



LEARNER HANDBOOK

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This handbook outlines a range of information about your training, your rights and your responsibilities. You should read this document carefully.

List of Abbreviations

Term	Abbreviation
Nationwide Training	NT
Registered Training Organisation	RTO
Training Accreditation Council WA	TAC
Australian Apprenticeship Support Network	AASN
Department of Training and Workforce Development	DTWD
Australian Qualifications Framework	AQF
Vocational Education and Training	VET
Occupational Health and Safety	OH&S
Competent	C
Not Yet Competent	NYC
Credit Transfer	CT
Recognition of Prior Learning	RPL
Statement of Attainment	SoA
Unique Student Identifier	USI
Unit of Competency	UoC

Overview

Welcome to Nationwide Training (NT). We have been a Registered Training Organisation (RTO) accredited by the Training Accreditation Council (TAC), Western Australia since 1996. This allows us to deliver training and assessment of nationally recognised training for all of WA. Our trainers can travel within the Perth metropolitan area and to WA regional centres to provide our training services or learners can come to our training centre in Osborne Park, WA 6017.

We look forward to providing you with quality training and assessment services, and ongoing support and assistance throughout your training. Please take the time to familiarise yourself with the information in your Learner Handbook. If at any time you are experiencing difficulties with your training please report your concerns, complaints and grievances to your trainer/assessor, or contact us at NT on (08) 9445 7766.

The policies, procedures and forms mentioned in this handbook are available:

- In this handbook itself;
- Via our website policies page; www.nationwidetraining.com.au/policies/
- In your workbook if you are studying a qualification;
- In your classroom if you are attending a short course at our training centre;
- From you trainer/assessor;
- Upon request at reception; or
- Via email or post, email info@nationwidetraining.com.au or call (08) 9445 7766.

NT delivers a mix of training products, both qualifications and short courses, to develop and upskill learners within the transport & warehousing and process manufacturing sectors. As a RTO we are approved to issue Certificates or Statements of Attainment (SoA) according to the Australian Qualifications Framework (AQF).

For full list of the qualifications and short courses that NT offers please visit our website. www.nationwidetraining.com.au

Our website includes information on qualification and short course:

- Content;
- Duration;
- Course requirements;
- Licencing requirements, if applicable;
- Fees;
- Mode of delivery;
- Learner responsibilities;
- NT policies, procedures, forms and feedback surveys; and
- Identifies if the course is delivered by NT or a third party.

If at any time you have any question or require further information please Call 08 9445 7766 or email info@nationwidetraining.com.au

Code of Practice

NT's policies and procedures are in place to:

- Maintain high professional standards in the delivery of our training and assessment services;
- Adhere to the principles of access and equity and anti-discrimination;
- Provide a safe learning environment for learners and staff alike free from bullying and harassing behaviours;
- Protect consumer rights;
- Maintain the privacy of all individuals; and
- Enable NT to be an ethical business within the WA community.

Compliance with State and National Legislation

As a Registered Training Organisation, NT has agreed to operate within the Standards for Registered Training Organisations (RTOs) 2015.

As part of the Standards for Registered Training Organisations (RTOs) 2015, RTOs must be compliant with commonwealth and state legislation and all of its regulatory requirements. NT will observe laws governing:

- Vocational education and training
- Occupational health and safety
- Workplace harassment, victimisation and bullying
- Equal opportunity
- Privacy
- Consumer law

Important Legislation which affects NT includes:

Standards for Registered Training Organisations (RTOs) 2015 (Commonwealth)
Standards for Registered Training Organisations (RTOs) Amendment 2017 (Commonwealth)

Vocational Education and Training Act 1996 (Western Australian)

Student Identifiers Bill 2014 (Commonwealth)

Australian Human Rights Commission Act 1986 (Commonwealth)

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

Disability Discrimination Act 1992 (Commonwealth)

Age Discrimination Act 2004 (Commonwealth)

Copyright Act 1968 (Commonwealth)

Privacy Act 1988 (Commonwealth)

Fair Work Act 2009 (Commonwealth)

Competition and Consumer Act 2010 (Commonwealth)

All staff of NT are briefed on the above legislation. This information is also made clear to all learners in this Learner Handbook and during the course of their training.

Learners are expected to adhere to national and state legislation and not behave in any way that may impact on the physical or emotional wellbeing of another. Learners

will be notified of any changes to legislation that impact upon the operations of the NT via e-mail correspondence and any other suitable means of communication approved by the RTO Chief Executive Officer.

What is Competency Based Assessment?

Competency based assessment is a system of assessing a person's knowledge and practical skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts.

Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on the job and off the job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

Competency based assessment is also evidence based. The assessor gathers different forms of evidence to make the decision as to whether a learner is competent or not in the required skills and knowledge set out in the competency standards. The assessor may use several approaches to gather this information such as observation, questioning and evaluating projects and presentations.

National Training Packages

All qualifications and most short courses at NT fall under national training packages and are based on the competency standards set out in the units of competency (UoC) within training packages. Each industry has its own training package to specify:

- The qualifications available in that industry
- The competency standards required
- The methods of assessing the skills of learners for the industry
- The standards that the trainers and assessors need to meet to train and assess under those training packages

NT's training products based on UoC conform to the national training package standards.

Transition of Training Products

NT ensures that the training products that learners are enrolled in with the RTO are from the latest and most recent version of the relevant training package. NT takes on the responsibility and duty to manage the transition of learners from older to newer versions of the nationally recognised qualifications and short courses that it delivers.

In all instances, the Standards for Registered Training Organisations (RTOs) 2015 will be referred to, as well as any complementary guidelines from the registering body. As a minimum, the RTO will ensure that no learner commences training and assessment in a qualification or UoC that has been removed or deleted from the National Register, training.gov.au.

Your Rights and Responsibilities

Your Rights

- Be treated fairly and with respect and without discrimination or harassment regardless of religious, cultural, racial or sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work and study in a safe, clean, orderly and co-operative environment whilst engaging in RTO face-to-face training;
- Have any disputes settled in a fair and rational manner (This is accomplished by the Complaints and Grievances Policy and Procedure, and the Appeals Policy and Procedure);
- Learn and participate in an environment that is conducive to success;
- Work and learn in a supportive environment without indifference from others;
- Apply to have existing skills and knowledge recognised (CT/RPL);
- Be assured of your privacy concerning your records containing personal information (subject to other statutory requirements);
- Be given information about assessment procedures at the beginning of the training and assessment process, and progressive results as they occur;
- Appeal within five (5) working days of receiving notification of any assessment results to which you disagree;
- Lodge a complaint/grievance or appeal and have it investigated effectively without fear of retaliation or victimisation;
- Receive an outcome of your written complaint/grievance in writing within five (5) working days of receipt of the complaint/grievance;
- Express and share ideas, and to ask questions; and
- Access your own training records.

Your Responsibilities

- Treat staff and fellow learners with respect and fairness;
- Follow reasonable directions from a member of staff;
- Behave in any way that will not offend, embarrass or threaten others;
- Ensure your behaviours do not harass fellow learners or staff by, for example, using offensive language or making unwanted sexual advances;
- Respect the possessions of fellow learners and NT staff;
- Ensure personal details kept current and correct;
- Provide a valid and verifiable Unique Student Identifier (USI) for NT to issue a qualification or SoA;
- Participate in all assessment tasks as scheduled honestly, and to the best of your ability;
- Report inability to attend when appropriate;
- Submit assessments on time;
- Maintain appropriate contact with trainers/supervisors/employers;
- Demonstrate courteous and respectful behaviour;
- Read and maintain resources that are supplied;
- Behave in a safe manner that does not place you or others at risk, and follow all Occupational Health and Safety (OH&S) requirements; and

- Inform NT immediately if there are any reasons why your training schedule may be interrupted, or of any factors which will impact your ability to complete assessments by the due date.

Safety and Critical Incidents Policy

NT recognises its responsibilities to ensure the safety and health of its learners, staff and visitors and realises its obligations under the OH&S Act with regard to its duty of care. To achieve this, NT will comply with all relevant Occupational Safety and Health legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace. NT will nominate at least one staff member as the organisation's Health and Safety Representative and provide the appropriate training for this role. NT will also ensure that a number of staff are trained in the application of First Aid.

The RTO will also ensure that Emergency Procedures are posted in highly visible locations around its premises and that emergency drills are carried out at least once a year and conduct site inspections of workplaces with workplace based training is to occur.

NT believes that Occupational Health & Safety is a shared responsibility, adapting a consultative approach to hazard management and expecting all individuals to be safe at all times. NT carries out regular safety inspections of its premises to ensure a safe workplace and safe training facility. The procedure is as follows:

OH&S Safety Inspection Procedure

- Nominated Health and Safety Representative conducts an audit using the WHS Checklist;
- Where a hazard has been identified, a Risk Control Plan is to be completed;
- All documents are to be signed off by parties listed;
- Following the treatment or removal of the risk, all documents are to be filed by the RTO Administration Department.

