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.

## Acknowledgement to Country

Trainwest acknowledges the Traditional Custodians of the land on which we work and learn, the Whadjuk Noongar people, and pays respect to Elders past, present and emerging. We extend that respect to Aboriginal and Torres Strait Islander peoples across Australia.

We recognise the continuing connection of First Nations peoples to Country, culture, community and knowledge, and we value the perspectives, strengths and contributions of First Nations students, communities and cultures in education and training.

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# WELCOME

Welcome to Trainwest.

This handbook explains everything you need to know before and during your studies, including enrolment, training, assessment, support services, fees, student responsibilities and where to get help.

If you can't find what you're looking for, please contact our Student Services Team.

## About Trainwest

Trainwest is a Registered Training Organisation (RTO 51807) delivering nationally recognised training designed to support career pathways and industry needs.

Our training is practical, relevant and aligned with current workplace expectations. We aim to create a learning experience that is engaging, supportive and focused on real outcomes. This includes providing flexible training options, quality resources, and access to Trainers and Assessors who bring both vocational expertise and industry experience to the learning environment.

Trainwest is committed to delivering high-quality training and assessment services that meet Australia's Vocational Education and Training (VET) requirements and are 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 Trainwest's scope of registration online at training.gov.au.

### Keystone Training Group

Trainwest is part of the Keystone Training Group, which supports a number of Registered Training Organisations (RTOs) and related education services.

Keystone Training Group provides shared leadership, systems, policies, administrative support and quality assurance across the group. This helps ensure consistent, high-quality services and supports continuous improvement across its operations.

As a student, your enrolment, training and assessment are with Trainwest. This means Trainwest is the RTO responsible for delivering your training and assessment and, where applicable, issuing your qualification or statement of attainment.

You may see Keystone Training Group branding on some policies, forms, systems or communications used by Trainwest. This reflects shared group services and documentation and does not change the RTO you are enrolled with.

# 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 courses focus 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.



## Our Mission

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

## Contact Us

If you have any questions about your course, need support, or are unsure where to go for help, please contact the Trainwest Team.

**Phone**
1300 938 411

**Email**
admin@trainwest.com.au

**Website**
www.trainwest.com.au

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

**Student Services Team**

Our friendly team can assist with enrolment enquiries, course information, support and general questions.

*We're here to help!*

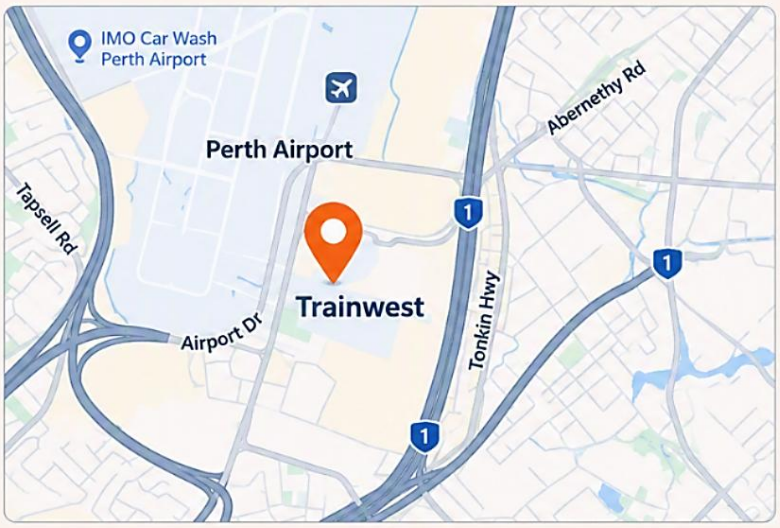
**We're here for you**
Monday to Friday
8:30am – 4:30pm (AWST)

## Find Us

We're easy to find and easy to reach.

**Trainwest Training Centre**

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




**Getting here**

Located near **Perth Airport**

Accessible by **car and public transport**

**Parking** available onsite

**Contact Student Services** if you need help finding the venue

**Scan the QR code** or visit **Google maps**

Tap or scan to open maps

# GETTING STARTED

**Starting a course with Trainwest involves more than completing an enrolment form. Before your training begins, we provide important information and complete checks to help ensure your chosen course is suitable, that you understand what is required, and that any support needs are identified early.**

This may include information about:

- Course structure and delivery arrangements
- Attendance and participation expectations
- Learning resources, equipment and technology requirements
- Fees, payment arrangements or funding requirements
- Assessment requirements
- Available student support services
- Any entry requirements, prerequisites or course-specific conditions.

## Enrolment and Suitability

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

### Pre-enrolment checks

Depending on the course, Trainwest may complete pre-enrolment checks to help confirm that the course is suitable and that you are ready to participate in training and assessment.

These checks may include:

- Review of course information and requirements
- Confirmation of eligibility for enrolment or funding
- Collection of personal details and enrolment documentation
- Language, literacy and numeracy assessment
- Digital skills assessment, where relevant
- Identification of support needs or circumstances affecting participation.

### Course-specific requirements

Some courses may also have additional requirements that must be during the pre-enrolment stage. This information is provided in course materials and on the website.

These requirements may include:

- Prior study or prerequisite units
- Access to a computer and internet connection
- Access to course-specific materials such as personal protective equipment (PPE) or other tools of trade
- Access to a suitable workplace and job role where required competencies can be learned and practised
- Workplace access or practical placement requirements.

## Disability and Additional Needs

Students are encouraged to advise Trainwest before enrolling if they have a disability, medical condition, injury, learning difficulty, English as an additional language, literacy or numeracy difficulty, dyslexia, or any other support need that may affect their ability to participate in training and assessment.

Identifying support needs early helps us discuss suitable support options and, where appropriate, put arrangements in place to help students participate successfully in their course.

Where support needs are identified, Trainwest may:

- Discuss with the student the support that may be required
- Provide support directly where appropriate
- Refer the student to an internal or external support source to assist participation in the course
- Consider reasonable adjustment to training and assessment arrangements where appropriate.

Students who are unsure how to answer questions about disability or additional needs during enrolment are encouraged to speak with Trainwest for guidance.

## Skills Recognition

Trainwest recognises that you may already have relevant skills, knowledge or formal qualifications gained through previous study, work experience or other training. Skills recognition processes help ensure these are considered appropriately and may reduce the amount of training or assessment you need to complete.

Trainwest offers two forms of skills recognition, Recognition of Prior Learning (RPL) and Credit Transfer (CT). These processes are designed to recognise your existing achievements while ensuring all course and regulatory requirements are met.

### Recognition of prior learning

RPL is an assessment process used to recognise your existing skills and knowledge gained through previous study, work experience, training or life experience. RPL may allow you to have existing competency recognised without completing all of the usual training and assessment activities for a unit of competency.

If you apply for RPL, you will need to provide evidence that demonstrates you already meet the requirements of the relevant unit or units. Your evidence must:

- Demonstrate the required skills, knowledge and performance outcomes
- Be your own work and able to be verified as authentic
- Be current enough to demonstrate your competency is still current and relevant to industry requirements
- Preferably relate to work or activities completed within the previous two (2) years, unless older evidence is supported by additional evidence demonstrating ongoing application of the skills and knowledge, or the Assessor determines that the evidence remains current based on the nature of the industry or occupation
- Relate directly to the unit requirements
- Be sufficient for the Assessor to make a sound judgement.

