



**trainwest**  
training your future

# **TRAINWEST STUDENT HANDBOOK**

## Handbook Disclaimer

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

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

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# WELCOME

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Thank you for choosing Trainwest. This information handbook has been compiled for your Vocational Education and Training (VET) course. You are required to read and understand the content before you commence your course.

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

Many factors contribute to the Trainwest difference, including:

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

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

## Our Mission

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

## About Us

At Trainwest, we aim to deliver a first-class learning experience that equips you with the skills and knowledge needed for success in today's competitive workplace. We believe that education should be practical, relevant, and aligned with industry standards, so every course we offer reflects the latest practices and technologies used across various sectors.

As a Registered Training Organisation (RTO), (**Provider 51807**), we are committed to providing nationally recognised training that meets Australia's rigorous Vocational Education and Training (VET) standards. This means you can be confident that your training at Trainwest is high quality and recognised across the country.

Our scope of registration enables us to offer a range of courses designed to meet career pathways and industry needs. You can view our scope of registration online at [training.gov.au](https://training.gov.au).

We take pride in the quality of our services and are always looking for ways to enhance your learning experience. Whether upskilling, starting a new career, or expanding your knowledge, Trainwest supports your journey to success.

## Our Difference

### We make our training courses attainable:

- With flexible training options, including clustered delivery, our courses can be spread over several weeks or months, making it suitable for busy lives and FIFO workers.
- Our centrally located training centre provides convenient access to public transport.
- Payment plan options are available for courses over \$1,500.

### We offer a personal training touch, not just an online facility:

- All students are treated as individuals, not just as another number.
- We offer a personal experience throughout the learning journey.
- We have highly regarded and enthusiastic Trainers and Assessors employed full-time, not casual contractors who come and go.
- All our employees are genuinely interested in supporting students when help is needed, offering support beyond the course.
- Our friendly Student Services Team promptly answer student calls and responds to emails.
- We consistently receive a 4.5 out of 5 rating from our students.

### Our training courses are focused on getting you qualified and upskilled in the real world:

- Our courses focus on practical application rather than theory.
- Our Trainers and Assessors will share with you their real-world experiences.
- We believe in maximising what you can immediately transfer back to the job. Otherwise, it is not worth taking you off the job for training.
- Our courses are regularly revised with input from past students, other Trainers and research to ensure the content is relevant, reliable, current, and fresh.
- We hold your interest through the effective use of instruction, discussion, interactive, experiential learning activities, case studies, audio-visuals, role plays, assessment activities, planning tools, and more.

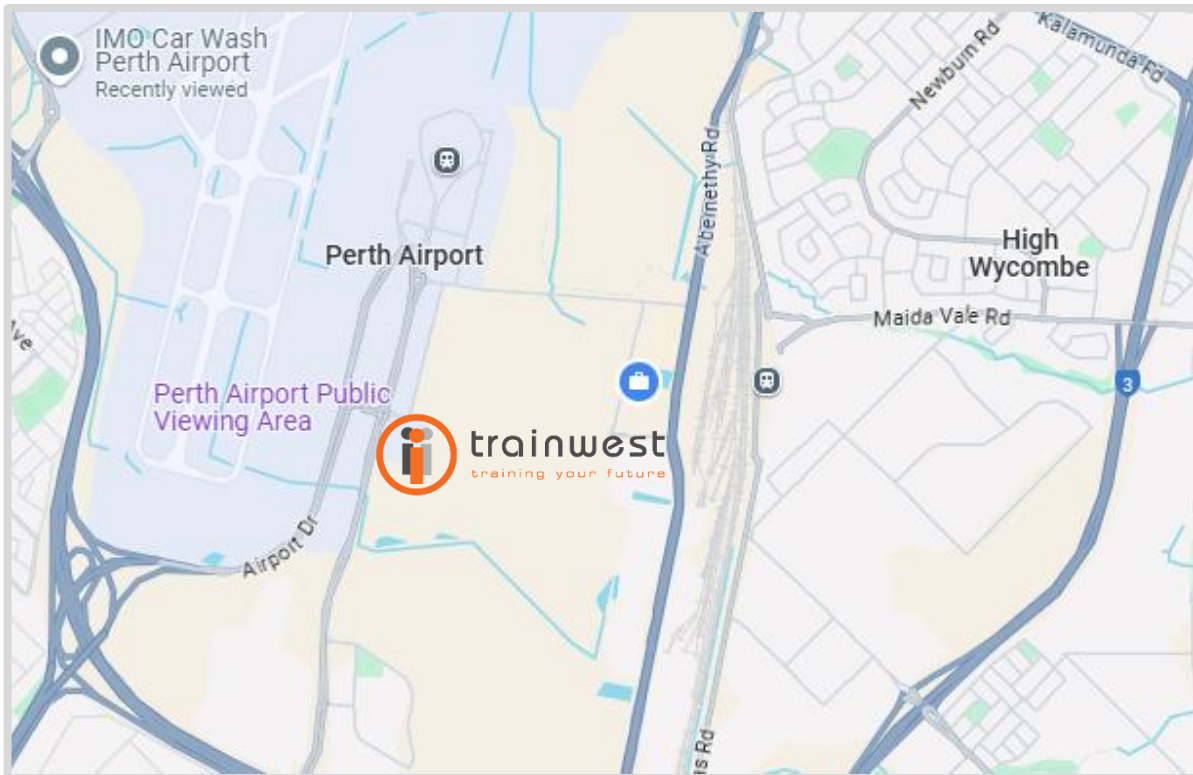
## Contact Us

Please contact us with any queries regarding your experience with Trainwest.

