



# **STUDENT INFORMATION BOOKLET**

## Release Information

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## INTRODUCTION

### 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. Appropriate training materials and physical resources are utilised to ensure the learning outcomes of the training product can be achieved. All assessment processes will be valid, reliable, flexible and fair. Students are advised on assessment requirements before training commences. Appeals procedures are in place for students who are not satisfied with assessment or training.

Westvic Staffing Solutions provide each student 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 a student is a trainee or an apprentice it is a requirement of our funding body contract that the Registered Training Organisation (RTO) must contact the Trainee and Employer every month by phone, fax or email.

### 2. Participation in Quality Indicator Questionnaires

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 electronically via an email link.

Students may also be contacted to participate in a survey conducted by NCVER 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.

### **3. 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 at the time of being contacted.

## ELIGIBILITY FOR FUNDING

### 1. Am I eligible for a funded training place?

The 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.

#### 1.1 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. For an accurate assessment of your eligibility under the current criteria you may consider the following steps:

- On the Victorian government website for the Department of Education and Training at [www.education.vic.gov.au/training](http://www.education.vic.gov.au/training) type in the search box 'Skills First Program' for information regarding this initiative.
- For funding and eligibility information you may go directly to this page using the following link: [www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx](http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx)
- As a final verification, please contact Westvic Staffing Solutions - Training Department on 03 5561 9000 and a member of our staff will be able to step you through a pre-eligibility assessment for the course you are interested in.

#### 1.2 What if I want to study & I don't meet the eligibility criteria?

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.

#### 1.3 Who should I talk to next?

To discuss your course needs, and your current eligibility, please speak to a Training Department staff member who will be able to step you through a pre-eligibility assessment for the course you are interested in.

## GENERAL STUDENT INFORMATION

### 2. Registration for enrolment

#### 2.1 Pre-Registration

Prior to completing a registration for enrolment, we would highly recommend that you take the time to review all of the information related to your chosen course at our website [www.westvic.org.au/do-you-need-training](http://www.westvic.org.au/do-you-need-training). For further information or support, please contact Westvic Staffing Solutions on 03 5561 9000 or by email [training@westvic.org.au](mailto:training@westvic.org.au).

#### 2.2 Evidence Required

During the Registration process (either **on-line** via the Registration portal or **hard-copy**) 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 (if applicable):

##### 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](http://www.usi.gov.au/students/how-do-i-create-usi). Where you have forgotten your USI, you can visit this website to recover [www.usi.gov.au/fags/i-have-forgotten-my-usi-what-can-i-do](http://www.usi.gov.au/fags/i-have-forgotten-my-usi-what-can-i-do)
- Victorian Student Number (VSN) (if applicable)
- 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

\*To determine 'Australian Equivalent' qualifications, please refer to the Overseas Qualifications Unit (OQU). The Unit can provide qualified professionals who are living permanently in Victoria, with an assessment of their overseas qualification: visit [www.liveinvictoria.vic.gov.au/home#](http://www.liveinvictoria.vic.gov.au/home#) and search for the OQU.

## 2.3 Registration (on-line – via portal on the Westvic Staffing Solutions Website)

### REGISTRATION STEPS:

- a) Select the course category from the bold headings listed under **Available Courses**.
- b) From the expanded list, click on your chosen course to display details
- c) Click **Register Now** button beside your chosen Course & Date, to commence your Registration for enquiry.
- d) 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.
- e) Verify that your Registration is confirmed by the screen titled “Registration Confirmation”
- f) Please print out and retain a copy of this page for future reference  
**NOTE:** Your completed registration for enrolment will now be processed by Westvic Staffing Solutions.
- g) Approval / Confirmation of your Registration will then be sent via email.
- h) Click on the **Close button** to complete the process and return to the Westvic Staffing Solutions main page

## 2.4 Registration (hard-copy)

In instances where the Registration portal may not be available, or due to specific needs of a student, a hard-copy *Registration for enrolment form* is able to be completed. This form covers all the areas in a similar manner to the Registration portal, but a paper based format.

