make an informed decision about enrolling with us and will provide all the information you may require as a student with AWTS.

All-Ways Training Services Pty Ltd

Thank you for considering training with us.

AWTS is a Registered Training Organisation (RTO) registered with the VET Regulator, under RTO Code 91523. We are dedicated to providing industry-based training which complements high pressure water jetting operations in a range of environments, such as offshore processing and subsea, underground/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 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. Essentially this means that your trainer comes from a technical and industrial high pressure water jetting background (WOMA), while AWTS takes care of full compliance with all industry and registered training organisation standards.

Service Commitment

AWTS is committed to providing quality training and assessment services, delivering:

- Training and assessment services that meet industry needs and trends;
- High quality, innovative and engaging training;
- A student-centred approach;
- A supportive and open learning environment;
- Qualified trainers and assessors with the necessary skills and experience;
- Training which is continuously reviewed and improved;
- Qualified, competent and confident students to the industry.

Training Programs

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

If you are unsure which course best suits your requirements, please contact us and we will be happy to discuss the options.

Nationally Recognised Courses

Skillset	Unit of Competencies in Skillset
MSMSS00017 – Use high pressure water jetting equipment (Release 1)	MSMPER200 - Work in accordance with an issued permit (Release 1) MSMWHS110 - Follow emergency response procedures (Release 1) MSMWHS200 - Work safely (Release 3) MSMWJ202 - Use high pressure water jetting equipment (Release 1)
MSMSS00018 – Operate a high pressure water jetting system (Release 1)	MSMPER200 - Work in accordance with an issued permit (Release 1) MSMWHS110 - Follow emergency response procedures (Release 1) MSMWHS200 - Work safely (Release 3) MSMWJ304 - Operate a high pressure water jetting system (Release 1)
MSMSS00005 – Operate a drain cleaning system (Release 2)	MEM09002B Interpret technical drawing (Release 1) MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ302 Operate a drain cleaning system (Release 1)
MSMSS00006 – Operate a vacuum loading system (Release 2)	MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ303 Operate a vacuum loading system (Release 1)

We also offer any Unit of Competency listed in the above skillsets.

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.

Locations

AWTS has training sites in WA and NSW. We are also able to offer on-site training (by arrangement).

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Section 3: Pre-enrolment Information

Admission Criteria

To enrol in any of the nationally accredited courses run by AWTS, the following criteria must be met:

1. Students must be 18 years of age or older.
2. Students must meet the required level of language, literacy and numeracy skills for the course.
3. Due to Health and Safety legislation and requirements of the job, students are required to advise AWTS of any learning or physical disabilities. Students must be able to undertake the following physical duties:
 - a. Climb on platforms;
 - b. Stand for long periods of time;
 - c. Support a pushing or pulling force;
 - d. Lift, push and pull in accordance with Safe Work Australia Guidelines.
4. Provide one form of Government issued photo identification e.g. Driver's Licence, Passport.
5. If an Australian Citizen or Permanent Resident; copy of Medicare Card, Australian Birth Certificate or Australian passport.
6. If not an Australian Citizen or Permanent Resident; copy of passport. With student's permission, AWTS will then conduct a VEVO check to ensure eligibility to study.
7. USI (Unique Student Identification) must be provided. If you do not have a USI, please go to <https://www.usi.gov.au> to obtain one.
8. For training conducted at locations other than AWTS sites, proof of the student's induction on the agreed training site must be supplied.

Where a student requests AWTS to waive any admission criteria for a special circumstance, the Director (or Director's delegate) will have sole discretion as to whether we will proceed with enrolment.

Entry Requirements

If attending an Operator course (MSMSS00018 - Operate a high pressure water jetting system), there are 2 pre-requisites for the unit MSMWJ304 - Operate a high pressure water jetting system:

1. Evidence of a minimum of 120 hours experience on a variety of Class B water jetting tools e.g. gun, flexi-lance, tank cleaning head. Evidence may be in the form of a Log Book or a Statutory Declaration, or where the course has been booked by a student's employer, an Evidence Letter on letter-headed paper from the employer; AND
2. Students must already hold MSMWJ202 – Use high pressure water jetting equipment. (Students who do not hold this unit but hold MSMSS00003 – Use high pressure water jetting or MSMSS00004 – Operate a high pressure water jetting system may apply for Recognition of Prior Learning, please contact us for details)

Note: The Operator course is the only AWTS course with entry requirements (stipulated by the training package).