You may also be asked to participate in an interview, provide third-party verification, or complete additional assessment activities to support the assessment decision. Students interested in RPL are encouraged to discuss RPL with Trainwest before or during enrolment.

### Credit transfer

Trainwest recognises credit transfer for equivalent units of competency and/or modules where permitted.

Credit transfer is based on verified evidence such as:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation
- An authenticated VET transcript issued by the Registrar.

To apply for credit transfer, you must provide appropriate evidence, such as a certified copy of your qualification or statement, or your USI transcript.

Trainwest will verify the authenticity of the documentation before granting credit transfer.

Students who believe they may be eligible for credit transfer are encouraged to raise this as early as possible.

## Unique Student Identifier

A Unique Student Identifier (USI) is required for students undertaking nationally recognised training. Your USI creates a secure online record of your nationally recognised training outcomes.

Trainwest cannot issue a qualification or statement of attainment without a valid USI, unless an exemption applies.

If you do not have a USI, please create one at usi.gov.au/students/create-your-usi.

## Confirmation and Induction

Before or at the start of your course, Trainwest will provide information to help you understand what to expect and how to participate successfully in your studies.

### Enrolment confirmation

Once your enrolment has been processed, Trainwest will confirm your course details. It is important that you review this information carefully and contact Trainwest as soon as possible if anything is unclear.

### Course induction

Induction information may include:

- Course schedule or attendance requirements
- How to access learning resources and systems
- How to contact your Trainer, Assessor or Student Services Team
- Key expectations for participation, assessment and conduct
- Where to get support if needed.

If you have any questions before your course begins, please contact the Student Services Team.

# TRAINING AND DELIVERY

**Trainwest is committed to providing a practical, engaging and supportive learning experience that helps students build skills and knowledge relevant to the workplace.**

Your course may be delivered through face-to-face classroom training, virtual classroom sessions, online learning, workplace-based delivery, self-paced study, or a combination of these methods, depending on the course. Trainwest aims to provide flexible training arrangements while maintaining the integrity of the training product and assessment requirements.

## Competency-Based Training

Trainwest delivers nationally recognised training using a competency-based training model. This means your course is designed to help you develop and demonstrate the skills and knowledge required to perform to the standard expected in the workplace.

## Training Delivery

Trainwest delivers training through a range of methods designed to support different courses, industries and student needs.

Depending on your course, training may include:

- Trainer-led instruction
- Class discussions and group activities
- Practical tasks and demonstrations
- Case studies and role plays
- Workplace-based activities
- Independent learning and self-paced study
- Online learning and digital resources.

Your course information will explain how your training will be delivered, what participation is required, and any resources or technology you may need.



**Trainer-led Instruction**



**Practical Tasks**



**Online Learning**



**Group Activities**



**Independent Study**

## Practical and Workplace Relevance

Trainwest places a strong focus on practical application and real-world learning. Our training is designed to help students build skills and knowledge that can be applied directly in the workplace.

This may include the use of workplace examples, practical demonstrations, case studies, role plays, planning tools, interactive learning activities, and trainer insights based on real industry experience.

We aim to make learning relevant, useful and engaging so that students can apply what they learn with confidence.

## Trainers and Assessors



Trainwest Trainers and Assessors are appropriately qualified and bring valuable vocational and industry experience to your course. Their role is to support your learning, explain course and assessment requirements, provide practical guidance, and help you build the skills and confidence needed for the workplace.

Our Trainers and Assessors are committed to creating a positive and engaging learning experience and to supporting your progress throughout the course.

At times, an industry expert may also contribute to training to share current industry knowledge and real-world perspectives. Where this occurs, Trainwest ensures that appropriate training and assessment oversight is maintained by a qualified Trainer and Assessor.

## Learning Resources and Systems

Students will be provided with access to the learning resources and materials required for their course. These may be provided in hard copy, digital format, through an online learning platform, or through a combination of these methods.

Depending on the course, students may also need access to:

- Computer or laptop
- Internet and Wi-Fi
- Specific software or online systems
- Course-specific equipment or materials
- Personal protective equipment where relevant.

Students are responsible for ensuring they can access the required learning resources, systems and technology for their course and are expected to use them appropriately and responsibly.

### Canvas LMS

Canvas is Trainwest's online learning platform and is used to support training delivery, communication and assessment.

Through Canvas, students may be able to:

- Access learning materials and course information
- Submit assessments
- Receive feedback
- Track progress and due dates
- Participate in online discussions
- View course announcements and updates.



Students are expected to use Canvas and other digital learning tools appropriately, responsibly and respectfully.

## Attendance and Participation

Regular attendance and active participation are important to successful completion of your course. Students are expected to attend scheduled sessions where required and to engage constructively in learning and assessment activities.

Students are expected to:

- Attend all required training sessions, workshops or virtual classes
- Arrive on time and remain for the full duration of sessions
- Participate respectfully in class discussions, group work and practical activities
- Complete learning activities and required preparation
- Follow Trainer and Assessor instructions
- Notify Trainwest as soon as possible if they are unable to attend training.

Absence, late attendance or a lack of participation may affect your learning, progress, assessment outcomes and course completion.

## Learning Environment and Safety

Trainwest aims to create learning environments that are welcoming, practical and supportive, so students can feel confident participating, asking questions and developing their skills.

We recognise that students learn best when they feel safe, included and supported. Our learning environments are designed to encourage participation, respect different backgrounds and experiences, and support students to engage in both training and assessment with confidence.

### Respectful learning environment

Trainwest aims to maintain a safe, respectful and inclusive learning environment for all students and staff. Students are expected to contribute positively to this environment and behave in a way that supports learning, safety and wellbeing.

Students are expected to:

- Treat others with courtesy and respect
- Participate professionally and appropriately
- Use digital platforms responsibly
- Follow safety requirements and instructions
- Help maintain a learning environment that is safe, inclusive and free from disruption.

Bullying, harassment, intimidation, discrimination and other behaviour that creates a hostile, unsafe or offensive environment are not tolerated.

Examples of unacceptable behaviour include:

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

### Health and safety in training

Trainwest is committed to providing a safe environment for everyone. Work health and safety requirements apply across all training environments, including classrooms, practical settings, workplaces, online environments and training venues.

Students are expected to:

- Follow all safety instructions provided by Trainwest staff
- Use facilities, equipment and learning resources safely and correctly
- Report hazards, incidents or unsafe conditions as soon as possible
- Behave in a way that does not place yourself or others at risk
- Participate in any required safety instruction relevant to your course or learning environment.

Where training takes place in practical environments, workplaces or simulated settings, additional safety requirements may apply.

### Smoking, drugs and alcohol

Smoking and vaping are only permitted in approved outdoor areas and in line with site requirements.

Students must not attend training or assessment under the influence of alcohol or illicit substances. Students who appear impaired may be refused entry or asked to leave to protect the safety of others.

Illegal substances are strictly prohibited on Trainwest premises and at training venues and may result in disciplinary action or referral to authorities.

Students taking prescribed medication must ensure it does not affect their ability to participate safely.