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.

## 3. Unique Student Identifier

### 3.1 Do I need a Unique Student Identifier (USI)?

If you are undertaking VET accredited training delivered by Westvic Staffing Solutions (nationally recognised) you will need to have a Unique Student Identifier (USI).

From 2015 on any student seeking to Register for enrolment in the following will need to have a USI:

- Apprenticeship or Traineeship
- Qualification (Certificate, Diploma, Accredited Course)
- Other Course with Accredited Units (i.e. Short Course, Skill Set)

### 3.2 What is a USI?

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life
- will look something like this: 3AW88YH9U5

### 3.3 What is my USI used for?

When applying for a job or enrolling in further study (VET), you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime

Once you create your USI you will need to give your USI to each training organisation (Westvic Staffing Solutions in this instance) you study with, so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further VET training

### 3.4 How do I obtain a USI?

Prior to Registering for enrolment in VET accredited training with Westvic Staffing Solutions please follow the below steps, to provide us with your USI.

**NOTE:** Westvic Staffing Solutions will require a copy of your USI prior to commencing any VET accredited training.

#### What to do if I have an existing USI?

##### KNOWN USI

- If you already have a USI and can provide this, please proceed with your Registration for enrolment and input your USI when prompted during the Registration Process.

##### UNKNOWN USI

- Where you have an existing USI but cannot remember it, please follow the applicable 'forgotten USI' link on this webpage [www.usi.gov.au/students](http://www.usi.gov.au/students).
- Once you have retrieved your existing USI, please proceed with your Registration for enrolment and input your USI when prompted during the Registration Process.

### 3.5 What to do if I need a new USI?

If you have not already applied for your USI, this can be done by accessing the Student Identifiers Registrar website via the following website: [www.usi.gov.au/students/how-do-i-create-usi](http://www.usi.gov.au/students/how-do-i-create-usi). Please review the steps listed on this webpage prior to starting your application.

- To understand the steps involved in creating your own USI you may wish to read the steps outlined on this webpage, or alternatively you may choose to view the video provided on the Student Identifiers Registrar website, titled 'Create your own USI - Student Video'. The video can be accessed here: [www.usi.gov.au/video/create-your-own-usi-student-video](http://www.usi.gov.au/video/create-your-own-usi-student-video).
- Once successfully completed, you will be provided with your own USI – please keep a copy for your records.
- An email will be sent to you from the Student Identifiers Registrar confirming your new USI. Please forward a copy of this confirmation email to [training@westvic.org.au](mailto:training@westvic.org.au). We will then be able to reconcile this with your Registration for enrolment.
- Please proceed with your Registration for enrolment and input your new USI when prompted during the Registration Process
- If you have any questions or concerns regard this process, or difficulty in obtaining your USI please contact us on 03 5561 9000 or via email at [training@westvic.org.au](mailto:training@westvic.org.au).

## 4. Pre-Training Review and Assessment

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 Westvic Staffing Solutions 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. 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)

## 5.1 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.

## 5.2 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](http://www.westvic.org.au/do-you-need-training), or by contacting the Training Department on 03 5561 9000 or [training@westvic.org.au](mailto:training@westvic.org.au).

## 5.3 Short Course (with accredited units)

Student LLN will be evaluated as part of the Registration for enrolment process to ensure that the minimum LLN requirements are met to enable successful completion of the short duration course. Should additional LLN assessment requirements be determined, these will high-lighted on the course information, and will be advised to students via a separate email (as applicable).

## **6. Student Standards (Various)**

### **6.1 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).

### **6.2 Attendance Register**

All classroom based courses have attendance rolls each morning.

### **6.3 Punctuality**

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

### **6.4 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.

### **6.5 Personal Property**

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

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

### **6.6 Drink & Food**

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

## 6.7 Smoking

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

## 6.8 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.

## 6.9 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

## 6.10 Plagiarism

To plagiarise 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](http://www.westvic.org.au/do-you-need-training/student-information).