Phone            **1300 938 411**  
Email             **[admin@trainwest.com.au](mailto:admin@trainwest.com.au)**  
Website          **[www.trainwest.com.au](http://www.trainwest.com.au)**

## Find Us

**Level 1, 23 Abbott Road, Perth Airport, WA, 6105**



# GOVERNANCE AND LEGISLATION

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As a Registered Training Organisation (RTO), Trainwest is authorised by the **Australian Skills Quality Authority (ASQA)**, the National Regulator, to deliver nationally recognised training in the Vocational Education and Training (VET) sector. RTOs issue qualifications and statements of attainment that are nationally recognised in Australia.

## Legislative Requirements

Trainwest adheres to legislation specific to nationally recognised training, including:

- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*
- *Credential Policy*
- *Financial Viability Risk Assessment Requirements 2021*
- *Data Provision Requirements 2020*
- *Australian Qualifications Framework*
- *National Vocational Education and Training Regulator Act 2011*
- *Student Identifiers Act 2014*
- *Student Identifiers Regulation 2014*
- *Disability Standards for Education 2005.*

Other legislative requirements at a **State and Commonwealth** level include:

- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988*
- *Competition and Consumer Act 2010*
- *Fair Work Act 2009*
- *Work Health and Safety Act 2020.*

## Student Policies

The following policies underpin Trainwest's operations:

- *Access and Equity Policy*
- *Complaints and Appeals Policy*
- *Fees and Refunds Policy*
- *Privacy Policy*
- *Support Services Policy*
- *Work Health and Safety Policy.*

Visit our **website** or contact our Student Services Team for more information.

# ROLES AND RESPONSIBILITIES

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The following responsibilities apply to Trainwest employees and our students.

## Trainwest Responsibilities

As an RTO, it is our responsibility to:

- Provide you with clear information about your course prior to enrolment
- Assist you to determine the most appropriate course to meet your needs
- Provide you with information about fees and refunds as per our **Fees and Refunds Policy**
- Provide you with clear confirmation information after enrolment, including venue, catering, and parking information
- Only employ qualified Trainers and Assessors who are subject matter experts with the appropriate vocational experience
- Provide you with support, which may include making reasonable adjustments where possible to accommodate your needs
- Provide you with quality resources to support your learning
- Provide you with post-course support, including free workshops, telephone and email assistance, and face-to-face mentoring (fees may apply)
- Assess your submitted assignments within 30 days of submission
- Provide you with written and/or verbal feedback on your assessments
- Provide you access to our **Complaints and Appeals Policy**
- Issue you with a qualification or statement of attainment certificate within 30 days of competency being achieved
- Provide you with access to your student records if requested.

## Student Responsibilities

As a student, it is your responsibility to:

- Carefully read all pre-course information provided to you as it contains important information about your chosen course and venue, including start and finishing times, parking, and catering arrangements.
- Advise our Student Services Team before attending your course of any factors that may affect your ability to successfully undertake the course, such as physical or other limitations, literacy, language, numeracy difficulties, and digital skills needs. This will help us advise you about the suitability of the course and consult with you about adjustments that could be made to improve your learning experience.
- Provide correct personal details requested at enrolment, including your **Unique Student Identifier (USI)**.
- Pay all course fees as per your invoice and the information in this handbook.
- Attend your course during the required hours and participate actively and enthusiastically in all training activities.
- Behave courteously and respectfully towards your Trainer, Assessor, other Trainwest staff and students.
- Not attend face-to-face training if you are unwell.
- Advise our Student Services Team if you are unable to attend a course as soon as practicable
- Wear suitable attire for all classes to maintain a comfortable and professional learning environment, including personal protective equipment (PPE) when required. Activewear and thongs are not considered suitable.
- Take responsibility for your learning.
- Discuss any concerns with our Student Services Team, your Trainer, and/or Assessor.
- Seek support in completing your assessments as appropriate.
- Comply with the **Student Code of Conduct** at all times.

# ENROLMENT PROCESS

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Trainwest provides potential students with all course information prior to enrolment, which includes:

- Course content and structure
- Duration and delivery modes
- Entry requirements and prerequisites
- Assessment methods and requirements
- Resource requirements
- Pathways and career outcomes
- Policies on refunds, withdrawals, and transfers
- Fees and payment options
- Credit transfer (CT) processes
- Recognition of prior learning (RPL) processes
- Support services
- Student rights and responsibilities.

To submit an enrolment application, you can:

- Contact our Student Services Team on 1300 938 411 or [admin@trainwest.com.au](mailto:admin@trainwest.com.au)
- Visit our [website](#) or our Training Centre at [Level 1, 23 Abbott Road, Perth Airport, WA 6105](#).