### Personal property

Students are responsible for looking after their personal belongings while attending training. Trainwest is not responsible for personal property that is lost, stolen or damaged.

To help protect your property, you should:

- Keep bags, mobile phones and valuables with you or in a secure place
- Avoid bringing unnecessary valuables or large amounts of money to training.

Food and containers left in communal fridges may be disposed of at the end of the week for hygiene reasons. Students should take food items home promptly to avoid waste and maintain cleanliness in shared spaces.

## Training Support

If you are experiencing difficulty with your learning, participation, attendance, technology, or understanding course requirements, you are encouraged to seek help as early as possible.

Support may be available through your Trainer, Assessor or the Student Services Team.

## Further Information

For more information, refer to the relevant Trainwest policies and procedures, including:

- Respectful Behaviour and Conduct Policy
- Student Code of Conduct.

# ASSESSMENT AND PROGRESS

**Assessment is an important part of your learning journey. It is the process used to collect evidence and make a judgement about whether you have achieved the skills and knowledge required for a unit of competency.**

## Competency-Based Assessment

Trainwest uses competency-based assessment. This means your work is assessed against the requirements of the unit of competency, rather than being graded on a scale such as A to F.

In simple terms, assessment is not about pass or fail in the traditional sense. It is about whether you have demonstrated the required skills and knowledge yet.

To be assessed as competent, you must show that you can meet all of the requirements of the unit. This may include demonstrating your knowledge, practical skills, ability to apply what you have learned, and successful completion of all required assessment tasks.

Assessment outcomes may include:

- Satisfactory (S) or Not Yet Satisfactory (NYS) for individual assessment tasks
- Competent (C) or Not Yet Competent (NYC) for the unit overall.

If your work does not yet meet the required standard, you may be given the opportunity to provide more evidence, resubmit part of the task, or complete another assessment activity. This means you have the chance to improve your work and demonstrate competency.

### Types of assessment

The methods used to assess your competency will depend on the course and unit requirements. Assessment may include a range of methods, such as:

- Written responses
- Verbal questioning
- Practical demonstrations
- Observations
- Case studies
- Role plays
- Projects
- Portfolios
- Reports
- Workplace documents.

Your Assessor will explain the requirements for each assessment task and what you need to do.



**Written Responses**



**Verbal Questioning**



**Observations**



**Role Plays**



**Projects**

## Academic Integrity

Students are expected to act honestly and responsibly in all assessment activities. This is known as academic integrity.

This means you must:

- Submit your own work
- Acknowledge the source of information or ideas where required
- Only receive help that is allowed under the assessment instructions
- Provide authentic evidence that can be verified as your own
- Not copy, falsify, cheat, collude, impersonate, or misrepresent your work in any way.

Academic integrity is essential to ensure that assessment decisions are fair, valid and reliable.

### Plagiarism, cheating and collusion

Plagiarism is presenting another person's work, ideas or words as your own without proper acknowledgement.

Cheating is any attempt to gain an unfair advantage in assessment.

Collusion involves working with another person inappropriately or submitting work that is not solely your own when individual work is required.

Examples of misconduct may include:

- Copying text from a website, book or another student without acknowledgement
- Submitting another person's work as your own
- Allowing another person to complete your assessment for you
- Sharing answers where independent work is required
- Falsifying workplace evidence, records, observations or third-party reports
- Presenting group work as your own individual work
- Using unauthorised notes, resources or assistance during an assessment
- Impersonating another student or asking someone to impersonate you.

Any suspected breach of academic integrity may be investigated and managed in accordance with Trainwest's policies and procedures.

### Use of Artificial Intelligence (AI)

Artificial intelligence tools, such as ChatGPT and other generative AI tools, must only be used in assessment where this has been clearly permitted by Trainwest or your Assessor.

Where AI use is allowed, you must follow any instructions provided about how it may be used, how it must be acknowledged, and what parts of the task must still be completed by you independently.

Where AI use is not allowed, or where you use AI in a way that breaches the assessment requirements, this may be treated as academic misconduct.

Improper use of AI may include:

- Generating responses and submitting them as your own work
- Paraphrasing or rewriting answers using AI without permission
- Using AI to complete tasks intended to assess your own knowledge or skills
- Failing to acknowledge permitted AI use where required
- Using AI to create false evidence, workplace examples or assessment responses.

If you are unsure whether AI can be used for an assessment, you must ask your Assessor before submitting your work.

## Assessment Submissions

Before completing an assessment, you will be given instructions that explain the purpose of the task, what is required, how to submit it, and any conditions that apply.

It is your responsibility to ensure that each assessment is:

- Submitted by the due date, where applicable, unless an extension has been approved
- Submitted using the required method
- Complete, legible and understandable
- Supported by references or evidence where required
- Your own work, except where collaboration or assistance has been specifically permitted.

If you are unsure about any part of an assessment, you should speak with your Assessor as early as possible.

Late or incomplete submissions may affect your progress and may delay assessment outcomes unless an extension or other arrangement has been approved.

### Feedback and resubmissions

You will receive feedback on your assessment outcome so you understand whether you have met the requirements and, if not yet, what you need to do next.

If an assessment task is marked Not Yet Satisfactory, this does not mean you have failed in the traditional sense. It means you have not yet demonstrated all of the required skills or knowledge for that task.

You may be given the opportunity to:

- Correct or expand your written responses
- Provide further evidence
- Redo part of the task
- Participate in additional questioning
- Complete another practical demonstration
- Resubmit documents or portfolio items.

Your Assessor will explain what further work is required and any relevant timeframe for resubmission. The aim is to support you to continue developing your skills and give you the opportunity to demonstrate competency.

## Assessment Support

Trainwest is committed to supporting students to understand and complete their assessments. If you need help, you should speak with your Assessor as early as possible.

Support may include:

- Explaining assessment instructions and requirements
- Clarifying what you need to do
- Guiding you on submission requirements
- Helping you access learning resources
- Discussing reasonable adjustment where appropriate.

Assessment support is provided to help you understand the task and demonstrate your own competency. It must not compromise the integrity of the assessment or involve another person completing the work for you.

### Reasonable adjustment in assessment

Students with disability, medical conditions, injuries, learning difficulties or other additional needs are encouraged to advise Trainwest as early as possible if support may be required in assessment.

Where appropriate, Trainwest may consider reasonable adjustment to assessment arrangements. Any adjustment must be reasonable and must not compromise the integrity of the unit requirements, assessment standards or regulatory obligations.

Reasonable adjustment may include:

- Use of assistive technology
- Education or learning support
- Alternative assessment methods
- Additional time to complete assessment tasks or course requirements
- Other support strategies that help the student participate on an equitable basis.

Any reasonable adjustment provided must maintain the fundamental requirements of the course and must not compromise the learning outcomes, training product requirements, or regulatory obligations.

Where reasonable adjustment is required, Trainwest will maintain appropriate records of the arrangements and actions taken in the student management system.

## Assessment Decisions and Appeals

If you do not agree with an assessment decision, you have the right to raise the matter and access Trainwest appeals process.

Students are encouraged to speak with their Assessor first if they have questions about an assessment outcome. Where concerns remain unresolved, a formal appeal may be made in accordance with the Complaints and Appeals Policy.