### **GENERAL REQUIREMENTS FOR REFERENCING / CITING**

Please be aware of the following points when considering referencing/citing information used in work:

Citing Sources, what and when to Cite -

Be sure to cite:

- every quotation
- every paraphrase
- every reference you make (e.g., Smith notes that . . .)

## 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.
- when a significant thought has been particularly well expressed.

Be sure to paraphrase (to restate something in your own words) -

- lengthy discussions. Be careful in doing this. The idea is to reduce the discussion to its main ideas, but you have to be careful not to distort the original emphasis.
- large bodies of factual data.

Do not quote or paraphrase -

- general knowledge (information found in three or more sources, although it may have been new to you)

Remember your audience -

- What is common knowledge among brain surgeons may not be common knowledge among English or history teachers. You must decide what is “news” to your audience. If in doubt, cite the source.

## 6.11 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.

## 6.12 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 face disciplinary action.

## 7. 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:

- Personal concerns
- 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
- Disability support services referral
- Indigenous support services referral
- Information to access Job Services Australia services
- Housing and homelessness concerns
- Drug and/or alcohol dependency concerns
- Financial or budgetary concerns

## 7.1 Child Protection

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

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.**

## 7.2 Useful contacts

Brophy Family Services	
Hamilton	(03) 5571 2530
Portland	(03) 5523 2411
Warrnambool	(03) 5561 8888
Centrelink (free call)	13 10 21
Community Connections (free call)	1300 361 680
Domestic Violence Centres	
24 Hour HOTLINE	1800 015 188
Lifeline	13 11 14
Primary Mental Health Team	(03) 5564 6000
South Western Centre Against Sexual Assault (free call)	1800 806 292
Western District Alcohol & Drug Centre (free call)	1300 009 723

## 8. Non Academic Complaints & Appeals

### 8.1 Purpose

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](http://www.westvic.org.au/do-you-need-training/student-information).

## 8.2 Procedure

If a person feels they have grounds for a complaint, or a conflict arises from actions, decisions or omissions by Westvic Staffing Solutions management or staff, then in the first instance a student is encouraged to resolve the complaint using an informal process in which the student is encouraged to discuss issues with the person they have the complaint against.

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 RTO Operations 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 [www.westvic.org.au/do-you-need-training/student-information](http://www.westvic.org.au/do-you-need-training/student-information).

## 8.3 Process

### Local level resolution

The complaint procedures requires the student to initiate discussion with the relevant staff member regarding the complaint. Where the complaint is unable to be resolved at discussion level a formal complaint in writing is to be directed to the RTO Operations Manager

A complaint unresolved at this level will be referred to the Chief Executive Officer.

If the complaint cannot be resolved internally, both parties will mutually agree on the appointment of a mediator.

### Resolution by External Party

- I. 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  
Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

- II. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

## 9. Rights and Responsibilities

The section is divided into the obligations of Westvic Staffing Solutions as your Training Organisation, and your student rights and obligations.

### 9.1 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; and
- Provides you with details of these pathways for resolving or escalating complaints.

## 9.2 Students Rights and Obligations

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; and
- Access to the Westvic Staffing Solutions' consumer protection complaints process.

As a student of Westvic Staffing Solutions, your obligations include:

- 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

## 10. 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.

## 11. 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.

### 11.1 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.

## 12. Training Awards

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.

## STUDENT STATEMENT OF FEES – AGREEMENT

The Student Statement of Fees has three separate parts:

- **PART A. STATEMENT OF FEES - AGREEMENT** (outlined in this section)
- **PART B. STATEMENT OF FEES - PROPOSAL** (proposal details)
- **PART C. CONCESSION APPLICATION** (as applicable)

**Part A** *Statement of Fees - Agreement* (outlined in this section) provides a clear framework for the Student and Westvic Staffing Solutions in relation to fees charged and the training services being offered. **Part B and C** are completed with the Student where all required details are recorded / communicated on the *Student Statement of Fees* form.