Our team will review the application and send an invite to complete our LLND assessment. This ensures the course is suitable and helps identify any support that may be required. Following a review of the results, our team will provide advice on course suitability before confirming enrolment.

## Entry Requirements

Trainwest courses may be subject to meeting certain training product entry requirements and course prerequisites. Details of these requirements are outlined in course information on our website, brochures, and provided to you by our team.

Entry requirements may relate to things such as:

- Previous workplace experience
- Completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy (LLN) skills appropriate for successful completion of the course and for effective performance in the workplace
- Digital skills required for specific courses
- Access to a relevant workplace and job role where the required competencies can be learned and practised
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course-specific materials such as personal protective equipment (PPE) or other tools of trade.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all AQF certificates gained regardless of the provider.

Trainwest cannot issue an AQF Qualification or Statement of Attainment certificate without a USI. Students are required to provide their USI upon enrolment.

If you do not have a USI, please create one at [usi.gov.au/students/create-your-usi](https://usi.gov.au/students/create-your-usi).

## Access and Equity

At Trainwest, we are committed to providing a learning environment that supports fair, inclusive, and equitable access for all students. Our Access and Equity commitment ensures that individuals are not disadvantaged in their training and assessment due to their personal characteristics, background, or circumstances.

We uphold the principles of:

- **Equity:** Everyone has access to the same opportunities and support to succeed in their training.
- **Fairness:** All students are treated with respect and assessed on the same standards, regardless of their individual differences.
- **Inclusion:** Our practices are designed to welcome and support the diverse needs of our learners.

Trainwest prohibits discrimination based on factors including, but not limited to:

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

Trainwest ensures all students have the right resources available to allow the successful completion of their course. All Trainwest staff are responsible for upholding our commitment to access and equity principles.

For more information read our [Access and Equity Policy](#).

# STUDENT SUPPORT

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At Trainwest, we provide all students with the support they need to succeed throughout their learning journey. Whether you are facing academic challenges or personal concerns, our range of student support services is here to assist you.

We aim to create a positive, inclusive, supportive environment where every student can thrive.

We are committed to the welfare of our students and acknowledge some, at times, may require support.

If you need help, please don't hesitate to contact our Student Services Team, who will ensure you receive the assistance you need.

## Support Services

We understand that every student learns differently; sometimes, you may need additional help with your course. Support includes:

- **Trainer & Assessor Assistance:** Our experienced Trainers and Assessors provide guidance, feedback and support throughout the course.
- **Flexible Learning:** Learning materials, feedback, and assistance are accessible whether studying in person or remotely.
- **Post-Course Workshops:** Attend free post-course workshops to work on assessments with support from a Trainwest Trainer and Assessor.
- **Personal Coaching:** Access one-on-one support with a Trainer and Assessor (with the first two 30-minute sessions provided free of charge for certain courses).
- **Wellbeing Support:** Wellbeing services and referral options are available to assist students in managing personal or study-related challenges during the course.
- **Enrolment Extensions:** Request an extension if you are impacted by unforeseen circumstances that prevent you from completing your course within the specified duration.

We are committed to creating an inclusive learning environment. If you have a disability or specific learning needs, our tailored support services include:

- **Accessible Learning Materials:** Adjustments to ensure all materials are accessible.
- **Reasonable Adjustments:** Changes to the way training and assessments are delivered to suit your individual needs.
- **Assistive Technology:** Access to tools and technology to assist learning.

If you are experiencing difficulties and require counselling or personal support, there are several professional organisations who offer services to help, including:

- **Lifeline:** 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- **Beyond Blue:** 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- **Salvation Army:** 13 SALVOS (13 72 58) or [www.salvationarmy.org.au](http://www.salvationarmy.org.au)
- **Foodbank:** 9258 9277 or [www.foodbank.org.au](http://www.foodbank.org.au).

# TRAINING DELIVERY

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Trainwest delivers courses by appropriately qualified and experienced Trainers and Assessors using various methods. We offer training via:

- Face-to-face classroom
- Virtual classroom
- Online learning
- Inhouse delivery
- Self-paced study
- A combination of the above.

## Competency-Based Training

Competency-Based Training (CBT) is an approach to teaching that allows students to demonstrate their ability to do something. Used in the Vocational Education and Training (VET) sector, CBT develops concrete skills and is typically based on a standard of performance expected in the workplace and industry.

## Training and Assessment Strategies

Our training and assessment strategies and practices promote flexibility in training and assessment. This means we will work with you to provide options that are responsive to your individual needs and that maximise learning outcomes and access to learning activities while maintaining the integrity of the training product.

## Trainers and Assessors

Trainwest Trainers and Assessors are appropriately qualified and have extensive, relevant industry experience to train and assess our courses.

On occasion, an industry expert may contribute to the course in conjunction with a fully qualified Trainer/Assessor. Students are advised of if this may be the case.

## Learning Resources

At the commencement of the course, students are given access to learning materials in hard copy and/or digital format. Textbooks may be provided.

Students may need to supply their own resources for certain courses. Information on all resource requirements is provided prior to enrolment.

