



2022 STUDENT INFORMATION BOOKLET

Release Information

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1. Quality Training & Assessment

Westvic Staffing Solutions is committed to quality standards in the provision of education, training and assessment.

All Westvic Staffing Solutions training personnel have appropriate qualifications and experience to deliver training and conduct the assessment relevant to the training products offered. Assessment meets the National Assessment Principles including Recognition of Prior Learning and Credit Transfer.

Westvic Staffing Solutions provide each of our students with the following services:

- A pre-training review of each student's current competencies including literacy and numeracy skills. The purpose is to avoid duplication of competencies already acquired and to ascertain that the proposed training strategies and materials are appropriate
- Literacy and numeracy support if there is a discrepancy between the student's skills and intended learning materials/strategies
- The development of a training plan consistent with the outcome of the pre-training review which is customised to allow for different learning preferences and abilities that meets the training package requirements for the qualification being studied

If you are a trainee, we have a requirement to make contact with you and your Employer every month by phone, fax or email.

2. Eligibility for State Government funding

The Victorian State Government subsidised training offered under the Skills First Program (SFP) makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

Eligibility Criteria:

The eligibility criteria used as part of the Skills First Program (SFP) is determined by the Department of Education and Training - DET. Their policies may vary from time to time.

- We will verbally advise you on your application if you will be entitled to State Government funding to pay for the bulk of your course on your application.
- We will advise in writing if your eligible for State government funding as part of your enrolment process and will advise you of your 'out of pocket costs' as part of this process up front.
- Our fees and charge policy are available on our website that you can access at any time: WWW.westvic.org.au
- State Government eligibility are also available to you at: <https://www.education.vic.gov.au>

Where a course is not offered for government subsidised funding, or you don't meet the eligibility criteria for funding, the appropriate Full Fee (for Tuition) will apply and there will be no government contribution toward the course you are considering undertaking.

3. Registration and enrolment

Evidence Required

During the online Registration process, you will be asked to verify the below items, depending on the type of course you are registering for, and your eligibility for government subsidised funding under the Victorian Training Guarantee.

Items to have available, prior to commencing the Registration process:

- Unique Student Identifier (USI) which is a 10 digit number provided by USI Office - Student Identifiers Registrar. If you do not have a USI, please apply using the website www.usi.gov.au/students/how-do-i-create-usi. (For more details and information on USIs, please visit our website: www.westvic.org.au)
- Victorian Student Number (VSN) (Applicable to those under 25 years of age) (For more details and information on VSNs, please visit our website: www.westvic.org.au)
- Details of any previous training you have commenced
- Details of any qualifications you currently hold (Australian, Australian Equivalent* or International)
- Identification documents / cards to verify your citizenship / age (i.e. Driver's Licence, Medicare Card, Birth Certificate, Current Passport etc.)
- Details of any Special Visa which you may be holding
- Evidence of eligibility for government subsidised training under various initiatives (i.e. Referral letter etc.)
- Evidence of eligibility for concession (i.e. Health Care Card, Pensioner Card, Veteran's Affairs Gold Card etc.)
- Your employer details (if applicable)
- Emergency contact details

REGISTRATION STEPS:

Registration is on-line – via portal on the Westvic Staffing Solutions Website: www.westvic.org.au

Process:

1. Select the course category from the bold headings listed under Available Courses.
2. From the expanded list, click on your chosen course to display details
3. Click Register Now button beside your chosen Course & Date, to commence your Registration for enquiry.
4. Follow the on-screen prompts and provide the information requested during each registration step. NOTE: Please make sure your email address provided is correct, as this will be used for confirmation of your Registration.
5. Approval / Confirmation of your Registration will then be sent via email.
6. Click on the Close button to complete the process and return to the Westvic Staffing Solutions main page.

Should you are unsure at any point during the Registration process, or require assistance / support, please contact us on 03 5561 9000 or make a course enquiry.