## Monitoring Your Progress

Students are encouraged to keep track of their course requirements, assessment tasks, due dates and feedback throughout their studies.

If Trainwest identifies concerns about your participation, progression or completion, we may contact you to discuss the issue, offer support, or identify suitable actions to help you stay on track.

Early communication is important. If you are experiencing difficulty completing assessments or progressing through your course, you should seek help as soon as possible.

## Further Information

For more information, refer to the relevant Trainwest policies and procedures, including:

- Academic Integrity Policy
- Artificial Intelligence Usage Policy
- Complaints and Appeals Policy..

# SUPPORT AND WELLBEING

**Trainwest is committed to supporting students throughout their learning journey and providing access to support that helps students participate in training, progress through their course, and complete their studies successfully.**

We recognise that students may need support at different stages of their course. Support needs may relate to learning, assessment, language, literacy and numeracy, digital capability, disability, personal circumstances, wellbeing, or other matters that affect participation in training.

## Access, Equity and Inclusion

Trainwest is committed to providing a fair, inclusive and respectful learning environment where all students have equitable access to training, assessment and support.

We recognise and value diversity in culture, language, identity, background, ability, age, life experience and personal circumstances. We aim to create learning environments where students feel respected, included and able to participate fully in their course.

This includes:

- Providing clear and accessible information before and during enrolment
- Applying fair and transparent enrolment, participation and assessment processes
- Identifying barriers to participation and taking reasonable steps to address them
- Supporting students with disability, language, literacy, numeracy or digital capability needs, and other support needs
- Promoting respectful communication and inclusive behaviour across all learning environments.

Trainwest does not tolerate discrimination, harassment, bullying, exclusionary behaviour or conduct that causes cultural harm. Students are expected to treat others with respect and contribute to a learning environment that is safe, inclusive and supportive for everyone.

## Cultural Safety for First Nations Students

Trainwest is committed to providing a culturally safe learning environment for Aboriginal and Torres Strait Islander students. We recognise that cultural safety is more than inclusion. It means creating learning environments where First Nations students feel respected, safe to be themselves, and able to participate without fear of racism, stereotyping, exclusion or cultural harm.

Trainwest aims to support cultural safety by:

- Respecting Aboriginal and Torres Strait Islander cultures, identities, histories and perspectives
- Promoting respectful communication and behaviour in all learning environments
- Encouraging students to raise cultural support needs or obligations that may affect their participation
- Considering reasonable flexibility, where appropriate, in response to cultural obligations or significant personal circumstances
- Supporting access to appropriate services, guidance or referral where needed.

Students who would like to discuss cultural support needs are encouraged to speak with their Trainer, Assessor or the Student Services Team.

## Student Support Services

Trainwest aims to provide a supportive, inclusive and respectful learning environment where students feel comfortable seeking help when needed. We encourage students to raise support needs early so that appropriate assistance can be considered and provided where possible.

Support may be identified before enrolment and throughout your studies. This may occur through:

- Pre-enrolment and suitability processes
- Language, literacy and numeracy assessment
- Information provided by the student
- Trainer or Assessor observations
- Student feedback or support requests
- Concerns relating to participation, progress, behaviour or wellbeing.

Depending on the course and your needs, support available may include:

- Help from Trainers and Assessors with course content and assessment requirements
- Language, literacy and numeracy support
- Reasonable adjustment for students with disability or additional needs
- Access to learning materials and digital learning platforms
- Clarification of course expectations, assessment instructions and study requirements
- Support to navigate course processes and student administration matters
- Referral to internal or external support services where appropriate.

Support is provided in a way that assists students to participate successfully while maintaining the integrity of the training product and assessment requirements.

### Learning and academic support



Students who need help with their learning are encouraged to speak with their Trainer or Assessor as early as possible. Learning support may include assistance with understanding course content, assessment instructions, study planning, navigating learning materials, or identifying ways to improve participation and progress.

Trainwest may also provide guidance on how to access learning resources, use digital systems, and prepare for assessment tasks.

### Language, literacy and numeracy support



Some students may require assistance with language, literacy and numeracy to support successful participation in training and assessment. Trainwest may identify these needs through pre-enrolment processes, LLN assessment, or during the course.

Where support needs are identified, Trainwest may provide assistance directly or discuss appropriate support options with the student. This may include additional guidance, referral, adjustments to support participation, or strategies to help the student engage effectively with the course.

## Digital and study support



Many courses require students to use online systems and digital tools, including Canvas LMS. Students who experience difficulty accessing or using digital learning systems should contact Trainwest for assistance.

Support may include help with accessing course materials, understanding how to use online learning platforms, submitting assessments, or identifying what technical resources are needed for the course.

## Disability, accessibility and reasonable adjustment



Students with disability, medical conditions, injuries, learning difficulties or other additional needs are encouraged to discuss this with Trainwest as early as possible.

Where appropriate, Trainwest may consider reasonable adjustment to support equitable participation. This may include:

- Adjustments to training delivery or learning materials
- Adjustments to assessment arrangements
- Use of assistive technology
- Additional time where appropriate
- Alternative formats or support strategies to assist participation.

Any reasonable adjustment must be reasonable and must not compromise the learning outcomes, assessment requirements or regulatory obligations.

## Wellbeing and personal support



Students may experience personal circumstances that affect their ability to participate in training and assessment. Where appropriate, Trainwest may provide support or referral in relation to:

- Stress, anxiety or personal wellbeing concerns
- Family or caring responsibilities
- Health concerns or temporary personal difficulties
- Financial hardship or other life circumstances affecting participation
- Safety concerns or issues affecting attendance and engagement.

Trainwest may not always be able to provide specialist wellbeing services directly, but can assist students to access suitable internal or external support services where needed.

Students are encouraged to seek help early if personal issues, health concerns, stress, safety concerns, or other wellbeing matters are affecting their studies.

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
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvationarmy.org.au
- Foodbank: 9258 9277 or www.foodbank.org.au.

## Child Safety and Wellbeing

Trainwest is committed to providing a safe, inclusive and supportive environment for children and young people participating in training, assessment and related activities.

Where students under 18 are enrolled or involved in training, additional child safety arrangements may apply across all learning environments, including classrooms, workplaces, online delivery and other training activities.

All staff, students, contractors and third parties are expected to behave in a way that supports the safety and wellbeing of children and young people, maintains appropriate boundaries, and contributes to a respectful and safe learning environment.

Any concern about the safety or wellbeing of a child or young person should be reported immediately to the Child Safety Officer at cso@ktg-training.com.au. Concerns may also be reported to your Trainer, Assessor, a member of the Student Services Team, or management.

Trainwest will take child safety concerns seriously and respond promptly and appropriately in accordance with its policies, procedures and legal obligations.

## How to Access Support

If you need support, you should speak with your Trainer, Assessor or the Student Services Team. Support can be requested at any stage of your course.

Raising a support need early gives Trainwest the best opportunity to work with you and consider suitable support arrangements. Where appropriate, you may be asked to provide additional information so that your support needs can be understood and responded to properly.

## Student Responsibilities

Students also have a role in supporting their own progress. Students are encouraged to:

- Raise support needs as early as possible
- Communicate honestly about difficulties affecting their training or assessment
- Engage with the support offered
- Follow agreed support arrangements
- Maintain contact with Trainwest where ongoing support is required.