## Canvas LMS

Canvas is our online learning platform that provides students with 24/7 access to course materials, assessments, communication tools, and progress tracking. Students can view and download training resources, submit assessments, receive feedback from Trainers and Assessors, track key dates and progress, and participate in online discussions. Canvas helps students stay organised, connected and engaged throughout their learning journey.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves judging an individual's skills and knowledge based on past study and/or experience.

RPL aims to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

You may be eligible to apply for RPL for one or more units of competency in your course.

To apply for RPL, you must provide evidence that demonstrates you have already achieved the skills and knowledge required by the unit(s) of competency.

Your evidence must:

- Clearly demonstrate that you meet the performance outcomes, knowledge and skills requirements of the unit(s)
- Be your own work and be able to be verified as authentic
- Be recent enough to show your skills and knowledge are current
- Be relevant to the specific requirements of the unit(s) being assessed
- Be sufficient to enable the assessor to make a sound judgement of competency.

You may be asked to participate in an interview, provide third-party verification, or complete additional assessment activities to support the assessment decision.

## Credit Transfers

Trainwest accepts and provides credit if you have equivalent units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by either:

- AQF documentation issued by any other RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar.

To apply for a credit transfer, you need to supply a certified copy of your documentation (certificates and/or statements), or your USI transcript.

We will contact the issuing RTO to verify the authenticity of the certificate prior to awarding the credit transfer. If the issuing RTO's registration is not current, we will review the scope history for delivery and assessment of the qualification on the National Register of VET to inform credit transfer application.

## Course Duration

Course duration depends on several factors, including the students' efforts and commitment to attending training, submitting assessments on time, their study load, and whether they have any units eligible for credit transfer or recognition of prior learning.

Further, the level of the qualification being undertaken will also impact your course duration. The **Australian Qualifications Framework (AQF)** summarises the criteria of different qualification levels. It indicates the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level. The AQF expresses the time expected to gain a qualification as equivalent to full-time years.

## Course Extensions

Trainwest recognises that you may be impacted by unforeseen circumstances that prevent you from completing all your course requirements as per the specified duration.

### Extension terms

Extensions are provided as per the following terms:

- You are granted up to a 12-month enrolment period, subject to transition arrangements
- You may request up to two 3-month extensions
- The first approved three-month extension is complimentary
- The second approved three-month extension incurs a fee as per our [Fees and Refunds Policy](#).

### Application process

You should submit an Extension Request Form as soon as the need is identified, but in all cases before the course end date. You can request an Extension Request Form from your Trainer/Assessor or our Student Services Team.

You may be required to submit supporting documentation depending on the reason for the extension, as per the following guidelines:

Supporting Documentation Guidelines	
Application reason	Supporting documentation examples
Accident	<ul style="list-style-type: none"><li>• Officially signed statutory declaration</li><li>• Police report</li><li>• Fire officer report</li></ul>
Bereavement	<ul style="list-style-type: none"><li>• Bereavement notice or officially signed statutory declaration</li></ul>
Medical/illness/disability	<ul style="list-style-type: none"><li>• Medical certificate (issued in-person or online)</li><li>• Letter of support for student disability and accessibility</li></ul>
Other compassionate circumstances	<ul style="list-style-type: none"><li>• Officially signed statutory declaration</li></ul>
Personal safety issues	<ul style="list-style-type: none"><li>• Police report</li><li>• Officially signed statutory declaration</li></ul>
Sporting or cultural commitment	<ul style="list-style-type: none"><li>• Letter from a sporting body</li><li>• Letter from a religious leader or church group</li></ul>
Technical difficulties	<ul style="list-style-type: none"><li>• Proof of help request</li><li>• Officially signed statutory declaration</li></ul>
Work commitments	<ul style="list-style-type: none"><li>• Letter from employer on company letterhead</li></ul>

We will process your extension application, including:

- Review your application on its merits
- Request supporting documentation if required
- Notify you of the decision via email, including an Invoice for second extensions
- Provide you with information on available support services.

# ASSESSMENT PROCESS

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Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. It confirms that an individual can perform to the standard required in the workplace, as specified in a VET course.

## Competency-Based Assessment

Unlike the traditional school system, which grades assessments on a scale from A to Fail, an assessment of Competency-Based Training (CBT) determines whether you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine whether a student can deliver essential outcomes related to the performance criteria within each unit of competency. This means it is conducted to determine whether a student has the required skills and knowledge to perform effectively in the workplace.

If your performance in the assessment does not demonstrate the requirements, rather than fail, Competency-Based Assessment (CBA) means you are marked as 'Not Yet Competent' and more training is required to get to the point of being 'Competent'.

Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' may include, but are not limited to:

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

## Assessment Submissions

Students receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Please talk to your Assessor to clarify anything unclear.

It is the student's responsibility to ensure each assessment item is:

- Submitted by the due date (if applicable) unless an extension has been granted
- Submitted to the Assessor using the nominated submission method
- Fully completed, legible and understandable
- Referenced to relevant sources if required.