General Fees Information

Westvic Staffing Solutions fees are designed to minimise the impact on students, through flexible payment plans, dependent on the type of course being offered. Included in this section are a number of areas which are to be taken into consideration in establishing your individual student fees for the chosen course.

The Fees Information Summary is published on the Westvic Staffing Solutions website. This summary details the tuition and other fees (enrolment / resources) for courses available for Registration. For more detailed information on our fees and refund policies, Please visit: www.westvic.org.au

4. Pre-Training Review

Westvic Staffing Solutions provides current and accurate information to all prospective students. This is to enable students to decide if Westvic Staffing Solutions (as a training organisation) and the relevant course of interest are suitable to you - taking into account your existing skills and knowledge and any specific individual needs you might have.

In line with this, a Pre-Training Review and Assessment (PTR) is conducted prior to a student enrolling in a course with ongoing assessment requirements (i.e. qualification), at Westvic Staffing Solutions.

Any Pre-Training Review and Assessment conducted by us will as a minimum cover the following areas (as applicable):

- Student details collection and Identification requirements
- Recognition of previous learning (Credit Transfer, RPL and RCC)
- Identify individual student needs
- Consultation with student
- Reasonable adjustments
- Language, Literacy and Numeracy (LLN) assessment
- Educational & support services
- Course information
- Employer engagement
- Work placements
- Government subsidy / support eligibility assessment
- Outcome of PTR and assessment
- Anticipated Student Training Plan and requirements
- Followed by the completion of the Student Statement of Fees

5. Online Access

Although we don't offer self paced online learning only, we do deliver by online courses and online assessments. As part of the pre training review, we will ask you:

- What are your strengths and weaknesses with IT?
- Have you previously used a zoom or Teams program?
- How regularly do you check your emails?
- As this course involves online assessments, do you have any issues relating to this?
- Do you have access to a computer from home?
- Do you have access to stable internet?
- Do have access to a webcam and microphone?

Please advise us if any of the above will be an issue for you so we can make alternative arrangements for you.

6. Language Literacy & Numeracy (LLN) Assessment

As a component of the Pre-Training Review & Assessment process, Westvic Staffing Solutions reviews all Registrations to ensure entry requirements are being met prior to acceptance of a student into a course.

As part of the review students are required to complete an Australian Core Skills Framework (ACSF) aligned Language, Literacy, and Numeracy (LLN) Assessment to ensure that the student has the required LLN to complete the course.

This information is captured using the Core LLN Skills Review which draws information from the following sources:

- Student LLN Self-Assessment (completed at Registration)
- Student Core LLN Skills Assessment
- Core Skills Assessment – INTERVIEW (part of the PTR and Assessment)
- Core Skills Assessment – PROFILE (part of the PTR and Assessment)

Student Information – Core LLN Skills Assessment

To understand how students will progress through a particular course, Westvic Staffing Solutions need an understanding of each student's Core Language, Literacy and Numeracy (LLN) Skills. These include the Core Skills in: Learning; Reading; Writing; Oral Communication and Numeracy.

The Student Core LLN Skills Assessment is a key component used in identifying student LLN, in comparison to the LLN requirement of a particular course.

The assessment and evaluation of Student Core LLN Skills will vary depending upon the type of course being offered, and the assessment requirements.

Various methods may be used in this process, which are highlighted during student Registration and in the various course materials (as applicable). This information will be communicated to individual Students following a successful Registration for enrolment, via a Registration confirmation.

Qualification / Course with ongoing assessment

Student results from the Core LLN Skills Assessment will feed into the Core LLN Skills Review and ultimately considered within the Pre-Training Review and Assessment.

This will assist in inform us as to the suitability of a particular course for individual students. The Review will also include a meeting with your trainer/assessor where any LLN results will be discussed and various questions asked in an interview, to help build a unique student profile.

The final Pre-Training Review and Assessment will take into account the following key areas:

- Student Core LLN Review results
- Student vocational and study goals;
- Any previous training;
- Student expectations of the training;
- Any assistance which the student believes they may need, etc.