The details captured on this form will include: student details; proposed course (type, code, duration, location, delivery mode, placements); course fees (tuition, other – resources/enrolment); government contribution (as applicable) and concession/exemption/fee waiver details.

### 13. Fees Agreement

The **Statement of Fees - Agreement** is included in this section of the Student Information Booklet, and is outlined in the Student Statement of Fees. This Agreement incorporates the following:

- The full terms and conditions of the agreement with you (the student) for the course you are seeking to enrol into
- Anticipated fees and fee structure, as depicted on the *Statement of Fees - Proposal*
- Cooling-off periods, and termination rights
- Relevant declarations and confirmations required to enrol / commence in a course
- A framework and information relating to fees, concessions / exemptions / fee waivers and refunds
- An acknowledgement by the Student of having read, understood and agreed to details relating to the *Statement of Fees - Agreement* as represented in this publication.

## 14. State Funding Body (Government) Requirements

The Department of Education and Training – (DET) require that all Registered Training Organisations in receipt of government funding for training, collect and report Fees Information (student contribution portion) for enrolled students.

The current published Fees Information (student contribution portion) identifies the maximum fees for each course, which may be subject to change given individual circumstances at enrolment. The Fees Information may be reviewed from time to time, with the latest pricing published on the Westvic Staffing Solutions website under “Do I need training?” - Fees Information [www.westvic.org.au/do-you-need-training/fees](http://www.westvic.org.au/do-you-need-training/fees). This information will be used in the calculation of fees – as identified in the *Student Statement of Fees* provided to students.

Refer to the Concessions / Exemptions / Fee Waiver section below for details relating to:

- Concessions / Exemption / Fee Waiver eligibility criteria
- Referred Job Seekers covered by a Commonwealth Government Agency or as part of a Commonwealth program

DET (Vic) is responsible for setting and reviewing the government contribution toward funded courses. All government subsidised funding for student enrolments may be subject to change, in the event of policy or funding changes as implemented by DET (Vic). The government contribution toward the student enrolment is identified in the *Student Statement of Fees* as the Government Contribution toward my Training (as applicable).

Where a course is not offered for government subsidised funding, or the student is not eligible for funding, the appropriate Full Fee (Fee For Service) will apply and there will be no government contribution toward the course being undertaken. This will be highlighted in the *Statement of Fees - Proposal* where the Government Contribution toward my Training section will indicate \$0.00.

## 15. Fee Protection

Westvic Staffing Solutions ensures the protection of all student pre-paid fees (fees in advance) through the holding of an unconditional financial guarantee. This bank guarantee is retained at an amount no less than the total amount of prepaid fees held by us in excess of the threshold prepaid fee amount for each learner for training services to be provided.

## 16. 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. Please view at: [www.westvic.org.au/do-you-need-training/fees](http://www.westvic.org.au/do-you-need-training/fees).

### 16.1 Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)

Students who wish to apply for RPL/RCC will be required to pay the standard full fee amount for individual units which are to be assessed using this option.

Whilst the student will be able to reduce their training hours using this option, the trainer/assessor input in the RPL/RCC assessment process will be equivalent to having delivered the unit being applied for. As such, the related full fee amount will be equivalent to the tuition fee charged for normal delivery of the entire unit (unless otherwise stipulated in a specific course offering).

### 16.2 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.

### 16.3 Short Course / Unit only Enrolments

Individual unit(s) of competency will be offered for students to enrol (or re-enrol) into as a Short Course with a Fee For Service rate. The Short Course rates will be published in the Fees Information Summary and will include (as applicable):

- Tuition Fee proportionate to the duration in hours of the unit(s) included in the Short Course
- Enrolment, administration and processing fee; Training delivery and assessment fee; Certification fee
- Other Fees (including resources), to cover various resources related to the Short Course

A Short Course with no accredited units (i.e. Non-accredited) will have an applicable Fee For Service rate applied by Westvic Staffing Solutions, in accordance with the course duration and other items (mentioned above).