## Assessment Resubmissions

If students receive feedback that their submission is 'Not Yet Competent', they will need to provide more evidence to support their claim for competency. This may mean re-doing theory questions, putting extra or more relevant information into a portfolio, or demonstrating a task again.

## Assessment Feedback

Students receive feedback regarding the outcome of their assessment tasks within 30 days of submission.

If students are 'Not-Yet Satisfactory', they will be provided with information on areas of improvement.

Students must be 'Satisfactory' in all assessment tasks to be deemed 'Competent' in a unit of competency.

## Assessment Help

Students need to speak to their Assessor for help on their assessments. They are here to support you and can be contacted on 1300 938 411 or email [admin@trainwest.com.au](mailto:admin@trainwest.com.au).

# STUDENT CODE OF CONDUCT

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Just as Trainwest is responsible for meeting student expectations and legislative requirements, students also have obligations they are expected to meet.

Students are expected to participate with commitment in their studies, regularly submit assessments, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

## Student Misconduct

Trainwest views student misconduct seriously. We expect all students to behave in an honest, respectful, and responsible manner appropriate to a learning environment and in a way that upholds the reputation and integrity of Trainwest.

Examples of student misconduct include, but are not limited to:

- Plagiarism or cheating, including submitting work that is not your own or attempting to gain an unfair advantage in any assessment activity
- Unauthorised audio, video or photographic recording of Trainers, staff, students or training sessions, including virtual classes
- Distribution or publication of unauthorised recordings or content via social media or other platforms
- Inappropriate behaviour in online learning environments, including offensive posts, misuse of discussion forums or disruptive conduct in virtual classes
- Failure to follow lawful and reasonable directions from Trainwest staff
- Failure to comply with Trainwest policies and procedures outlined in this handbook
- Conduct that impairs others' ability to participate in training or assessment
- Behaviour that creates a threatening, unsafe or psychologically unsafe environment
- Assault, verbal, physical or threatening behaviour toward staff or students
- Discrimination, harassment, bullying, disorderly, disruptive, abusive or anti-social behaviour
- Damaging or destroying property belonging to Trainwest or its training venues
- Theft of student or RTO property or equipment
- Persistent lateness or classroom disruption
- Use of profanities, intoxication, or being under the influence of illicit substances
- Breach of the *Privacy Act 1988*.

Consequences of misconduct depend on the nature of the breach but may include:

- Formal reprimand (written warning)
- Suspension from the course
- Reimbursement for damage caused
- Cancellation of enrolment without refund or credit
- Referral of the matter to police where appropriate.

Students found guilty of misconduct have a right to appeal by following our [Complaints and Appeals Policy](#).

## Attendance and Participation

Regular attendance and active participation are essential to successful course completion. Students are expected to attend all scheduled training sessions and engage constructively in learning and assessment activities.

Students must:

- Attend all scheduled classes, workshops and virtual sessions
- Arrive on time and remain for the full duration of sessions
- Participate respectfully in discussions, group work and practical activities
- Follow Trainer and Assessor instructions during training and assessment
- Use digital platforms and learning tools appropriately and respectfully
- Notify Trainwest as soon as practicable if unable to attend due to illness or other circumstances.

Absenteeism, persistent lateness or failure to participate may impact progression, assessment outcomes and course completion.

Trainwest is committed to providing a safe and supportive learning environment. Students are expected to contribute positively to this environment and to raise any concerns through the appropriate channels outlined in this handbook.

## Plagiarism and Cheating

Plagiarism is presenting someone else's work, ideas, or intellectual property as your own without proper acknowledgment. Cheating refers to any attempt to gain an unfair advantage in assessments or exams by dishonest means.

You must submit your own work. Attempting to pass off another person's work, ideas, or content generated by AI tools, such as ChatGPT, as your own is not permissible.

Engaging in plagiarism or improper use of AI tools will result in penalties, including exclusion from units or cancellation of enrolment.

The following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging the source of the information
- Combining multiple 'cut and paste' sections without properly referencing them to form an assessment response
- Presenting work that was done as part of a group as your own
- Using ChatGPT or any AI tool to generate responses without proper attribution or when prohibited by course requirements.

You are expected to use AI tools responsibly and only as per the course guidelines. Misuse of these tools, such as submitting AI-generated content as your original work without proper acknowledgment, will be treated as a violation of academic integrity.

All attempts at plagiarism or cheating, including improper use of AI, will be treated extremely seriously.

## **Bullying and Harassment**

Trainwest is committed to providing a safe, respectful and inclusive learning environment for all students and staff.

Bullying, harassment, intimidation and discrimination of any kind are not tolerated. This includes behaviour that is verbal, physical, psychological or online in nature and that creates a hostile, unsafe or offensive learning environment.

Examples include, but are not limited to:

- Verbal abuse, threats or offensive language
- Intimidating, humiliating or undermining behaviour
- Physical aggression or unwanted physical contact
- Sexual harassment, including unwelcome advances, comments or conduct of a sexual nature
- Discrimination based on a protected characteristic under Australian law
- Online harassment, including inappropriate messages, posts or digital conduct directed at students or staff.