To ensure that students are able to make an informed choice of training in a particular area of study, Registration for enrolment information and various course materials are published on the Westvic Staffing Solutions website and/or may be provided at an information session, including but not limited to course fees.

These materials can be accessed at on our website www.westvic.org.au/do-you-need-training, or by contacting the Training Department on 03 5561 9000 or training@westvic.org.au.

7. Student Required classroom / online session Standards

During Webcam Training Sessions

webcams must be left on during online sessions unless otherwise directed by your trainer

At times, the trainer may capture the session through a screenshot or recording (they will be notified verbally beforehand during the session).

Dress Requirements

Unless otherwise directed by trainers, the minimum dress standard shall be that required at your place of work or potential field of employment (e.g. business dress, safety boots etc).

Attendance Register

All classroom based courses have attendance rolls each morning.

Punctuality

If you are running late please phone (03) 5561 9000 and let us know. This is required if you are attending classroom or Web based training or the workplace.

Illness & Absence

Unfortunately people get ill. It is a requirement that, if you are attending training at Westvic Staffing Solutions you phone (a text message is not acceptable) Westvic Staffing Solutions to advise us of your reasons for non-attendance.

If you are a trainee or apprentice, any illness of more than one day will in most workplaces require a medical certificate. We advise you to check with your workplace as to their policy.

Personal Property

All students enrolled in a training program are advised that they should not leave valuables such as purses/ handbags/ wallets etc.

Westvic Staffing Solutions will not be held responsible for valuables that are left unattended.

Drink & Food

Within reason food and drink may be permitted within Westvic Staffing Solutions. However, computer workstations are strictly food and drink free areas.

Smoking

All areas within Westvic Staffing Solutions (including car parks and within 10 metres of buildings boundary) are **SMOKE FREE**.

Network Security

Only with permission of your trainer can CD's DVD's USB's, etc be brought in and used on the Westvic Staffing Solutions computer network. This is essential because of the risk of viruses being introduced into the network, and also for security reasons.

Code of Conduct

All students are to take responsibility for their own behaviour and conduct themselves in a mature and appropriate manner. For a student who, without reasonable cause breaches any of the following, exclusion from a training program may occur:

- Arrive at training under the influence of, or in possession of drugs or alcohol.
- Ingesting drugs or alcohol during the day
- Acts of vandalism
- Does an act or omission which may endanger the safety or health of any person
- Harasses, bullies, intimidates, threatens or exhibits any offensive behaviour towards any students, trainers or staff.
- Abusing other trainees, staff or trainers
- Failing to attend scheduled training and assessment sessions
- Failing to comply with reasonable requests or rules as set
- Absence from study for a period of time without authorisation or satisfactory explanation

Plagiarism

To plagiarize is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

Plagiarism occurs when you use someone else's words or ideas without correctly noting your source or without noting your source at all. Plagiarism is obvious and intentional when a student purposely copies material directly, but you are also guilty of plagiarism if you have not cited the source of the material, whether it is a verbatim quote or whether the ideas have been paraphrased into your own words.

You should be aware that plagiarism is a serious academic offence and can result in a complete loss of credits/results among other penalties.

Plagiarism is a type of stealing—taking something that does not belong to you. If you have any doubts about the need to acknowledge information you have researched, the safest course is to acknowledge the source in your assignment or written work.

For more information on how to cite your sources speak directly with your trainer and read the 'Citing Sources: What and When to Cite' information.

While some students intentionally plagiarise the work of others by copying directly, others may plagiarise through carelessness or lack of clear understanding about what constitutes plagiarism.

(For specific instances / examples of plagiarism, please refer to Student Plagiarism Information on the Westvic Staffing Solutions website, under "Do I need training?" - Student Information www.westvic.org.au/do-you-need-training/student-information).