Where an incident or injury has occurred, the following procedure is applicable:

Accident or Incident Procedure

- Nominated Health and Safety Representative/First Aider to attend to scene of incident and assist any injured persons, organising trips to Emergency Services as required;
- Any outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the Hierarchy of Control approach;
- Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed off by parties listed;
- Emergency contacts and Next of Kin of the affected individuals to be contacted;
- Relevant authorities to be contacted, including WorkCover, Australian Police, Department of Immigration and Border Protection as required;
- Remaining staff to be briefed on incident and any actions/activities to be implemented going forward;
- Incident is to be recorded on the Incident Register.

Learners are also informed of their responsibilities to behave and act in a safe manner, while all training and assessment, particularly on heavy machinery, is carried out to strict, industry recognised safety standards.

NT subscribes to regular updates from the relevant authorities in regard to Occupational Safety & Health.

Alcohol and Drug Policy

NT stands firmly against the use of Drugs and Alcohol on its premises and by any persons, including staff, learners and contractors, during its hours of operation. It is felt that a zero tolerance approach is in the best interest of all parties and will contribute to ensuring NT compliance with all state and national legislation associated with such behaviour.

Learners who are suspected of being under the influence of Drugs or Alcohol will not be permitted to attend class. Neither will staff members who are suspected of being under the influence of Drugs or Alcohol be permitted to attend their normal work activities.

NT will endeavour to educate both staff and learners about the potential harm and lifelong effects of consistent Drug and Alcohol abuse and in turn, endeavour to promote healthy lifestyle habits and practices.

NT will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to learners and staff alike.

Drug and Alcohol Procedure

- Any person who suspects that a NT staff member or learner may be intoxicated and of potential harm to fellow learners or staff members should contact the first line of authority. For learners, this is their trainer. For staff members, this is their supervisor. If the first line of authority is unavailable, endeavour to contact the RTO Chief Executive Officer;
- The nominated authority is to then, where safe and appropriate, escort the intoxicated individual from the premises;
- The RTO Chief Executive Officer is to be notified immediately after the event;
- Details of the incident and all witness accounts are to be recorded as soon as is practicable;
- In the context of the offender being a learner, NT may request that the learner be transferred to an alternative provider and will support this process as necessary. Where the staff member is the offender, NT Chief Executive Officer will arrange a consultation between both parties so that a resolution may be negotiated that is agreeable to all concerned and will assist everyone involved moving on from the event;
- Police will be contacted where it is determined that there is severe risk of damage to any persons or property.

Access and Equity Policy

What do the terms “Access” and “Equity” mean?

Access generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

NT is of the firm belief that every individual regardless of personal history, present circumstances or any other factor that can commonly be considered as an inhibiting factor to self-development, should be provided the opportunity to improve their life through further education. NT embraces multiculturalism and diversity in Australia, and is pleased to be a contributor to quality education as a whole.

At NT we endeavour to provide the opportunity to participate and achieve. This means that any person is welcome to participate in our training products subject to the pre-determined Eligibility Criteria as set out by the Training Package. NT complies with all Anti-discrimination, Human Rights, Equal Opportunity and Disability Discrimination legislations.

Some of our courses have pre-requisite standards and competencies. Learners wishing to undertake these courses will be informed of support programs and assistance available.

Some of these support services may include provision of any 'gap' training prior to course commencement, or provision of contact information to apply for government grants for financial assistance if adaptive technology or any other special needs requirements are determined. Events of major cultural importance to you will be acknowledged, and allowance made for their observance.

NT undertakes to eliminate practices that may contribute to disadvantage suffered by specific groups in employment, education and training. We achieve this by:

- Promoting access to training for all people regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, employment status, imprisonment or remote location;
- Ensuring that training services are delivered in a non-discriminatory, open and respectful manner;
- Actively encouraging the participation of those from traditionally disadvantaged groups, and specifically offering assistance to learners most disadvantaged; and
- Providing culturally-inclusive language, literacy and numeracy advice and assistance that helps meet personal training goals.

Each of our staff has a responsibility to implement access and equity equally for all learners. All learners have the responsibility to not engage in access limiting behaviours towards other learners or prevent staff from providing training services.

Learner Support Services

NT will endeavour to support a learner through their course of study through means such as access to additional time with trainers and access to professional career guidance counselling when available.

NT will also maintain a directory of organisations known throughout the VET sector to provide assistance and guidance to learners (Support Agencies Register). Staff at NT will assist the learner in making contact with the relevant organisation and where possible, implement additional requirements or special circumstances needed by the learner in order to have a higher chance of success at completing their studies.

Language, Literature and Numeracy (LLN)

Your LLN needs are identified and discussed through the enrolment process. This allows us to:

- Identify who may require additional training; and
- Identify any specific training needs of individuals.

Through this process, we are able to identify, negotiate, plan, and implement appropriate learning and assessment strategies to meet your needs. NT can offer LLN support and advice on appropriate organisations to assist in developing LLN skills.