Students who experience or witness inappropriate behaviour are encouraged to report it promptly to their Trainer/Assessor or the Student Services Team. All reports will be handled confidentially, fairly and in accordance with Trainwest policies and relevant legislation.

Breaches of these conduct requirements may result in disciplinary action, including suspension or cancellation of enrolment, depending on the severity of the incident.

Trainwest prioritises the wellbeing and safety of its learning community and will take appropriate steps to maintain a respectful and supportive environment.

## **Smoking, Drugs and Alcohol**

Trainwest is committed to providing a safe and healthy learning environment.

Smoking and vaping are prohibited inside all buildings and within designated smoke-free areas. Smoking is only permitted in approved outdoor areas away from building entrances and in accordance with site requirements.

Students must not attend training or assessment while under the influence of alcohol or illicit substances. Any student who appears to be impaired may be refused entry to class or asked to leave the premises to ensure the safety of all participants.

The possession, use or distribution of illegal substances on Trainwest premises or at any training venue is strictly prohibited and may result in disciplinary action, including suspension or cancellation of enrolment, and referral to authorities where appropriate.

Students who are taking prescribed medication must ensure that it does not impair their ability to participate safely in training and assessment activities.

Trainwest reserves the right to take appropriate action where a student's behaviour compromises health, safety or the learning environment.

## Personal Property

While attending your training sessions at Trainwest, you are responsible for safeguarding your personal belongings. Trainwest is not liable for any lost, stolen, or damaged personal property.

We recommend the following precautions to help you protect your property:

- Always keep your bag, mobile phone, and other valuables with you or in a secure place
- Avoid bringing large sums of money, expensive personal items, or unnecessary valuables

Additionally, any food or containers left in the communal fridge at the end of each week will be disposed of for hygiene reasons. Please take all food items home with you to avoid waste and maintain cleanliness in shared spaces.

## Health and Safety

Trainwest is committed to providing a safe environment for everyone. Our **Work Health and Safety Policy** and related procedures manage and minimise risks.

As a student, you play a vital role in maintaining a safe environment. You are expected to follow all safety instructions, report hazards or unsafe conditions, use equipment properly, and stay aware of your surroundings.

Participating in safety training and adhering to safety guidelines contributes to a safe and productive learning experience for everyone at Trainwest.

# FEES AND REFUNDS

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Trainwest provides students with current and accurate information on all course and associated prior to enrolment as outlined in our [Fees and Refunds Policy](#).

## Fees and Information

Information on fees, costs and refunds is provided on our [website](#), in our marketing materials and by our Student Services Team. This information includes:

- All fees payable and costs involved with the course
- How and when fees must be paid
- How to request a refund
- The conditions under which a refund will be provided
- The student's rights as a consumer.

## Course fees

Course fees depend on the type of course and method of study and may include:

- Tuition
- Administration
- Resources.

## Other fees

Other training and assessment fees may include:

- RPL application
- Resource replacement
- Personal coaching
- Enrolment extension
- Certificate replacement
- Course withdrawal
- Course cancellation.

## Government-funded fees

The relevant program will determine government-funded fees and may include:

- Enrolment fees
- Applicable subsidies
- Eligibility for fee exemption.

## Concession fees

Students of Aboriginal or Torres Strait Islander origin and/or holders of concession cards, like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible for a reduction on government-funded courses.

If you do not have a concession card, contact [Human Services \(Centrelink\)](#) to determine your eligibility.

## Payment Terms and Conditions

Payment terms and conditions are provided to you prior to enrolment. You will be issued a tax invoice upon enrolment and a tax receipt when payment is received.

### Payment options

You can pay your fees through the following payment options:

- Pay the full amount of fees and costs prior to commencement
- Pay the deposit prior to commencement and the remaining fees in instalments as per the agreed payment plan
- Submit evidence of third-party payment arrangements for all fees and costs prior to commencement (e.g. employer, school).

### Payment methods

You can pay your fees by cheque, bank transfer, credit card, or cash.

### Payment plans

Trainwest offers our students payment plan options for courses costing \$1,500 or more.

Payment plans are provided through **EzyPay** as per the terms and conditions outlined in our **Fees and Refunds Policy**.

### Payment responsibility

If payments are not made according to the agreed terms and conditions of enrolment, Trainwest will hold certificates until payment is made in full.

Failure to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

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

### Fee waivers

If you are enrolled in a government-funded course and are experiencing financial difficulty, you may be eligible for fees to be waived.

Please contact Trainwest as early as possible to discuss your options.

## Refund Terms and Conditions

You may request a refund for prepaid fees.

### Refund arrangements

Refunds for scheduled courses are provided as per the following arrangements:

Notification Period	Refund	Fee
<b>Student Withdrawal</b>		
Five (5) or more business days prior to course commencement	100%	\$0
Less than five (5) business days prior to course commencement	100%	\$100
On the date of course commencement	50%	\$0
<b>Student Transfer*</b>		
Five (5) or more business days prior to course commencement	NA	\$0
Less than five (5) business days prior to course commencement	NA	\$100
On the date of course commencement	NA	\$100
<b>Student Deferral</b>		
Complimentary	NA	\$0
<b>RTO Cancellation</b>		
Prior to course commencement	100% of prepaid fees	\$0
After course commencement	100% of unused prepaid fees	\$0

\* Students transferring into another course or method of study must pay the balance of the course fees.