## Further Information

Further information about support available to students is provided through Trainwest staff, course information and relevant policies and procedures.

For more information, refer to the:

- Access, Equity and Inclusion Policy
- Child Safety and Wellbeing Policy
- Student Support Policy
- Student Wellbeing and Safety Policy.

# RIGHTS AND RESPONSIBILITIES

**Trainwest provides students with important information about their rights and responsibilities, key behaviour expectations, and other matters that support a safe, respectful and successful learning experience. Understanding this information helps students know what to expect during their course and where to go for further information or support when needed.**

## Trainwest Responsibilities

As your training provider, Trainwest is responsible for the following:

- Provide clear and accurate information about your course before you enrol
- Help you make an informed decision about whether a course is suitable for your needs
- Provide information about fees, refunds, course requirements and available support
- Deliver training and assessment in accordance with relevant training products and regulatory requirements
- Ensure training and assessment are delivered by appropriately qualified and experienced Trainers and Assessors
- Provide access to learning resources, facilities and systems needed for your course
- Provide access to support services, reasonable adjustment where appropriate, and clear communication throughout the course
- Assess submitted work fairly and providing feedback within a reasonable timeframe
- Maintain student records appropriately and protecting personal information in accordance with privacy requirements
- Provide you with access to make complaints, appeal assessments, and provide feedback
- Issue qualifications or statements of attainment when all requirements are met and fees are paid.

## Student Rights and Responsibilities

As a student, you have the right to:

- Receive clear and accurate information about your course
- Be treated fairly, respectfully and without discrimination
- Access training, assessment and support services in accordance with Trainwest requirements
- Receive feedback on your progress and assessment outcomes
- Have your personal information handled appropriately
- Access complaints, feedback and appeals processes
- Study in a safe, respectful and inclusive learning environment.

As a student, you are responsible for:

- Read the information provided to you about your course
- Understand course requirements, including attendance, participation and assessment
- Provide accurate information and required documentation, including your USI
- Advise Trainwest of any support needs or circumstances that may affect your studies
- Complete assessment honestly and in accordance with instructions
- Pay all course fees and charges in accordance with the enrolment agreement
- Treat staff, Trainers, Assessors and other students with respect
- Follow health and safety requirements
- Comply with the Student Code of Conduct and other relevant Trainwest policies and procedures.

## Student Conduct and Behaviour Expectations

Trainwest is committed to providing a safe, respectful and inclusive learning environment for all students and staff. Students are expected to behave in a way that supports learning, safety, wellbeing and participation.

Students are expected to:

- Treat others with courtesy, professionalism and fairness
- Communicate respectfully in person, online and through digital platforms
- Participate appropriately in training and assessment activities
- Follow Trainer and Assessor instructions
- Use facilities, resources and systems responsibly
- Behave in a way that does not disrupt learning or place others at risk.

If a student experiences or witnesses inappropriate behaviour, they are encouraged to raise the concern as soon as possible with their Trainer, Assessor, the Student Services Team, management, or through the complaints process outlined in this handbook.

Breaches of the Student Code of Conduct may be reviewed and managed in accordance with Trainwest policies and procedures. Depending on the seriousness of the matter, this may result in actions such as a warning, support or intervention strategies, conditions on participation, suspension, cancellation of enrolment, or referral to external authorities where appropriate.

## Working Together

A successful training experience depends on shared responsibility. Trainwest is committed to supporting students and delivering quality training and assessment, and students are expected to engage responsibly and communicate openly throughout their course.

Where issues arise, students are encouraged to speak with their Trainer, Assessor or the Trainwest Student Services Team as early as possible so that support or action can be provided where appropriate.

# FEES AND REFUNDS

**Students are provided with information about fees, payment arrangements and any applicable funding requirements before enrolment.**

## Fees and Costs

Trainwest provides clear information about fees, charges and refunds before enrolment. This information is available on our website, in course information and marketing materials, and through the Student Services Team.

This information includes:

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

### Types of fees

Course fees vary depending on the type of course and the method of study. Fees may include tuition, administration and resource costs.

Other fees may also apply in some circumstances, such as for:

- Recognition of Prior Learning (RPL) applications
- Replacement of resources
- Personal coaching
- Enrolment extensions
- Replacement certificates
- Course withdrawals
- Course cancellations.

### Government funding, concessions and fee support

Government-funded training fees are determined by the relevant funding program and may include enrolment fees, applicable subsidies and eligibility for fee exemptions.

Some students may be eligible for concession rates for government-funded training. This may include Aboriginal or Torres Strait Islander students and students who hold an eligible concession card, such as a Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card.

If you are unsure about your eligibility for concession arrangements, you should contact Human Services (Centrelink) or speak with the Student Services Team.

Students enrolled in government-funded training who are experiencing financial difficulty may also be eligible for fee waivers or other fee support arrangements in some circumstances. If you are experiencing financial difficulty, you are encouraged to contact Trainwest as early as possible to discuss your options.

## Payment Terms and Options

Payment terms and conditions are provided before enrolment. Students are issued with a tax invoice on enrolment and a tax receipt once payment is received.

Depending on the course and enrolment arrangement, payment options may include:

- Payment of the full course fee prior to commencement
- Payment of a deposit prior to commencement, with the balance paid by instalments under an agreed payment plan
- Evidence of third-party payment arrangements, such as an employer or school, prior to commencement.

Payment methods may include cheque, bank transfer, credit card or cash.

### Payment plans

Trainwest offers payment plan options for courses over $1,500. Payment plans are provided through EzyPay in accordance with the terms and conditions outlined in the Fees and Refunds Policy.

Students are responsible for ensuring fees are paid in accordance with their agreed payment arrangements. If fees are not paid as required, Trainwest may withhold certification until payment has been made in full.

Where outstanding fees remain unpaid, the debt may be referred to a registered debt collector, and any associated recovery costs may be added to the outstanding balance.

If an employer or third-party has agreed to pay your fees and later refuses or is unable to do so, responsibility for payment of the course fees will transfer to you.

## Course Changes and Extensions

Trainwest recognises that unforeseen circumstances may affect a student's ability to complete their course within the standard duration.

Students who need to make changes to course arrangements should contact Trainwest as early as possible.

Depending on the course and the circumstances, course changes may include:

- Withdrawal from a course
- Deferral of enrolment
- Transfer to another course, class or delivery mode
- Cancellation of enrolment
- Request for an extension to complete the course.

### Extension arrangements

Where needed, students may request an extension subject to Trainwest's extension arrangements and any applicable transition requirements:

- Students are granted up to a 12-month enrolment period, subject to transition arrangements
- Up to two (2) three-month extensions may be requested
    - First extension is complimentary
    - Second extension will incur a fee in accordance with the Fees and Refunds Policy.

### Extension applications

Students should request an extension as soon as the need becomes known, and in all cases before the course end date.

An Extension Request Form can be obtained from your Trainer, Assessor or Student Services.