The final fees for a Unit only Enrolment will be determined prior to completion of the enrolment process, in consultation with Training Services Staff at Westvic Staffing Solutions by contacting the Training Department on 03 5561 9000 or via email at [training@westvic.org.au](mailto:training@westvic.org.au).

## 17. 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.

## 18. 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.

## 19. Refund of fees

### 19.1 General Refund Arrangements

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](http://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.

Where a student withdraws / cancels from a training with no government subsidy (Full Fee), the same process will be followed as outlined above, except for the government subsidy requirements.

If a student cancels / withdraws **within** the **Cooling off Period** (see below):

- a full refund of the Tuition Fee will apply
- a full refund for Other Fees and charges, including resources will apply.

If a student cancels / withdraws **after** the **Cooling off Period**, but within the first four weeks of commencement of training:

- a refund of the Tuition Fee will apply (less an administrative fee of \$250)
- a full refund for Other Fees and charges, including resources (in original condition) will apply
- no refund for any Enrolment Fee charged will apply (non-refundable)

If a student cancels / withdraws four weeks or more after commencement of training:

- no refund for any Enrolment Fee charged will apply (non-refundable)

If the course is cancelled by Westvic Staffing Solutions, a full refund of all Fees will be provided.

In the unlikely event that Westvic Staffing Solutions closes before or after a student commences training the following refund will apply:

- During training: A pro-rata refund based on hours completed to date will apply
- Prior to commencement: A full refund will apply

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.

## 19.2 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.

## 20. Student Fee Payment

### 20.1 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.

### 20.2 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.

### 20.3 Replacement Resources/Materials

Where a student requires a replacement resource, this will incur an additional fee which will be on a pro-rata basis based on the original other / resource fee.

## 20.4 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. Concessions/Exemptions/Fee Waivers

### 21.1 Standard Concession

Subject to eligibility criteria, a student eligible for Concession will only pay 20% of the government subsidised non-concession fee published on our website, for a specific course at the time of Registration. To be eligible for concession a student will need to be:

- A holder of a current valid Concession Card (Health Care, Pensioner, Veteran Gold);
- A dependent of the holder of a current card, (except Veteran's Affairs Gold Card); or
- The holder of an alternative card or concession eligibility criterion approved by the Minister (responsible for the State Funding Body – DET).

### 21.2 Concession Application / Evidence

Evidence of eligibility for concession / exemption / fee waiver will need to be sighted, verified and a copy retained by a Westvic Staffing Solutions RTO Authorised Delegate.

Fees associated with other items (i.e. resource fees / enrolment fees) will be shown as a separate fee in **PART B. Statement of Fees - Proposal** and the related invoice, and will not be subject to concession / exemption or fee waiver.

Students wishing to apply for a government subsidised concession / exemption / fee waiver are required to complete **PART C. - Concession Application** along with the accompanying evidence (i.e. Concession card, Initiative form etc.). The required evidence must be provided to the Westvic Staffing Solutions RTO Authorised Delegate, at the time of enrolment, but no later than course commencement. A copy of this evidence (i.e. copy of a valid Concession Card) will be retained for audit purposes with the Registration.

### 21.3 Indigenous Students

Subject to eligibility criteria, a student who self-identifies as being of Aboriginal or Torres Strait Islander descent may also qualify for the appropriate government subsidised concession rate for each course (up to Diploma level), under the Indigenous Completions Initiative.

## 21.4 Various Initiatives and entitlements

Students may be eligible for consideration of an exemption / fee waiver under the following initiatives:

- a) Asylum Seekers VET Program
- b) Retrenched Employees
- c) Automotive Supply Chain Training Initiative
- d) Individual from the Judy Lazarus Transition Centre (see below)
- e) Young people on community based orders (see below)
- f) Back to Work Scheme
- g) Referred Job Seeker\*

Eligibility under these initiatives will also require a Student to present the relevant Referral Form or Letter to Westvic Staffing Solutions RTO Authorised Delegate, prior to enrolment (as applicable). A copy of the appropriate evidence will then be retained on file for audit and review purposes.