Unique Student Identifier (USI)

You will need a USI in order to enrol with AWTS. Legally, a Registered Training Organisation (RTO) can only issue a Vocational Education and Training (VET) qualification or a VET statement of attainment to someone with a USI, unless that person has been granted an exemption.

If you do not know your USI or do not already have a USI, please visit the USI website:

<https://www.usi.gov.au/students/get-a-usi>

AWTS has policies in place to ensure that student USI's are not collected, used or disclosed to anyone other than the student or for any purpose other than those set out in legislative guidelines.

If you wish to apply for an exemption from having a USI, you must complete the online application available here: <https://www.usi.gov.au/students/individual-exemptions>

The actual and potential consequences of not being assigned a USI include:

- you will not be able to obtain an authenticated VET transcript through your USI account which provides consolidated information about any VET courses, modules or units of competency undertaken by you since 1 January 2015
- your transcript will not include information on any VET study you did while you had an exemption. If you decide to get a USI in the future, you won't be able to provide your transcript to an RTO which may assist with enrolments or credit transfers.

Change of Employment Conditions

If at any time between enrolment and the issuing of certification a student's employment status changes, the student may, in writing, alter their enrolment information/instruction.

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

If a student has successfully completed a training course but their employer does not pay the appropriate course fees to AWTS, a student may pay for the course themselves, at the advertised rate, to obtain their certification.

Your Rights if AWTS/WOMA Cease Trading

In the unlikely event that AWTS or WOMA cease trading after you have enrolled with us, we will:

- Refund any course fees already paid
- Refer you to another RTO.

Course Scheduling

All courses (with the exception of corporate group bookings) must have a minimum of five participants in order to run. The maximum number of students per course is always ten. Courses are scheduled in advance but AWTS reserves the right to move course dates where necessary. If we need to move course dates, we will advise students as early as possible and we will work with them to find suitable alternative course dates.

Individual Needs

We are committed to addressing your individual needs as much as possible. We're happy to discuss your individual needs prior to (or upon) course commencement and will do our best to meet them. A list of External Support Services is available on our [website](#).

The courses we offer are all short in duration (2 days or less) and are prescriptive in technical content. Our trainers/assessors will work with you to draw on and incorporate your existing skills, knowledge and experience. We will also take into consideration your language, literacy and numeracy needs, your personal welfare needs and your academic study needs. Please ensure that you inform us of your individual needs as soon as possible.

Self-Study

Upon enrolment, you will be sent the Course Workbook for self-study purposes. To ensure that you are ready for the course, you are encouraged to read the document prior to attending. If you have any concerns or questions regarding the self-study materials, please contact us.

Enrolment Checklist

The following checklist indicates all of the information/documentation you will need to complete your enrolment.

Register for a USI/have your USI number available (this must be entered on your enrolment form)	<input type="checkbox"/>
One form of photo identification, for example: <ul style="list-style-type: none"> • Current Driver's License • Passport 	<input type="checkbox"/>
Medicare Card, Australian Passport or Australian Birth Certificate if you have one	<input type="checkbox"/>
Copy of your passport if not an Australian Citizen	<input type="checkbox"/>
RPL Application (if relevant)	<input type="checkbox"/>
Credit Transfer Application (If relevant)	<input type="checkbox"/>
If seeking RPL/Credit Transfer: Any qualifications, certificates, statements of attainment	<input type="checkbox"/>
If enrolling in Operator Skillset or Operator Upgrade course: Log Book, Statutory Declaration or Evidence Letter from employer	<input type="checkbox"/>

Section 4: Student Rights and Responsibilities

Please familiarise yourself with the following guidelines regarding your obligations as a student.

Attendance and Punctuality

Attendance is recorded each day. These records are required for both learning and health and safety reasons. 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 there is 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 before leaving.

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. 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.

Fit for Work

Students who are not fit for work (appear to be under the influence of alcohol, drugs or other illegal substances, or falling asleep in class) or who do not have the correct PPE, will not be allowed to take part in the training course for health and safety reasons. 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 (see 'Behaviour' heading above and 'Assessment' heading below).

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.

Breaks

Your trainer will advise timings 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

AWTS will provide morning tea (tea, coffee and biscuits available), however students will need to provide their own lunch. There are lunch bars within walking distance of AWTS venues.