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** | Officially signed statutory declaration<br>Police report<br>Fire officer report |
| **Bereavement** | Bereavement notice or officially signed statutory declaration |
| **Medical/illness/disability** | Medical certificate (issued in-person or online)<br>Letter of support for student disability and accessibility |
| **Other compassionate circumstances** | Officially signed statutory declaration |
| **Personal safety issues** | Police report<br>Officially signed statutory declaration |
| **Sporting or cultural commitment** | Letter from a sporting body<br>Letter from a religious leader or church group |
| **Technical difficulties** | Proof of help request<br>Officially signed statutory declaration |
| **Work commitments** | Letter from employer on company letterhead |

Trainwest will process the 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.

## Refunds

Students may request a refund of prepaid fees in accordance with the Fees and Refunds Policy.

Refund entitlements depend on the type of course, the timing of the request, and the circumstances of the withdrawal, transfer or cancellation. Information about refund arrangements is provided before enrolment and includes the conditions under which a refund may be granted.

### Refund arrangements

Refund requests must be made in accordance with Trainwest's requirements and may need to be supported by relevant information or documentation, depending on the circumstances.

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

| Notification Period | Refund | Fee |
|---|---|---|
| **Student Withdrawal** | | |
| 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 |
| **Student Transfer*** | | |
| 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 |
| **Student Deferral** | | |
| Complimentary | NA | $0 |
| **RTO Cancellation** | | |
| 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 applications

Students can request a refund by contacting Students Services and submitting a Client Refund Form. No refund will be payable if a student breaches Trainwest policies and procedures.

## 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

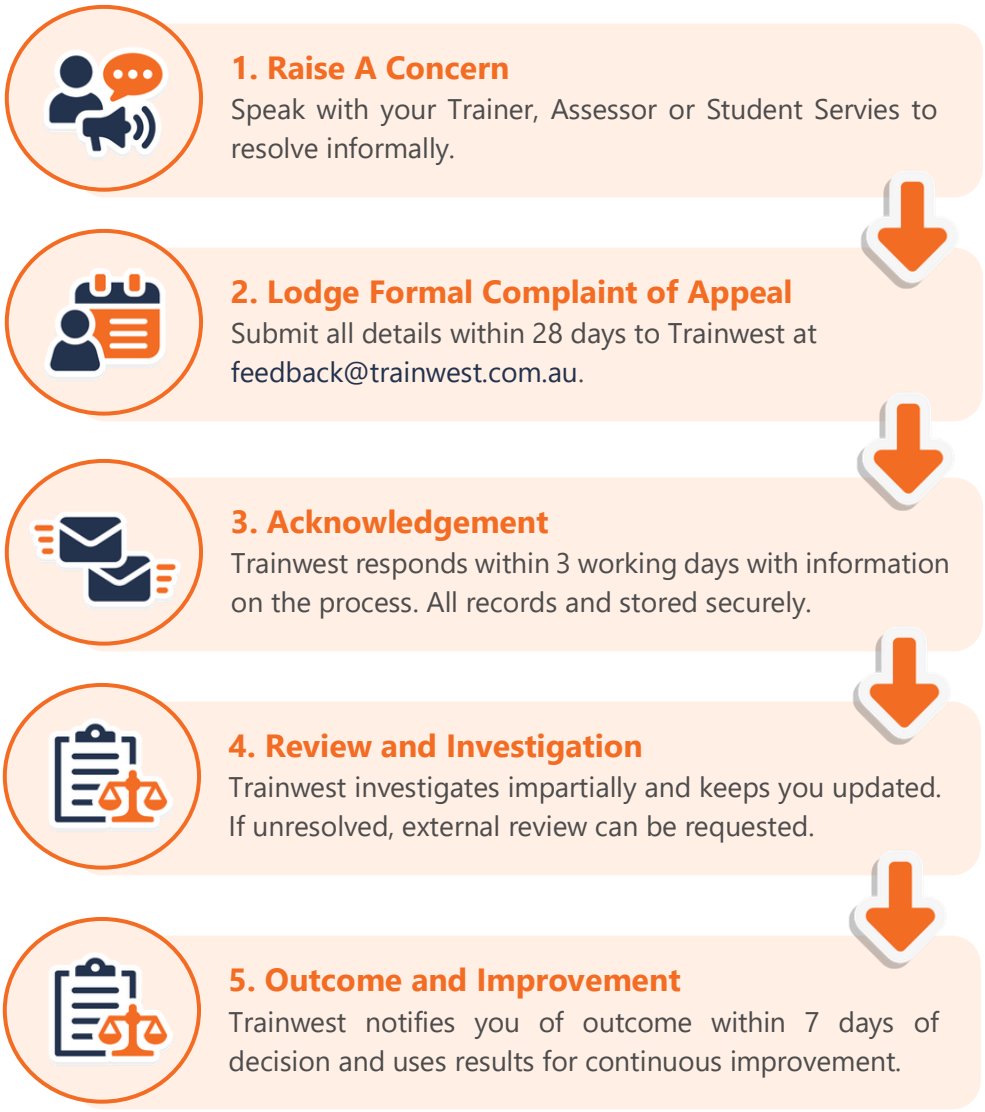
**Trainwest values student feedback and is committed to managing complaints and appeals fairly, respectfully and in accordance with procedural fairness and natural justice. Students are encouraged to raise concerns, provide feedback, make a complaint or appeal without fear of disadvantage, reprisal or unfair treatment.**

## Your Rights

As a student, you have the right to:

- Make a complaint if you are dissatisfied with the training or assessment services you have received
- Appeal an assessment decision if you believe you have been treated unfairly or discriminated against
- Have your complaint or appeal handled fairly, respectfully and confidentially, where appropriate
- Be supported by a support person or third party at relevant meetings
- Receive updates about the progress of your complaint or appeal
- Receive written advice about the outcome and reasons for the decision.

## How to Raise a Complaint or Appeal



## 1. Raise a concern

Trainwest encourages students to raise concerns as early as possible so that issues can be resolved promptly and effectively. Where appropriate, students are encouraged to first raise concerns informally with the relevant person directly involved or speak with the Student Services Team. Early discussion can often help resolve matters quickly and effectively. If the matter is not resolved informally, a formal complaint or appeal may be lodged in writing.

## 2. Lodge a formal complaint or appeal

A formal complaint or appeal should be submitted in writing within 28 days of the incident, decision or allegation using the Complaints and Appeals Form or emailed to **feedback@trainwest.com.au**.

Your complaint or appeal should clearly outline:

- The issue or decision being raised
- The reason for the complaint or appeal
- Any relevant supporting information or evidence.

## 3. Acknowledgement

Trainwest will acknowledge receipt of complaints and appeals in writing within three (3) working days. We will explain the process and advise you that you may be assisted by a support person at any meetings relevant to the matter.

## 4. Review and investigation

Complaints and appeals will be reviewed fairly and appropriately.

- **Complaint**: Trainwest will conduct a thorough review, which may include discussions with relevant parties, to ensure a fair and impartial investigation that respects the rights and privacy of everyone involved.
- **Appeal**: A suitably qualified independent panel will review the assessment evidence to ensure that the principles of assessment and rules of evidence have been applied appropriately. Recommendations from this review will inform the appeal outcome.

During the review process:

- You will be given the opportunity to formally present your case
- You will receive updates on the progress of the matter until it is resolved
- The principles of procedural fairness and natural justice will apply at each stage.