### **\*Referred Job Seeker**

Where a Student is eligible for concession, and is a referred Job Seeker with a standard Job Seeker Referral Form, there will be no Fee Concession Contribution offered by the State Funding Body (DET). In these instances, with prior agreement of the referring agency, Westvic Staffing Solutions will seek contribution from the referring agency directly for the portion of the tuition fee not covered by the Student (referred Job Seeker), or alternatively this portion may be paid directly by the Student (as applicable).

### **Judy Lazarus Transition Centre**

Westvic Staffing Solutions will not charge a tuition fee for enrolment by a Student who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).

### **Young people on community based orders**

Westvic Staffing Solutions must not charge a tuition fee for enrolment by a Student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.

# TRAINING AND ASSESSMENT

## 22. What is competency based training?

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).

<i>The four competency skills</i>	
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. Assessment

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.

### 23.1 Standards

Statements of the required workplace level of performance.

## 23.2 Assessment Outcomes

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

## 23.3 Submission of evidence for assessment

Students are encouraged to keep a copy of their assessment documentation. When work is submitted in hard copy to the WSS office it will be date stamped and signed and where possible a signed receipt will be issued to the student in acknowledgement.

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.

## 23.4 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. Underlying Principles of Assessment

For an effective assessment system in a competency based environment, some basic principles must apply.

### 24.1 Validity

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

### 24.2 Authenticity

The evidence collected is authentic and is directly attributable to the student.

### 24.3 Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied to produce consistent outcomes.

### 24.4 Currency

Under an effective system, assessment evaluates whether or not the student's skills and knowledge are current (within the past three years) and can be applied in today's workplace.

### 24.5 Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

### 24.6 Flexibility

The evidence should be based on the workplace experience of the students and will contain diverse types and forms of relevant and appropriate evidence.

### 24.7 Fairness & Equity

Assessment activities at WSS are free from bias and must not disadvantage any person or organisation. All eligible students must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with students who have special needs.

### 24.8 Student Information Access

You have the right to access your relevant student records information, subject to some exception allowed by law. All requests must be made in writing to the Westvic Staffing Solutions – Training Department. A charge of \$22.00 (Inc. GST) applies if a reissue or reprint of your qualification or statement of attainment is required.

## 25. 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

## 26. Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence – current or from an acceptable past period – from:
  - i. extracted examples within the workplace
  - ii. natural observation in the workplace
  - iii. simulations including competency/skills tests, projects and assignments
- Supplementary evidence from:
  - i. oral and written questioning
  - ii. personal reports
  - iii. witness testimony
  - iv. third party report

## 27. Enrolment Variations

Westvic Staffing Solutions train and assess students from all walks of life. Some have had previous experience, some have no experience, some have undertaken similar training in the past, some are new to training in a specific area.

Students who have completed other nationally recognised training or who, through prior learning and experience have gained the same skills/competencies that relate directly to their current training, will have the opportunity apply for recognition. The evidence to accompany the student application will vary depending upon the chosen path as directed by the trainer/assessor.

The options available for recognition include:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competency (RCC) and
- Credit Transfer (CT)

Refer to the “Statement of Fees – Agreement” section for details of how this application may impact your fees and the course requirements.

## 28. Language Literacy and Numeracy (LL&N), Training Support

Westvic Staffing Solutions is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a student’s ability to carry out all the learning tasks and demonstrate required competencies for the qualification.

Based on the assessment of Student Core LLN Skills during the Pre-Training Review and Assessment – Westvic Staffing Solutions will where possible may modify learning activities to compensate for Students with literacy or numeracy skills needs using reasonable adjustments which do not compromise the unit of competency requirements.

