



trainwest
training your future

2017 STUDENT INFORMATION HANDBOOK

Handbook Disclaimer

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

This handbook has been prepared as a resource to assist students to understand their obligations and also, 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. Any queries can be directed to:

Trainwest

P: 1300 938 411

E: admin@trainwest.com.au

W: www.trainwest.com.au

Registered Training Organisation (RTO) Details:

RTO number	51807
Address	154 Epsom Avenue Belmont WA 6104
Contact Number	1300 938 411
Email	admin@trainwest.com.au
Website	www.trainwest.com.au

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Welcome to Trainwest

On behalf of the team, welcome to Trainwest.

Thank you for choosing Trainwest. This information handbook has been compiled to use as part of your Vocational Education and Training program and we strongly recommend you read and understand the content before starting your training. If you have any queries, please contact a member of the Trainwest team on 1300 938 411 or admin@trainwest.com.au.

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

There are many factors that contribute to the Trainwest difference, including:

- » Highly regarded and enthusiastic trainers and assessors
- » Experienced and friendly staff
- » 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

Trainwest mission statement

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

About Us

Trainwest offers the following qualifications as face-to-face public workshops, or we can customise these to in-house workshops for your organisation:

- » TAE40110 Certificate IV in Training and Assessment
- » TAE50111 Diploma of Vocational Education and Training
- » TAE50211 Diploma of Training Design and Development
- » BSB41415 Certificate IV in Work Health and Safety
- » BSB51315 Diploma of Work Health and Safety
- » BSB42015 Certificate IV in Leadership and Management
- » BSB41515 Certificate IV in Project Management Practice
- » BSB51915 Diploma of Leadership and Management
- » BSB51615 Diploma of Quality Auditing
- » WorkSafe WA approved Safety and Health representatives course.

The following qualifications are available to enterprise under the Trainwest Partnership Program:

- » RII20415 Certificate II in Underground Metalliferous Mining
- » RII30315 Certificate III in Underground Metalliferous Mining
- » RII40315 Certificate IV in Metalliferous Mining Operations
- » RII20515 Certificate II in Resource Processing
- » RII30415 Certificate III in Resource Processing
- » RII20215 Certificate II in Surface Extraction Operations
- » RII30115 Certificate III in Surface Extraction Operations
- » RII20915 Certificate II in Drilling Operations
- » RII31815 Certificate III in Drilling Operations
- » RII40915 Certificate IV in Drilling Operations
- » Various (and continuously expanding) individual High Risk Licenses

Our current scope of registration can be viewed online under the scope tab at:
www.training.gov.au/Organisation/Details/51807

Refer to the Trainwest Enquiry Package for details of course duration, locations and modes of delivery.

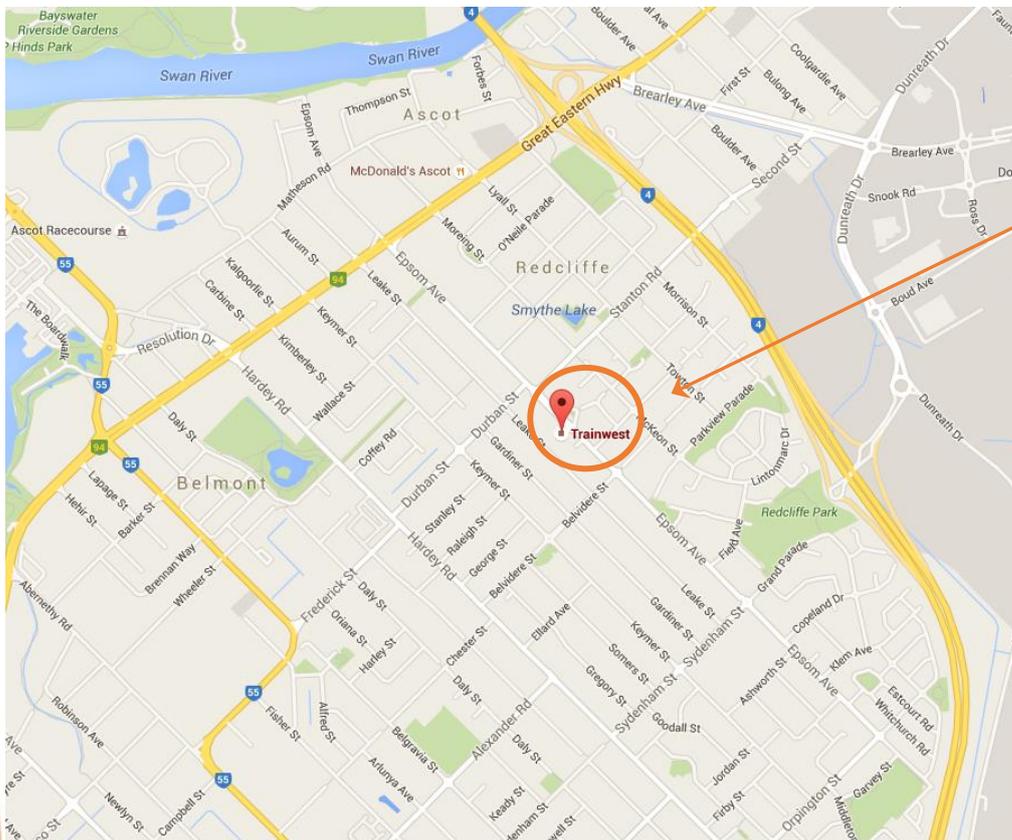
In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 51807

Our head office is located in Belmont. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- » Face-to-face training
- » In-house delivery
- » Online modules
- » Self Paced study and
- » A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Trainwest.