Citing / Referencing

- Be sure to quote (to cite the exact wording) -
- When giving the wording of laws, official rulings, and important edicts.
- When citing mathematical, scientific, and other formulae.
- When a statement is hypothetical, i.e., subject to confirmation or refutation.
- When the exact words of the writer seem to be absolutely essential.

Cheating

In line with all other educational and training bodies cheating is not acceptable and Westvic Staffing Solutions has a procedure in place to deal with any cases which occur.

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage in an examination assessment or in other written or practical work required to be submitted or completed by a student for assessment.

This includes:

- Submitting an assignment or other piece of assessable work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or has fabricated data or that has been fabricated from other students without their knowledge.
- Copying assignments from other students.
- Changing assessment sheets to suit the students own advantage.

Disciplinary Procedures

Westvic Staffing Solutions adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others.

Students will uphold the standards of Westvic Staffing Solutions when they are engaged in training and assessment activities. Misconduct means any conduct that is prejudicial to the good order and discipline.

The following forms of misconduct will not be accepted:

- Wilful damage or removal of property
- Assault or harassment (physical or verbal)
- Cheating or attempting to cheat or assisting any other student to cheat by any means
- Negligent or disorderly conduct towards a staff member or student
- Being under the influence of alcohol or drugs
- Smoking in the building
- Infringing copyright and consistently attending classes late

Students who are caught cheating, plagiarising, stealing and/ or breaking any other rules will likely be advised they are being removed from our course and will need to find another training provider.

8. Student Welfare & Support Services

Westvic Staffing Solutions is committed to supporting the individual development of all our students to help reach their full potential. We understand that students may have study, work and/or social related issues and that holistic approaches to the student's emotional and physical wellbeing are critical to the successful completions and outcomes of training.

In addition to the Pre-Training Review discussions and outcomes, our Trainers and Assessors are available to support you by providing opportunities to discuss your concerns in a private and confidential setting.

The Trainer and Assessor is not a qualified counsellor, but has been provided with training and current information regarding relevant and appropriate referral support services in the local and/or metropolitan region.

Westvic Staffing Solutions is able to assist you and advise on appropriate referrals with:

- Study related concerns
- Career pathways options
- Information on laws regarding Occupational Health and Safety
- Information on laws regarding Equal Employment Opportunity
- Information on laws regarding Harassment and Bullying
- Information on laws regarding Industrial Relations
- Indigenous support services referral
- Information to access Job Services Australia services

9. Child Protection

All students but particularly those under eighteen (18) years of age who are supported by Westvic Staffing Solutions have a right to feel and be in a child safe environment.

Westvic Staffing Solutions is also committed to the cultural safety of Aboriginal children, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.

If you have a concern for your own welfare or another student's welfare please immediately raise this with Westvic Staffing Solutions. All allegations and safety concerns will be treated very seriously and consistently.

Note: If a person receives information that leads them to form a reasonable belief that a sexual offence has been committed in Victoria against a child (under the age of 16 years) by another person (of or over the age of 18 years), the person has a legal obligation to disclose that information to the Police as soon as it is practicable.

Call the police on 000 if you have immediate concerns for a child's safety.

Our Training Manager and Westvic Staffing solutions Chief Operational Director are available for individuals in need of support and referral advise.

10. Non- Academic Complaints & Appeals

We aim to address student complaints efficiently and effectively. The procedure described in this document applies to any student of WSS and is designed for the settlement of complaints of a non-academic nature.

Complaints involving academic matters such as assessment or progression should be dealt with through the Academic Appeals Procedure. These documents can be accessed through Westvic Staffing Solutions' website under "Do I need training?" - Student Information www.westvic.org.au/do-you-need-training/student-information.

Westvic Staffing Solutions encourages and supports the informal complaints process. All informal complaints will be placed in the RTO Complaints Register and acknowledged as a part of the Continuous Improvement process to assist with ongoing organisational improvement.

If the complaint is not resolved using the informal process this needs to be brought to the attention of the General Manager. The student will be required to complete a Complaints Form.