If a prospective student scored one level lower than the level determined as required to successfully complete the vocational course in one or more of the Core Skills, then in consultation with the student consideration will be given to the how that LLN training need might best be addressed. These initial LLN discussions which occurred during the Pre-Training Review, will continue in the provision of training services to the Student.

One option is to incorporate an additional focus on the area of weakness into the vocational course and use workplace-relevant exercises to build up that area. Additional resources and support could be provided.

Another option is to select specific individual Foundation Skills units to run in parallel with the vocational course to address the LLN deficiency.

If there is a deficit in more than one Core Skill then the parallel delivery of an appropriate Foundation Skills course will be considered. The student would be referred on to an approved provider for the Foundation Skills training prior to them being able to commence the course with Westvic Staffing Solutions.

## **29. Recognition of Qualifications Issued By Other RTO**

Westvic Staffing Solutions will at all times abide by the mutual recognition agreements formed between all states/territories of Australia, in the recognition of other RTO's awarded Documentation (Qualification / Statement of Attainment / Testamur). Westvic Staffing Solutions will cover the below points as part of the Recognition process:

- Acknowledge Nationally Recognised Training through the provision of Documentation information showing all requirements as detailed within the Australian Qualification Framework (AQF) upon presentation of the award from other RTO
- Verify that the copy (or certified copy) of Documentation provided by the student is valid
- Communicate with the issuing RTO's for the provision of written confirmation regarding Authenticity of the Documentation information
- Once a qualification has been Verified and Authenticated, Westvic Staffing Solutions will recognise the Qualification, Statement of Attainment or Testamur

## **30. 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.

## **31. 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 students consent.

## 32. 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.

## 33. 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:

### 33.1 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

### 33.2 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

## GLOSSARY AND DEFINITIONS

<b>Assessment (Competency Based)</b>	The process of collecting evidence and making judgments on whether competency has been achieved.
<b>Assessor</b>	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.
<b>Australian Qualifications Framework</b>	A comprehensive policy framework which defines all qualifications recognised nationally in post-compulsory education, vocational education and training, and higher education within Australia.
<b>Competency Standards</b>	The standards developed by industry for satisfactory performance in the workplace. Units of competency comprise the standards.
<b>Competent</b>	Assessed as having demonstrated satisfactorily the required skills, knowledge and aptitude against a specific unit of competency or cluster of units of competency.
<b>Core Units</b>	Units of competency which comprise the core of a qualification. They are the units which you must do to achieve the qualification.
<b>Credit Transfer (CT)</b>	Credit is given in the current course based on documentary evidence of statement of attainment/qualifications from previous formal education and training.
<b>Elective Units</b>	Units of competency that can be chosen to complete the qualification being subject to rules within training packages.
<b>Evidence</b>	Information provided to an assessor to support your claims for skills recognition.
<b>Not Yet Competent</b>	More evidence is required to demonstrate competence, or further training may be required to achieve competence against a unit of competency.
<b>Performance Criteria</b>	Describes the level of performance required in the job—how the work is to be done.
<b>Portfolio</b>	A collection of evidence provided to an assessor to prove competence against a unit of competency or qualification.

<b>Qualification</b>	A qualification is the formal certification, issued by a Registered Training Organisation, in recognition that all required competencies or learning outcomes have been achieved.
<b>Recognition of Current Competencies (RCC)</b>	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.
<b>Recognition of Prior Learning (RPL)</b>	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.
<b>Registered Training Organisation (RTO)</b>	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.
<b>Statement of Attainment</b>	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.
<b>Unit of Competency</b>	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.
<b>Student</b>	A current, potential or past client / apprentice / trainee or participant of Westvic Staffing Solutions
<b>SFP</b>	Government-subsidised training is offered under the Skills First Program (SFP)
<b>DET-HESG</b>	The State Funding Body is the Department of Education and Training – (DET)
<b>VRQA</b>	The State Registering Body is the Victorian Registration and Qualifications Authority (VRQA)