If the matter cannot be resolved internally, Trainwest will arrange an independent review. Where relevant, you may be accompanied by a third party of your choice during this process.

## 5. Outcome and improvement

Trainwest will notify you in writing of the outcome within seven (7) days after a decision has been made. The outcome will include the decision and the reasons for that decision.

Complaints and appeals are also used by Trainwest as a source of feedback and continuous improvement, helping to identify opportunities to strengthen services, systems, practices and the student experience.

Where appropriate, corrective action or improvement action will be implemented in response to issues identified. If the complaint or appeal takes more than 60 calendar days to resolve, Trainwest will inform you in writing of the reason for the delay and will continue to provide regular updates until the matter is finalised.

If you do not respond to communications from Trainwest within 60 calendar days of lodging the complaint or appeal, the matter may be closed.

# PRIVACY AND STUDENT INFORMATION

**Trainwest collects and manages students' personal information for enrolment, training, assessment, certification and related administrative purposes. Assessment and student records are maintained in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and other applicable legal and regulatory requirements.**

## Use of Student Information

Trainwest collects personal information that is necessary for enrolment into nationally recognised 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:

- Collects and uses personal information only for the purpose for which it is collected, unless prior consent is obtained from the student
- Provides student information to training team members on a need-to-know basis
- Confirms the accuracy of student information through the Student Agreement on the first day of course attendance
- Does not use personal details for direct marketing without prior written permission from the person concerned
- Seeks consent before taking any photographs or video for marketing purposes
- Seeks consent before releasing or discussing course progress with an employer
- Will not release personal information to a third party without the written consent of the student, unless required by law.

## Storage and Security of Information

Trainwest takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification and disclosure.

These measures include:

- Securing all files in secure physical and electronic locations
- Restricting access to information to relevant team members only
- Securely destroying information after the required retention period
- Maintaining robust computer security, including firewalls, up-to-date antivirus software, password protection, 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
- Conducting regular IT security audits and testing to identify and address vulnerabilities
- Maintaining cyber security insurance to help protect against potential financial and reputational impacts of cyber incidents
- Notifying relevant government bodies and affected individuals in accordance with the Notifiable Data Breach Scheme in the event of an eligible data breach.

## Access to Your Information

Students may request access to their personal information in order to review, update or correct their details. Requests for access or updates should be directed to admin@trainwest.com.au.

## Disclosure of Your Information

Trainwest may provide attendance, progress, participation information and copies of training outcomes to the following parties where relevant:

- 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 provide personal information to any other party without authorisation. Students must complete a Disclosure of Details Consent Form if results or other information are to be released to any other third party not listed above.

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

Under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVR Act), Trainwest is required by law to disclose personal information to the National VET Data Collection maintained by the National Centre for Vocational Education Research Ltd (NCVER).

NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

Trainwest is also authorised by law under the NVR Act to disclose personal information to the relevant State or Territory authority. From time to time, student information may also need to be disclosed due to a court order, subpoena or warrant, in the course of legal proceedings, or in response to a request from a law enforcement agency.

### 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 meet funding and regulatory requirements.

This reporting helps ensure that the funding program is administered effectively and in accordance with government policy.

### Trainwest direct marketing

Trainwest may use students' personal information to provide direct marketing materials, updates or newsletters related to course enrolments or enquiries.

Students are asked to provide media consent and subscribe to marketing emails through the Student Agreement. Any other media consent is requested through the Media Consent Form.

From time to time, students may also be contacted by email or SMS to confirm or change course bookings.

Students may unsubscribe from marketing emails at any time by selecting the unsubscribe link or by emailing admin@trainwest.com.au with the subject line Unsubscribe.

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 the 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.

# GOVERNANCE AND LEGISLATION

**Trainwest must comply with a range of laws, standards and regulatory requirements that govern how training and assessment services are delivered. These requirements are in place to help protect students and ensure that training is high quality, fair, safe and consistent with national expectations.**

These requirements help make sure that:

- You receive accurate and clear information before you enrol
- Your training and assessment are delivered in a fair and compliant way
- Your rights and responsibilities are supported
- Your personal information is handled appropriately
- You have access to support, complaints and appeals processes
- Your qualification or statement of attainment is nationally recognised.

## Our Regulatory Framework

Trainwest is regulated under Australia's Vocational Education and Training (VET) system and must comply with requirements relating to:

- Nationally recognised training
- Student information and records
- Training and assessment quality
- Student wellbeing, safety and support
- Privacy and access to information
- Work health and safety
- Anti-discrimination and equal opportunity.

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
- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Disability Standards for Education 2005
- Australian Qualifications Framework.

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.

## Key Policies and Procedures

This handbook provides a summary of key information students need while studying with Trainwest. More detailed information is available in relevant Trainwest policies and procedures.

Key student-related policies include:

- Academic Integrity Policy
- Access, Equity and Inclusion Policy
- Artificial Intelligence Usage Policy
- Child Safety and Wellbeing Policy
- Complaints and Appeals Policy
- Fees and Refunds Policy
- Privacy Policy
- Respectful Behaviour and Conduct Policy
- Student Code of Conduct
- Student Support Policy
- Student Wellbeing and Safety Policy
- Work Health and Safety Policy.

These documents are available to help students understand what to expect from Trainwest and what Trainwest expects from students.

## Further Information

If you need help understanding any information in this handbook, or if you need assistance with your course, assessments or learning experience, please speak with your Trainer, Assessor, the Student Services Team, or other relevant Trainwest staff.

Students are encouraged to seek help and raise concerns early so that support can be provided and issues can be resolved promptly.

# COURSE COMPLETION

**Completing your course is an important milestone in your learning journey. This section explains what happens when you finish your training and assessment, when certification can be issued, and how to access support if you need further information after completion.**

## When Your Course Is Complete

Your course is complete when you have successfully met all requirements for the qualification, skill set, accredited course, unit or non-accredited training in which you are enrolled.

Depending on the course, this may include:

- Completing all required training and learning activities
- Successfully completing all assessment requirements
- Demonstrating competency in all required units
- Meeting any workplace, practical or placement requirements
- Finalising any outstanding administrative requirements.

## Issuing Certificates

When you have successfully completed all course requirements, Trainwest will issue the appropriate certification in accordance with regulatory requirements.

This may include:

- A qualification certificate where a full qualification has been completed
- A statement of attainment where one or more units of competency have been successfully completed
- A certificate of participation for certain non-accredited training, where applicable.

Certification will only be issued where all requirements for the course have been met.

### Unique Student Identifier

A valid Unique Student Identifier (USI) is required for the issuance of qualifications and statements of attainment for nationally recognised training, unless an exemption applies.

Trainwest cannot issue nationally recognised certification without a valid USI.

### Timeframe for issuing certification

Trainwest issues qualifications and statements of attainment within 30 days after a student has been assessed as competent and all relevant requirements have been met.

If there is any delay in issuing your certification, Trainwest will communicate with you where appropriate.

### Fees and certification

Where applicable, all course fees and other relevant charges must be finalised before certification is issued.

If you are unsure whether you have any outstanding fees or administrative requirements, please contact the Student Services Team.

### Replacement certificates

If you require a replacement copy of your qualification certificate or statement of attainment, you should contact Trainwest.