We are here

Legislation

As an RTO, Trainwest is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- » the Standards for Registered Training Organisations (RTOs) 2015
- » National Vocational Education and Training Regulator Act 2011

Additionally, Trainwest abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- » Anti-discrimination
- » Apprenticeships and Traineeships
- » Children and Young People
- » Copyright
- » Corporations
- » Employment and Workplace Relations
- » Equal Opportunity
- » Fair Work (including harassment and bullying)
- » Privacy and Personal Information Protection
- » Student Identifiers
- » Taxation
- » Workplace Health and Safety

Trainwest is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- » www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- » www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Trainwest follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Trainwest has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Trainwest's Code of Conduct states that:

Trainwest will not tolerate misconduct under any circumstance and a student may be asked to leave the premises (or the course) with no refund.

Circumstances that may result in a student being asked to leave may include:

- » Cheating or lying about marks or assessments
- » Impairing others' freedom to pursue their study
- » Conduct that brings Trainwest into disrepute or slander of Trainwest, other course students or staff
- » Plagiarising material
- » Failure to comply with reasonable instruction or supervision
- » Conduct that places others at risk
- » Assault to any member of our staff or students including verbal, physical or threatening comments or gestures
- » Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour
- » Destruction or damage to our property or premises used by Trainwest
- » Stealing any property or equipment belonging to a student or Trainwest
- » Persistent lateness or unacceptable disruption in the classroom
- » The use of profanities, crass or obscene language, drunkenness or influence by illegal substances
- » Behaviour that breaches the Privacy Act 1988

Trainwest has in place a Harassment Policy in order to create a safe environment for everyone. The aim of this policy is to give anyone who has a harassment concern, access to a fair and confidential process.

Other Policies and Procedures

The following Policies and Procedures underpin Trainwest's operations. Please contact the Trainwest team for more information:

- » Access and Equity Policy
- » Appeals Policy
- » Assessments Policy and Procedure
- » Grievance Policy and Procedure
- » Marketing Policy
- » Policy for Student Conduct
- » Pricing Policy
- » Privacy Policy
- » Refund Policy and Procedure
- » Workplace Health and Safety Policy

Privacy

Trainwest strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admin@trainwest.com.au

Enrolment

The enrolment process is very simple you can enrol by:

- » Completing an enrolment form
- » Enrolling online at www.trainwest.com.au/enrolment/
- » Enrolling over the phone by calling one of the team on 1300 938 411
- » Visiting our head office located at
154 Epsom Avenue Belmont WA 6104

Once we have received your completed enrolment form, you will be emailed a confirmation package which includes your confirmation letter, venue details (including a map) and your tax invoice/receipt.

Please note: It is imperative you read your confirmation letter carefully as it contains important information in relation to your chosen course and the venue it is being held at. Take particular care to note any parking requirements as each venue differs. You will be asked to complete a student agreement on day one of your course and you must provide photographic identification at this time.

Note that enrolment is not confirmed until fees have been paid as agreed.

Entry Requirements

Please contact Trainwest to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- » Previous workplace experience
- » Previous completion of another qualification that is specified as a pre-requisite for a course
- » Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- » Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- » 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 qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Trainwest cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, Trainwest will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) assessment which will identify any areas in which additional support may be required.

Access and Equity

Trainwest will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Trainwest prohibits discrimination based on factors including:

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

Trainwest will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Trainwest to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 1300 938 411.

Other Support Services

Trainwest is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

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.salvos.org.au

Fees

Information about fees and charges is documented clearly on our website www.trainwest.com.au or can be obtained by contacting Trainwest. A number of factors will determine how much your course will cost. This includes things like:

- » Which course you will study
- » Course duration
- » Study load and mode (full time, part time, face-to-face, online etc.)
- » Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- » Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of December 2016 and are subject to change. Please contact Trainwest if you have any questions related to course fees.

Some students may be eligible for a concession fee. 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.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees

To access information relating to the fees and charges for government supported training visit <http://www.trainwest.com.au/government-funded-courses/fees-funded-enrolments/>

Other Fees

- » Direct credit application
- » RPL application
- » RCC application
- » Late submission of assessment
- » Assessment resubmission
- » Replacement of transcript
- » Replacement of training materials
- » Any fees associated with withdrawal from the course
- » Cancellation

Replacement of Training Materials

Trainwest will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 1300 938 411 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50 applies for Trainwest to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply.

Cancellation Fee

A fee of \$100 will be charged if cancellation is less than five working days prior to course commencement.