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 as soon as possible.

Personal Protective Equipment (PPE)

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.

Assessment

The details of how we will assess you are contained in Section 5 of this handbook. Your duty as a student is to ensure that you comply with all assessment rules. The following will not be tolerated and will result in expulsion from the training course with no refund of fees:

Cheating - All assessments must be 100% your own work. Cheating or using another person's work as your own 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.

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 required to ensure that AWTS can provide support or treatment should an emergency arise.

Emergency procedures and exit plans will be discussed during the AWTS site induction and 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/WOMA in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of AWTS/WOMA;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Feedback

AWTS values all feedback as it assists us with continuous improvement. Students are encouraged to provide any positive and/or constructive feedback they have about our courses and/or facilities.

Students will be provided with a questionnaire and opportunities to provide feedback during the course, however feedback can be provided at any time.

Complaints

We take all complaints very seriously and will work with you to resolve any issues as quickly as possible. If you have a complaint, please view our Complaints Policy on the AWTS [website](#).

Learner Support Services

AWTS understands that there are 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 who require additional support and assistance to undertake or complete their learning. A list of External Support Services is available on our [website](#).

Making the Most of your Training

We want you to get the most from your training opportunity. Please ensure that you:

- Attend all training sessions and complete all required reading and learning activities;
- Are a willing student;
- Work with fellow students;
- Respect the opinions of others;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the assessor;
- Complete and submit all assessments and tasks on time, using clear and concise language;
- Be willing to speak to your trainer/assessor if you do not understand the training activity or assessment task.

Section 5: Course Information

Nationally Recognised Training Programs

Nationally recognised training programs are competency based, meaning that assessments measure a student'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.

Each qualification and skillset has 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 recognised 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, a student must 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 provide to you set out the exact requirements for evidence for each unit/course.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard;
- Understanding of why the job should be done in a particular way;
- Able to handle unexpected issues or problems;
- Work well with others in a team-based environment;
- 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 the process of collecting evidence and making judgement on whether competency has been achieved. It confirms whether a student has performed to the standards expected in the workplace and as expressed in relevant competency standards.

Assessment activities and expectations will be explained to students at course commencement and are outlined within learner/assessment resources. An assessor will also be available during the course if you have any questions.

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.

Various assessment tasks and activities may be included in your assessment, such as:

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

Reassessment

A reassessment will take place when a student does not meet competency requirements during an assessment. Before reassessment, the trainer/assessor will provide feedback regarding the area deemed 'not yet competent'. During reassessment, students may be asked to repeat whole tasks or components of tasks and the trainer/assessor will be available for support and guidance throughout.

If you would like to know more, our Assessment Policy can be viewed on our [website](#).

Assessment Results

Assessment results will be 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 party unless a written request, signed by the student, has been received.

Appeals

You have the right to appeal any assessment decision we make and all appeals will be handled promptly. If you would like know more, our Appeal Policy can be viewed on our [website](#).

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of students and AWTS must ensure that these requirements are met before a student commences a course.

AWTS has processes built into enrolment and training delivery strategies to identify potential learning support needs and gives opportunities for potential students and enrolled students to self-identify where difficulties might exist.

Where a student self-identifies a language, literacy or numeracy support need, AWTS may use a document designed by an LLN Specialist to further assess student needs. AWTS will work with students to determine any learning needs before training commences so that we can offer the appropriate support. Students can discuss any language, literacy and numeracy concerns with our training staff in confidence.

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/>

Special Needs and Reasonable Adjustments

Students with any disabilities, impairments or special needs are encouraged to discuss their needs with AWTS at enrolment. AWTS will carefully consider 'reasonable adjustments' to learning and assessment processes where it will assist students in the completion of their qualification. There may however be circumstances where it is either not reasonable or reasonably practicable for AWTS to accommodate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

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

- Climb on platforms;
- Stand for long periods of time;
- Support a pushing or pulling force;
- Lift, push and pull in accordance with Safe Work Australia Guidelines.

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

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 to 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.

Where a student's employer has paid for a course, a PDF copy of the certificate will be emailed to the employer, unless the student advises us otherwise. Certificates will not be sent to any third parties without the prior written permission from the student.

Duplicate or replacement copies of certificates incur a fee.

Flexible Delivery

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.