Replacement certificates may be subject to Trainwest processes and fees, where applicable.

## Feedback After Completion

Trainwest values student feedback and uses it to improve training, assessment, support services and the overall student experience.

Students may be invited to complete feedback forms, surveys or other evaluation activities during or after their course. Feedback is welcomed at any time and helps support continuous improvement across Trainwest operations.

Feedback can be provided through the Trainwest website or emailed to **feedback@trainwest.com.au**.

## Continuing Your Learning Journey

Completing one course may be the start of your next step.

Depending on your goals, you may wish to:

- Continue into further study
- Apply for additional units or qualifications
- Seek skills recognition for other learning
- Use your qualification to support employment or career progression.

If you would like information about further training opportunities, please contact Trainwest.

## Need Help After Completion?

If you have questions after completing your course, including questions about certification, student records, replacement documents or further training options, please contact the Student Services Team.

# GLOSSARY

**This glossary explains some of the key terms, acronyms and training language used throughout this handbook.**

**Academic Integrity**
The commitment to honest, fair, and responsible conduct in educational activities, including the completion of assessments, submission of original work, and acknowledgment of sources.

**Academic Misconduct**
Behaviour that breaches the principles of academic integrity, including plagiarism, cheating, use of unauthorised assistance (such as AI tools where not permitted), falsification of records, or misrepresentation of one's work.

**Access and Equity**
Policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

**Accredited Course**
Accredited courses address skill requirements for industry, enterprises and the community where these are not covered in nationally endorsed training packages, changes in skill needs, and the needs of emerging and converging industries and industry sectors, in a responsive manner.

**Appeal**
A formal process enacted when a student does not agree with a judgment made by an Assessor in the context of VET. These are requests for a review or reconsideration of decisions made by the RTO. These decisions could involve assessments or access to support services.

**Artificial Intelligence (AI)**
The simulation of human intelligence by computer systems and software, capable of performing tasks such as problem-solving, content generation, decision-making, and language processing. Examples include generative tools like ChatGPT, Grammarly, and AI-assisted writing or coding tools.

**Assessment**
The process by which an RTO, or a third-party delivering services on its behalf, collects evidence for the purposes of determining whether a VET student is competent to perform to the standard specified in the training product.

**Assessor**
A qualified person who reviews evidence and makes assessment decisions about whether a student has achieved competency.

**Australian Qualifications Framework (AQF)**
The AQF is the policy for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

**Australian Skills Quality Authority (ASQA)**
ASQA is the national regulator for Australia's vocational education and training sector. Trainwest is registered with ASQA.

**Competency-Based Assessment**
An assessment approach used in VET that determines whether a student has demonstrated the required skills and knowledge for a unit of competency.

**Complaint**
A formal expression of dissatisfaction about services, conduct, decisions or other matters related to a student's experience.

**Credit Transfer**
The process of recognising and awarding credit for prior successful completion of an equivalent unit of competency or module.

**Cultural Safety**
An environment that respects cultural identity and where individuals feel safe from discrimination, racism or cultural harm.

**Discrimination**
Treating a person or group unfairly or less favourably because of a protected attribute such as race, sex, disability, age, religion, sexual orientation or other attributes protected under law.

**Diversity**
The unique differences among individuals, including culture, identity, language, ability, gender, age, socioeconomic background and life experience.

**Enrolment**
The formal process of registering a student into a course after confirming suitability and obtaining necessary documentation.

**Fee-for-Service**
Training for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.

**First Nations**
A collective term referring to Aboriginal and Torres Strait Islander peoples. In an RTO context, this term is used to recognise cultural identity and to inform inclusive, culturally safe training, assessment, and student support practices.

**Foundation Skills**
This term underpins the Australian National Foundation Skills Strategy for Adults. It refers to fundamental skills a person needs to participate in education and training, the workplace and the community. They are a combination of language, literacy, numeracy and digital (LLND) skills along with employability and learning skills.

**Host Employer**
A business that provides supervision and on-the-job training to an apprentice or trainee employed by a group training organisation (GTO). The GTO is the employer of the apprentice or trainee and the host employer pays the GTO for the services of the apprentice or trainee.

**Language, Literacy, Numeracy and Digital (LLND) Literacy**
LLND skills are the core foundation skills students need to effectively participate in training and assessment. LLND assessments help determine whether a student has the necessary skills for their chosen course and identify any support needs prior to enrolment.

**Mode of Delivery**
The methods adopted by an RTO to deliver training and assessment to VET students.

**Not Yet Competent (NYC)**
An assessment outcome indicating that a student has not yet demonstrated all of the required skills and knowledge for a unit of competency.

**Not Yet Satisfactory (NYS)**
An assessment outcome indicating that a student has not yet met the requirements of an individual assessment task.

**Reasonable Adjustment**
A change made to training or assessment arrangements to support a student with disability or additional needs to participate on an equitable basis, without compromising the integrity of the training product or assessment.

**Recognition of Prior Learning (RPL)**
An assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

**Record of Results**
A document that lists the units of competency successfully completed as part of a qualification.

**Regulator**
The organisation responsible for overseeing compliance of a Registered Training Organisation. This may be ASQA or TAC, depending on the RTO.

**Registered Training Organisation (RTO)**
A training provider registered by a state or national regulatory body, authorised to deliver and assess nationally recognised training in Vocational Education and Training (VET).

**Scope of Registration**
The training products for which a Registered Training Organisation (RTO) is registered to issue AQF certification documentation. It allows the RTO to:

- both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO
- provide assessment resulting in the issuance of AQF certification documentation by the RTO.

**Statement of Attainment**
A formal certification document issued when a student has successfully completed one or more units of competency.

**Student**
Person receiving training and/or assessment services provided by an RTO, or by a third-party on their behalf, and includes learners, participants, candidates and trainees.

**Student Services Team**
The team that supports students with enquiries, administration, enrolment matters and access to support throughout their studies.

**Support Person**
A person chosen by a student to provide assistance or support during meetings, such as during a complaint or appeal process.

**Third-Party**
Any person who has an arrangement with an NVR registered training organisation to deliver services, but does not include:

- employees of the organisation
- experts engaged by the organisation
- government agencies and government funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

**Trainer**
A qualified person who delivers training and supports students in developing the skills and knowledge required for their course.

**Training Accreditation Council (TAC)**
The Western Australian regulator for certain vocational education and training providers.

**Training Product**
An AQF qualification, a skill set, a unit of competency, accredited short course or module.

**Transition**
The process of moving from one training product or course version to another where required under training package or regulatory requirements.

**Unit of Competency**
A nationally recognised specification of the skills and knowledge required to perform effectively in the workplace.

**Unique Student Identifier (USI)**
A student's individual education number for life, required for nationally recognised training in most cases.

**USI Transcript**
An online collation of a student's training outcomes completed from 1 January 2015 from different training organisations across Australia that a student can access using their unique student identifier (USI).

**Vocational Education and Training (VET)**
Education and training that focuses on developing practical workplace skills and knowledge.

**VET Quality Framework (VQF)**
The VQF comprises the following:

- Standards for Registered Training Organisations (RTOs) 2025
- Outcome Standards
- Compliance Requirements
- Credential Policy
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020
- Australian Qualifications Framework (AQF).