### Refund requests

Contact our Students Services Team to request a refund and submit our Client Refund Form.

No refund will be payable if a student breaches Trainwest policies and procedures.

## **Extenuating circumstances**

Trainwest exercises discretion if you are experiencing extenuating or significant personal circumstances that led to your withdrawal or transfer. In these circumstances, you may be offered a full refund which will be assessed on a case-by-case basis.

Extenuating circumstances may include:

- Illness
- Employment restrictions
- Family or personal matters
- Other extraordinary reasons.

## **Prepaid Fee Protection**

Trainwest protects prepaid fees collected from students through our established banking guarantee with the Commonwealth Bank.

If we are unable to deliver training and assessment services, you will be reimbursed for all prepaid fees.

In the event we are unable to continue to offer a course, or cease to operate as an RTO, we will:

- Support students to continue their course at another RTO where possible
- Support students to transfer to another Trainwest course
- Refund students any unused portion of prepaid fees
- Issue a Statement of Attainment for completed unit(s)
- Return student work where a grade has not been finalised.

# COMPLAINTS AND APPEALS

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You have the right to:

- **Complain** if you are dissatisfied with the training and/or assessment services you have received
- **Appeal** an assessment decision if you feel treated unfairly or discriminated against.

We value student feedback and view complaints as an opportunity to improve our services. All students are encouraged and supported to provide feedback or raise concerns without fear of disadvantage or reprisal. We are committed to responding promptly, respectfully, and fairly to all feedback and complaints, and to using this input to drive continuous improvement across our organisation.

If you have a complaint or an appeal, please refer to our [Complaint and Appeals Policy](#).

## Complaints and Appeals Process

### 1. Lodge the complaint or appeal

#### Informal complaint/appeal:

- In an attempt for early resolution, you are encouraged to raise your complaint/appeal with the relevant person directly involved or speak to our Student Services Team as soon as an issue arises.

#### Formal complaint/appeal:

- If the issue remains unresolved, lodge the complaint/appeal in writing to the Trainwest head office or email [feedback@trainwest.com.au](mailto:feedback@trainwest.com.au), within 28 days of the incident, decision, or allegation. Submissions can be made using our [Complaints and Appeals Form](#).
- The reason for the complaint/appeal should be clearly outlined, and supporting evidence should be included where possible.

### 2. Acknowledge receipt

Trainwest will acknowledge receipt of the complaint/appeal and explain the process in writing within three (3) working days. This includes informing the Complainant/Appellant that they have the right to be assisted by a support person at any meetings relevant to the complaint/appeal process.

### 3. Review the complaint or appeal

- Trainwest will:
  - **Complaint:** Conduct a thorough review, including discussions with all relevant parties, to ensure a fair and impartial investigation that respects the rights and privacy of all involved.
  - **Appeal:** Have a suitably qualified independent panel review the assessment evidence to ensure the principles of assessment and rules of evidence have been implemented. Recommendations from this moderation activity will inform the outcome of the appeal.
- You will be provided the opportunity to present their case formally.
- You will receive regular updates on the progress of the matter until it is resolved.
- The principles of procedural fairness and natural justice will be applied at each stage of the complaint/appeal process.

## 5. Arrange independent review if necessary

- If the issue cannot be resolved internally, Trainwest will arrange for an independent review.
- You will be allowed to be accompanied by a third party of their choice.

## 6. Provide the outcome

- Trainwest will notify you of the outcome within seven (7) days after making the decision, including details of the decision and reasons.
- If the complaint/appeal requires more than 60 calendar days to resolve, Trainwest will inform you in writing with reasons for the delay and provide regular updates until finalised.
- If you do not respond to communications from Trainwest within 60 calendar days of the initial lodgement, the complaint/appeal will be closed.

# PRIVACY AND CONFIDENTIALITY

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Trainwest takes the privacy of our students seriously and complies with all legislative requirements, ensuring that the collection of information is fair, lawful, unobtrusive and necessary for the organisational functions.

## Student Information

Students' personal information is collected for enrolment purposes, and assessment records are recorded as per the *Standards for Registered Training Organisations (RTOs) 2025* (the Standards).

### Use of student information

- Trainwest is required to collect personal information that is necessary for enrolment into nationally accredited and non-accredited training courses
- This information is required by law to be collected, held, used, and supplied in accordance with the National VET Provider Collection Data Provision Requirements
- Trainwest provides student information to training team members on a need-to-know basis.
- Trainwest uses information collected for the express purpose for which it is collected unless prior consent is obtained from the student
- Trainwest ensures the accuracy of information provided, confirmed through the Student Agreement on the first day of attendance to the course
- Trainwest does not use personal details in direct marketing without obtaining prior written permission from the person concerned
- Students are asked to provide consent prior to taking any photographs or video for marketing purposes and to release or discuss course progress with their employer
- Trainwest will not release any personal information to a third-party without the written consent of the student unless required by law.