Recognition of Prior Learning (RPL)

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

Where a student believes they already hold the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, the student should contact AWTS for further information and an RPL application form.

Recognition Process

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.

RPL 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 that recognition is an assessment process not an assumption of competence. 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 provided to support a claim of competency must be the originals rather than copies - original documents will be photocopied and returned to the student. It is also expected that any evidence submitted is the student's own and if any part of the work is the work of others, this should be 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. Please contact us if you need more information in relation to VOC.

Credit Transfer (CT)

AWTS recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer (CT). 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 which the student is enrolled or is intending to enrol. Students are required to formally apply for CT and if successful, students are not required to undertake learning in the unit/s again.

AWTS can only offer CT for current release Units of Competency (UOC), under a skillset the student is enrolled in. A list of current UOC's for each skillset is available here: www.training.gov.au.

Please contact use if you wish to apply for CT.

Trainers and Assessors

All AWTS trainers and assessors are qualified in both training and assessment, and the vocational area in which they are delivering. They have a wealth of practical experience and have ongoing professional development plans to maintain their currency in industry.

Section 6: Policies and Additional Information

The following additional information may be viewed on our [website](#):

- Access & Equity Policy
- Appeals Policy
- Assessment Policy
- Complaints Policy
- Enrolment Policy
- Privacy Policy
- Records Management Policy
- Refund Policy
- Work Health and Safety Policy
- External Support Services
- Student Handbook (this document)

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 on request.

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. When records are sent through the post, trackable satchels are used.

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

Course Fees

Individual course fees can be viewed on our [website](#). For corporate group bookings, please contact us to discuss your needs.

Individual enrolments:

Course fees are payable in advance and enrolments are considered tentative until payment is received. Payment can be made by Visa, MasterCard or direct bank deposit.

Corporate booking enrolments:

All fees must be paid prior to the course, or a Purchase Order must be received from an approved debtor, before enrolment will be confirmed. For all bookings over 2 days, a 30% non-refundable deposit is required at the time of the booking.

For both private and corporate accounts, certificates will **not** be issued until payment has been received.

Our additional fees and charges are as follows:

Additional Fees & Charges	Cost (incl. GST)
Credit Transfer Assessment	No charge
RPL application per UOC	\$1,300
RPL application per Skillset - 4 Units of Competency	\$2,500
RPL application per Skillset – 5 Units of Competency	\$3,000
Transfer existing enrolment to a different student	\$50
Late Payment Fees (for each late payment) for payments over 90 days late. Charged at \$40/month late after 90 days overdue.	\$40
Document Re-Issue (where the original has already been sent to the student):	
<ul style="list-style-type: none"> • Re-issuing a certificate or statement of attainment 	\$50
<ul style="list-style-type: none"> • Re-issue of HPWJ Pocket Card 	\$50

For corporate group bookings, 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 for non-payment of overdue fees.

AWTS will apply any relevant statutory cooling off period.

Transfer of Enrolment

If you need to change your course or course dates, the following conditions apply for a transfer of enrolment:

- a) **Transfer to another date** – Students may transfer to another course date, providing they make a request in writing a minimum of 7 days in advance. The transfer is subject to course availability.
- b) **Transfer to another course** – Students may transfer to another course, providing they make a request in writing a minimum of 7 days in advance. The transfer is subject to course availability.
- c) **Transfer to another student** – Where a student wishes to transfer their enrolment to another person, or where a corporate client wishes to make changes to the students attending a course, they must make a request in writing a minimum of 7 days in advance. An administration fee of \$50, per new person enrolled, is applicable for all transfers to another student.

Equal Opportunity

AWTS is committed to equal opportunity policies and principles and will not tolerate discrimination or 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 recognises and respects the diversity of employees, contractors and students, and will provide a work/study environment free from harassment, vilification and bullying.

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.

If an employee, contractor or student feels harassed, vilified or bullied, they are encouraged to inform the person that their 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 Director 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 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;
- Support the person in saying no to these behaviours;
- Act as a witness if the person being harassed decides to lodge a complaint.

A list of External Support Services is available on our [website](#).

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.

Direct and indirect discrimination are both 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

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a 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.

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 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.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person towards another that: intimidates, degrades or humiliates the other 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.

Sexual Harassment

AWTS will not tolerate any form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment.

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 or similar, 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.