1. To ensure due process, all formal complaints and appeals must be in writing, signed and state the name and address of the complainant.
2. All complaints will be handled professionally and confidentially in order to achieve a satisfactory outcome.
3. All parties will have a clear understanding of the steps involved in the complaints process.
4. Students will be provided with details of external authorities they may approach, if required.
5. All complaints will be managed fairly and equitably and as efficiently as possible.
6. Students may raise any matters of concern relating to student amenities, discrimination, harassment and other issues, which may arise.
7. The procedure provides an avenue for most complaints to be addressed, however in some cases alternative measures may need to be explored.

Westvic Staffing Solutions will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

Students can access the Complaints Procedure through the Westvic Staffing Solutions website under “Do I need training?” - Student Information on our website: www.westvic.org.au

Resolution by External Party

The Dispute Settlement Centre of Victoria (DSCV) can help you to resolve a wide range of issues, without having to resort to taking legal action. They offer practical strategies, mediation services, education programs and lots more, and their service is free. The contact details are:

4/456 Lonsdale St
Melbourne VIC 3000
Tel: 1300 372 888

11. Rights and Responsibilities

Westvic Staffing Solutions Obligations:

Under this agreement and in line with the Training Services RTO Code of Conduct, Westvic Staffing Solutions ensures it:

- Treats all students fairly / reasonably and on an equal basis
- Provides a safe / open and conducive learning environment
- Provide additional personal coaching or mentoring sessions (if requested)
- Provides the training and support necessary to allow you to achieve competency
- Provides a quality training and assessment experience
- Maintains procedures for protecting your personal information
- Has established, documented and accessible consumer protection system, including feedback and complaints handling policies and procedures and a designated and identified consumer protection officer
- Provides you with details of these pathways for resolving or escalating complaints

Students Rights

You have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Victorian Registration and Qualifications Authority (VRQA) and relevant State Funding Body - DET (where applicable)
- Be informed about the collection of personal information and be able to review and correct that information
- Access to the Westvic Staffing Solutions' consumer protection complaints process.

Students Obligations

- Providing accurate information to us
- Behaving in a responsible and ethical manner
- Treat everyone in the learning environment with the respect and courtesy
- Attending all scheduled training sessions
- Notifying us if you are unable to attend any session at soon as possible prior
- Pre-read each session's learning materials / assessments prior to attending your scheduled activities
- Bringing your learning materials with you to scheduled activities
- Make yourself available for coaching or mentoring sessions (if deemed necessary)
- Submit your assessments within the designated timeframes required or set
- Ensure and acknowledge that all work submitted by you for assessment is your own work

12. Student Safety & Security

Once you have successfully enrolled in one of our courses, you will be provided information about safe and secure access to our office and training facilities for the conduct of your training and assessment.

Our friendly staff will walk you through our safety and security procedures and help you get well versed with our training and assessment facilities.

To help create a safe and secure environment we request that you follow all emergency, safety and security procedures and instructions relating to our training facilities at all times.

13. Access, equity and anti-discrimination

Westvic Staffing Solutions do not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age, or physical disease.

This policy applies to all services and operations of Westvic Staffing Solutions, including recruitment, assessment, and customer services. Westvic Staffing Solutions will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties.

14. Special needs

Westvic Staffing Solutions supports those with special needs. We encourage students with special needs to discuss these prior to enrolment (part of the Pre-Training Review) as support can be discussed and the training tailored to meet the needs of the student.

15. Training Certificates and Statement of Attainment

We will at no additional cost, issue you a formal Statement of Attainment and Record of Results on withdrawal, cancellation or transfer, prior to completing a qualification, provided you have paid in full the fee related to the units of competency you have successfully completed and which are to be shown on the Statement of Attainment.

Upon successful completion of your qualification, we will at no additional cost, issue you a formal Certificate and Record of Results provided you have paid in full the fees related to your enrolment.