### Storage and security of information

Trainwest takes all reasonable steps to protect personal information against misuse, loss, and unauthorised access by implementing the following measures:

- Securing all files in secure physical and electronic locations
- Restricting access to information to relevant team members only
- Destroying information securely after the required retention period
- Ensuring robust computer security, including firewalls, up-to-date antivirus software, password security, encryption of sensitive data, and file permissions
- Regularly updating cyber security protocols and systems to protect against hacking, data breaches, malware, and other cyber threats
- Implementing multi-factor authentication (MFA) for critical systems to enhance security
- Conducting regular IT security audits and testing to identify and address vulnerabilities
- Having cyber security insurance in place to protect against potential financial and reputational damages caused by cyber incidents
- Notifying relevant government bodies and affected individuals as per the **Notifiable Data Breach Scheme** in the event of a data breach.

## Access to your performance information

Trainwest provides access to your personal information upon request to change and update information.

If you wish to access your information, please direct your enquiry to [admin@trainwest.com.au](mailto:admin@trainwest.com.au).

## Disclosure of your information

Trainwest may provide attendance, progress, and participation information, as well as a copy of the outcome of training results to the following parties:

- Schools if you are a secondary student undertaking VET training as part of a school program
- Employers if you are enrolled in training paid for by your employer
- Regulatory Bodies if you are enrolled in a course regulated by another organisation
- Commonwealth and State or Territory government departments and authorised agencies
- National Centre for Vocational Education Research Ltd (NCVER)
- Department of Training and Workforce Development (DTWD).

Trainwest will not supply personal information to any other party without authorisation. Students must complete a Disclosure of Details Consent Form for results or other information to be released to any other third-party not listed above.

### National Centre for Vocational Education Research Ltd (NCVER)

Trainwest is required by law under the *National Vocational Education and Training Regulator Act 2011 (Cth) (NVR Act)* to disclose personal information to the National VET Data Collection maintained by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

Trainwest is authorised by law (under the *NVETR Act*) to disclose personal information to the relevant state or territory authority. From time to time, we may also have to disclose student information due to a court order, subpoena, or warrant, in the course of legal proceedings, or in response to a law enforcement agency request.

### Department of Training and Workforce Development (DTWD).

If you are enrolled in a government-funded course subsidised by the Department of Training and Workforce Development (DTWD), Trainwest is required to collect and report specific student information to comply with funding and regulatory requirements. This reporting ensures that the funding program is administered effectively and aligns with government policies.

### Trainwest Direct Marketing

Trainwest may use students' personal information to provide direct marketing materials, updates, or newsletters related to course enrolments or inquiries. Students are requested to provide media consent and subscribe to marketing emails via the Student Agreement. All other media consent is requested through our Media Consent Form.

Students can unsubscribe from marketing emails anytime by clicking the unsubscribe link or emailing [admin@trainwest.com.au](mailto:admin@trainwest.com.au) with the subject 'Unsubscribe'. Occasionally, students may be contacted via email or SMS to confirm or change course bookings.

Trainwest does not, and will not, sell personal information to any other party.

## Privacy Notice

Under the *National Vocational Education and Training Regulator Act 2011* (NVR Act), RTOs are required to disclose your personal information to the National Centre for Vocational Education Research Limited (NCVER). This privacy notice outlines how we manage that information.

### Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a VET course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian Vocational Education and Training (VET) sector.

We are also authorised by law (under the NVR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access, to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the *Privacy Act* and the *NVETR Act*, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the *DEWR VET Privacy Notice* at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact Trainwest to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice.

**Telephone:** 1300 938 411

**Email:** [admin@trainwest.com.au](mailto:admin@trainwest.com.au)

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

# COURSE COMPLETION

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Completion of your course is when you have been assessed as meeting all requirements for your qualification, units of competency, skill set, accredited course, or non-accredited course.

## Issuing Certificates

Upon successful completion of your course, and provided all fees are paid, a Qualification or Statement of Attainment certificate will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course.

All course fees must be paid prior to the issuance of your certificates.

You will receive a digital copy of your certificate. Hard copies can be requested.

## Replacing Certificates

If you require a certificate replacement, please contact our Student Services Team. Upon confirmation of your identity, you may request a digital or hard copy of your certificate.

A replacement digital copy is free, and a replacement hard copy will incur a fee, as per our **Fees and Refunds Policy**.

## USI Transcripts

When you complete your course and receive your certificate, please be aware that it will not appear on your Unique Student Identifier (USI) transcript immediately.

The record of your obtained qualification or units of competency will be available on your USI transcript in the second half of the calendar year following the year you completed your course. For example, if you complete your course in March 2024, your USI transcript will be updated with your certificate in June 2025.

If you need further information or assistance regarding your USI transcript, please visit [www.usi.gov.au](http://www.usi.gov.au).

## Student Feedback

Trainwest is dedicated to constantly reviewing its practices to ensure the best possible outcomes. This approach to continuous improvement relies on input from you, our student, regarding your experiences during your course enrolment.

We welcome feedback anytime but will also specifically ask for it after your study.

You can complete our **Learner Feedback Form** or visit our **website** to provide other feedback.