Payment Options

Payment of course fees can be made to Trainwest via:

- » Credit card
- » Debit card
- » Electronic funds transfer
- » Cash
- » Cheque

Fees must be paid on the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or Trainwest withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 1300 938 411 to discuss options.

Prepaid fees means fees collected before the relevant services are provided.

Student course deposit amounts are limited to \$1500 per student in prepaid fees. Trainwest requires a deposit of \$500 and will not collect more than \$1500 prior to course commencement.

All students are issued with a tax invoice at time of enrolment, and upon payment a tax receipt is issued.

A deposit of \$500 is to be received prior to course commencement.

If you wish to transfer to another course, five days' notice must be given.

Non-attendance will incur full course cost (student can transfer into another course within 6 months).

If the course commenced but not completed, the full cost is payable (student can transfer within 6 months).

Payment plans

Trainwest offers flexible interest-free payment plans for all Certificate IV or Diploma courses.

Payment terms and amounts are agreed upon between the client and Trainwest. A payment plan form is completed which clearly outlines the schedule of payments to be deducted. This form must be returned to admin@trainwest.com.au prior to training commencement.

A deposit of \$500 is required prior to the start of the course and an agreed instalment are on scheduled (minimum \$100 a week).

Payment plan terms and conditions are:

- » Any debt collection costs associated with payment plans are the responsibility of the student
- » Certificates or Statements of Attainment will not be issued until course fees are paid in full
- » If two consecutive payments are declined/not received without prior discussion, the account will be forwarded to a collection agency
- » Should your agreement span longer than six months, an administration fee of \$100 will be added to your account
- » Should your payment due date fall on a public holiday or weekend, your payment will be processed on the following business day

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Trainwest may find it necessary to suspend training until payment is received. Failure of the student and/or their representative 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.

If you are experiencing financial difficulty, please contact Trainwest as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Trainwest on 1300 938 411 to discuss individual circumstances.

Cancellation notice provided	Charge	Refund
More than 14 working days	No cancellation fee	100% of the course fee
Less than five working days	\$100	Reminder of the course fee
Failure to attend	100% of course fee	No refund

Course Withdrawal

If you wish to withdraw from a course, you must advise Trainwest in writing of your decision within 14 days. Send your notification to request a refund to admin@trainwest.com.au and include the following information:

- » Your name
- » Contact details (address, phone, email etc.)
- » USI
- » Effective date of the cancellation
- » Reason for refund request

Your application will be reviewed and you will be advised of the outcome within 7 working days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$100. This is because Trainwest will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- » If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- » Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- » Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- » Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- » A non-refundable administration fee of \$100 will be deducted from any eligible refund
- » Any refund will be at the discretion of Trainwest

Cancellation of Course by Trainwest

In the event that a course is cancelled by Trainwest for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Course Information

At the commencement of your course you will be given access to training materials in hard copy and/or digital format. Textbooks may be provided. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Trainwest's online learning platform.

You will be given an outline for training appointments which may be:

- » Workplace visits
- » Classroom sessions
- » Online modules
- » A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of 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 an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is 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 to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

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

Trainwest has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Trainwest staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Trainwest. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning 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.

Apprenticeships and Traineeships

Trainwest gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Trainwest. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Trainwest offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is 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. Evidence must be:

- » Authentic – it must be your own work
- » Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- » Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- » Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please call 1300 938 411 to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from:

http://vetinfonet.dtwd.wa.gov.au/Resourcesandlinks/Documents/6_1_4-RPL%20FAQ%20Assessor%20January%202013%20v%206.pdf)

Credit Transfer

Trainwest recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact Trainwest on 1300 938 411.

Foundation Skills

All training and assessment delivered by Trainwest contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Trainwest does not charge a fee for resubmission of assessments within the specified training period. Talk to Trainwest for more information. All of the staff at Trainwest will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Trainwest. To help you understand, the following are examples that constitute plagiarism:

- » Copying sections of text and not acknowledging where the information has come from
- » Mashing together 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 information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- » Unintentionally failing to cite where information has come from

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Trainwest's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 1300 938 411.

Student Conduct

Just as Trainwest has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Trainwest views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- » Academic misconduct including plagiarism and cheating
- » Harassment, bullying and/or discrimination
- » Falsifying information
- » Any behaviour or act that is against the law
- » Any behaviour that endangers the health, safety and wellbeing of others
- » Intentionally damaging equipment and/or materials belonging to Trainwest and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- » Formal reprimand (warning)
- » Suspension from the course
- » Student to reimburse the costs incurred by any damage caused
- » Cancellation of the course without refund and/or credit
- » Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Trainwest. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Trainwest is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Trainwest premises, to use Trainwest facilities or equipment, or to engage in any Trainwest activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Trainwest is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Trainwest and other RTOs in the Standards for RTOs 2015.

If for some reason Trainwest ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Trainwest')

Replacing Certificates

You can request a replacement certificate by contacting Trainwest. Upon confirmation of your identity, you can request an electronic copy or hard copy of your Certificate or Statement of Attainment. There is no charge for an electronic copy to be sent to your email address however there is a charge of \$50 for a hard copy.