Certificate of Completion for Qualifications or Statements of Attainment will be issued 30 days from completion and submission of student course work.

Certificates of Completion for Qualifications or Statements of Attainment will not be issued until all course fees and costs are paid in full.

16. Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)

RPL involves the assessment of previously unrecognised skills and knowledge the individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit competence, in respect of both entry requirements and outcomes to be achieved.

Westvic Staffing Solutions will assist the student in achieving an “RPL” result by linking the student to a local RPL provider.

An RPL result can be granted when the student has provided the relevant evidence and the training provider has assessed the evidence as meeting the training package evidence requirements.

17. Credit Transfers (CT)

If a Credit Transfer is identified and granted at the time of enrolment, the student tuition fees will be negatively adjusted. The adjustment applied on the *Statement of Fees - Proposal* will be dependent upon the Credit Transfer hour's portion of the total enrolment hours.

18. Student Support Services Fees

Where general student support requirements are identified through the Pre-Training Review, this will be offered as Internal Support by Westvic Staffing Solutions staff, with no additional fees payable.

When additional student tuition / support is required (based on the Pre-Training Review results) that is outside of what can be offered by the trainer/assessor during the normal process of training, this support will be provided at an additional fee to the student via **Referred Support**.

These additional fees payable will be discussed with the student and all stakeholders, prior to instigating the additional tuition / support.

19. Repeated Assessment Arrangements

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within your initial course fee arrangements. Following this, reengagement in training will be recommended.

20. General Fees Arrangements

Refund of fees

Refund of fees is not automatic. If a student withdraws / cancels from government subsidised training, an application for a refund must be lodged before a refund can be granted. The *Request for Refund of Fees* form will need to be completed as part of this application which can be accessed on our website www.westvic.org.au

Any student withdrawal/cancellation will be reported to the State Funding Body - DET by Westvic Staffing Solutions to enable reconciliation and adjustments to be made to any claims for government subsidy.

All students enrolled with Westvic Staffing Solutions are entitled, at no additional cost, to a Statement of Attainment and Record of Results on withdrawal, cancellation or transfer, prior to completing the course/qualification. This is on the proviso that the student has paid in all fees in full which are related to the units of competency to be shown on the Statement of Attainment and Record of Results.

Cooling off Period

Students have a right to cancel this agreement within 10 business days from the date they signed / received this agreement.

Any payment made will be fully refunded if a student changes their mind within the cooling off period. The cooling-off period begins on the first business day after the agreement was made and signed.

Payment Methods

Students are required to pay all their fees (tuition and other resources/enrolment) in full at the time of enrolment by cash, cheque, credit card or bank transfer. Alternatively, students may organise a payment plan / direct debit facility to make periodic-payments toward their fees.

Where a Payment Plan option is chosen by a student, the total fees charged for the duration of the enrolment will be invoiced at the time of enrolment, with payments made against this invoice over a maximum pre-determined period of their course enrolment (maximum 12 months). The Payment Plan will identify the deposit and periodic-payment amounts and the scheduling of payments.

A minimum deposit of 20% of the total fees will be required prior to the commencement of training.

All periodic-payment amounts will be processed via a Direct Debit facility, with the nominated payee responsible for all payments in accordance with the Payment Plan.

Outstanding Fees

In the event of unpaid or outstanding fees (including an periodic payment-plan), Westvic Staffing Solutions will reserve the right to:

- Cease training/assessment until outstanding fees are paid in full
- Suspend the completion process including, any Training Contract Completions
- Suspend any further enrolments with Westvic Staffing Solutions

- Referred to our Business Services department for recovery

21. Re-Issue / Replacement Fee (Certification)

Westvic Staffing Solutions levies a nominal documentation fee for the re-issue of certification documents (Statement of Attainment / Certificate / Record of Results) on request, which is \$22.00 (GST exempt) per course per re-issue request, payable on receipt of a re-issue request.

22. Training and Assessment

Competency based training is a structured approach to training and assessment that is directed towards achieving specific outcomes.

It is about assisting students to acquire skills and knowledge so they are able to perform a task to a specified standard under certain conditions. In competency based training, the outcomes to be achieved are clearly stated so that the learners know exactly what they have to do, trainers know what training or learning is to be provided and organisations know the skills levels required of their people to demonstrate workplace competence.

A competency is defined in terms of what a person is required to do (performance), under what conditions it is to be done and how well it is to be done (standards).

| The four competency skills | |
|-------------------------------|---|
| Task Skills | Being able to perform individual skills |
| Task Management Skills | Being able to manage a number of different tasks within the job |
| Contingency Management Skills | Being able to respond to irregularities and breakdowns in routine |
| Environmental Skills | Being able to deal with the responsibilities and expectations of the work environment |

A competency is much more than just a description of a work task or activity. It encompasses measures of the capability and addresses the knowledge, skills and attributes required for a person to perform a job to a required standard.

23. Assessments

Assessment is a process of collecting evidence and the assessor making a judgement by the comparison of a student's evidence of skills and knowledge, against the requirement of the Standards.

Assessment Outcomes

Student will be awarded as: C – Competent, NC – Not competent/fail, W – Withdrawn, CT – Credit transfer

Submission of evidence for assessment

Students are encouraged to keep a copy of their assessment documentation.

Where work is submitted in an electronic format, email confirmation of the work being received will be sent to the student by the trainer/assessor.

Assessment Timeframes

Westvic Staffing Solutions course dates are timetabled to provide adequate time for a trainer to deliver units of competency, the student to complete and deliver the course work and for the trainer to conduct assessments.

In order for students to receive their Certificate or Statement of Attainment, they must have completed and submitted the required course work. Where there is incomplete course work which may sit outside the nominated training end date, students are given reasonable opportunity to attempt and submit the uncompleted work.

Westvic Staffing Solutions has a 21-day deadline for completion and submission of outstanding course work to the trainer for assessment.

This 21-day period takes in reasonable account of practical difficulties that students might encounter such as equipment failure and the temporary unavailability of materials, resources and reference texts and so forth (technical and other difficulties should also be taken into account where they affect other types of assessment (i.e. oral presentations, etc.).

Any extension required beyond the 21-day period will require application to the trainer/assessor in writing (or by email) and approval given in writing by the trainer/assessor.

24. Trainer and Assessors

The role of an assessor is to objectively assess a student's evidence against a set of standards. All assessors:

- Have a sound knowledge and are skilled in the relevant industry area and hold an appropriate workplace assessor qualification, or equivalent.
- Are qualified to deliver courses based upon the current industry Training Package
- Deliver and assess training in accordance with the current Training Package requirements
- Undertake professional development and industry experience to maintain current industry skills and participate in regular meetings and other professional learning activities.
- Undertake assessment in a manner consistent with the principles of competency based training

25. Accuracy, Integrity and Protection of Your Records

We have systems in place to ensure that all records relating to your participation in our training programs including but not limited to your enrolment, fees you have paid, induction, progression, completion and certification are updated and maintained using secured electronic and hard copy systems.

26. Confidentiality

Westvic Staffing Solutions follows strict confidentiality policies. We do not discuss or disclose any information about a student's situation that relates to their participation in our training courses. In the event that a student discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the student's consent.

27. Privacy policy

Westvic Staffing Solutions follows strict privacy policies in conjunction with Privacy Laws. All forms, files, results and records of any student are deemed private under the Privacy laws. Records are accessible only to relevant staff members of Westvic Staffing Solutions and only for relevant and appropriate use.

This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law). Our staff confirm that they are speaking to you by asking identifying questions, or that we have your permission to discuss your account with a person you have nominated. If we do not have your permission to speak to another party about your account, we do not release any information.

The Privacy Amendment Act 2000 prevents Westvic Staffing Solutions from providing any student details to any person other than the student. All matters in relation to enrolment, results, fees or any other issue, can only be discussed with the student unless the enrolment form is signed by a third party, or written or verbal permission from the student is provided allowing access to the student's information.

28. Participation in Training Services - Satisfaction Surveys

To provide Students the opportunity to give feedback on the training services we deliver at Westvic Staffing Solutions, a separate Survey may be provided to you in hard copy on the day of training.

You may be contacted to participate in a survey by NCVET or a department endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVET survey out the time of being contacted.

As part of the commitment to Quality Standards and the reporting of Quality Indicators, Westvic Staffing Solutions administers the provision of questionnaires to Students and their Employers (as applicable) typically at the completion of their training activity. The resulting data is provided the National Centre for Vocational Education and Research (NCVER). Students will be asked to complete this survey.

Students may also be contacted to participate in a survey conducted by NCVET or a Government Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

29. Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our students, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au> The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Occupational Health and Safety Act 2004
- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004 (Cwth)
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)

- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968
- Education Services to Overseas Students (ESOS) Act 2000
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2001
- Student Identifiers Act 2014

State Based Legislation

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Working with Children act 2005 (Vic)
- Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 (Vic)
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulation 2001
- Public Records Act 1973
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30. Glossary and Definitions

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| Assessment (Competency Based) | The process of collecting evidence and making judgments on whether competency has been achieved. |
| Assessor | A person who has the necessary skills and knowledge to make the decision whether a person seeking assessment is competent or not yet competent against a national competency standard. |
| Australian Qualifications Framework | A comprehensive policy framework which defines all qualifications recognised nationally in post-compulsory education, vocational education and training, and higher education within Australia. |
| Competency Standards | The standards developed by industry for satisfactory performance in the workplace. Units of competency comprise the standards. |
| Competent | Assessed as having demonstrated satisfactorily the required skills, knowledge and aptitude against a specific unit of competency or cluster of units of competency. |
| Core Units | Units of competency which comprise the core of a qualification. They are the units which you must do to achieve the qualification. |
| Credit Transfer (CT) | Credit is given in the current course based on documentary evidence of statement of attainment/qualifications from previous formal education and training. |
| Elective Units | Units of competency that can be chosen to complete the qualification being subject to rules within training packages. |
| Evidence | Information provided to an assessor to support your claims for skills recognition. |
| Not Yet Competent | More evidence is required to demonstrate competence, or further training may be required to achieve competence against a unit of competency. |
| Performance Criteria | Describes the level of performance required in the job—how the work is to be done. |
| Portfolio | A collection of evidence provided to an assessor to prove competence against a unit of competency or qualification. |
| Qualification | A qualification is the formal certification, issued by a Registered Training Organisation, in recognition that all required competencies or learning outcomes have been achieved. |
| Recognition of Current Competencies (RCC) | RCC applies if a student has previously successfully completed the requirements of a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained. It is particularly relevant where there is a requirement for an occupational license or ticket in order to practice in the skill area, e.g. first aid, meat inspection. |
| Recognition of Prior Learning (RPL) | RPL involves the assessment of any previously unrecognised skills and knowledge that a student has achieved outside the formal education and training system. RPL is an assessment process (as distinct from a training process) that assesses the student's non-formal and informal learning. This assessment determines the extent to which a student has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification. |
| Registered Training Organisation (RTO) | An individual or organisation registered through a State Recognition Authority to provide accredited training and/or assessment and to issue qualifications and Statements of Attainment. |
| Statement of Attainment | A Statement of Attainment is a formal document listing the units of competency that a person has achieved towards a qualification under the Australian Qualifications Framework. |
| Unit of Competency | A component within a competency standard. It has a title, a description and contains the elements of competency and their performance criteria. Units of competency form qualifications. |
| Student | A current, potential or past client / apprentice / trainee or participant of Westvic Staffing Solutions |
| VRQA | The State Registering Body is the Victorian Registration and Qualifications Authority (VRQA) |