Interpreters

If you are hearing impaired or if English is not your first language, an interpreter can communicate to you what is happening during your training (at your own cost). The interpreter will use your preferred language and, as far as possible, communicate all comments made during the sessions. They will also communicate your comments to the rest of the class. Please contact NT or your trainer/assessor if you wish to invite an interpreter along to your training session.

Note Takers

Note takers go to selected sessions with you and take notes in plain language. They can be somebody brought in (at your own cost) to take notes or another person on the course that has been trained in note taking. Instead of a note taker, you can use assistive equipment during sessions to help you to be more independent. For example, you may prefer to supply your own computer/portable device or hearing loop.

Assessment Support

Assessments can be carried out in different ways. This may be arranged between you, the trainer/assessor and/or NT management after discussions about your needs.

Assessment assistance is flexible and if necessary, some applicant's may need some of the following services (but not limited to):

- Extra time;
- Someone to write for the applicant;
- Interpreters for the deaf and hearing impaired;
- Individual assessment rooms;
- Assistive equipment, e.g. computers, reading and writing aids, special seating or lighting changes; and
- Work for assessments in flexible formats, e.g. oral assessments.

Please note: Exercising of the above options are subject to the pre-determined eligibility criteria of each applicable Training Package. In some circumstances, assessment support, interpreter services and note takers may not be permissible.

Contact Details for Support Groups

Please see the following for contact details for support services available, and contacts within the traineeship system.

Organisation	Telephone
Department of Training and Workforce Development www.dtwd.wa.gov.au	(08) 6551 5000
The Apprenticeship Office www.dtwd.wa.gov.au/employeesandstudents/apprenticeshipoffice	13 19 54
Training Accreditation Council www.tac.wa.gov.au	(08) 9441 1910
Department of Mines, Industry Regulation and Safety www.dmirs.wa.gov.au/	WorkSafe 1300 307 877 Dangerous Goods and Explosives (08) 9358 8001
Australian Apprenticeship Support Network (AASN)	Telephone
Apprenticeship Support Australia www.apprenticeshipsupport.com.au	1300 363 831
Apprenticeship Community	13 28 79
Disability Assistance	Telephone
WA Deaf Society Inc. www.wadeaf.org.au	(08) 9441 2677
Ethnic Disability Advocacy Centre www.edac.org.au	(08) 9388 7455 1800 659 921
Guide Dogs WA www.guidedogswa.com.au	(08) 9311 8202
CaLD Support	Telephone
Metropolitan Migrant Resource Centre www.mmrcwa.org.au	(08) 9345 5755
Fremantle Multicultural Centre of Western Australia Inc. www.fmcwa.com.au	(08) 9336 8282
Ethnic Communities Council of Western Australia www.eccwa.org.au	(08) 9227 5322

Work-Based Training

The term “work-based training” is considered to mean training and/or assessment that will occur in a workplace other than in a provider’s own simulated workplace environment.

In some instances, learners may be required to undertake work-based training for courses offered by NT. Where work-based training is a course requirement, the RTO will confirm that learners have access to suitable and appropriate employer as part of their training. Employers will be evaluated using strict selection criteria and will at a minimum, include the following steps:

- Site visit of the premises and facility, including a general inspection;
- Interviews with business owners/directors;
- Signing of Memorandum of Understanding (MOU) with business owners/directors interested in working with NT for the training of their staff;
- Completion of a Site Capacity to Train checklist to ensure the facilities/premises meet the requirements of the course in question;
- Completion of ongoing risk assessment activities to ensure requirements and the conditions of the MOU are continually being met.

At NT work-based training usually is conducted under a traineeship contract administered by The Apprenticeship Office, part of the Department of Training and Workforce Development WA (DTWD). In the context of traineeships a formal Training Plan will be negotiated with the learner, employer and NT prior to the commencement of training. Once agreed, all parties will sign the document. NT does not accept assessment conducted by workplace supervisors and managers. Assessment is reserved for assessors employed by NT.

For further details on traineeships refer to the traineeship learner section at the end of this learner handbook.

Cheating and Plagiarism

Cheating is to act dishonestly or unfairly in connection to an assessment conducted by NT.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

NT does not tolerate cheating or plagiarism, and a penalty may be imposed where either occurs.

Cheating includes but is not limited to:

- Using someone’s work without proper acknowledgement;
- Submitting someone else’s work as your own; and
- Submitting work that has been duplicated with or without modifications.

Cheating is not:

- Discussing course content and the requirements of your trainer or with peers;
- Obtaining help to correct minor grammatical or spelling errors; and

- Submitting an assignment from a group of learners where this is explicitly permitted or required.

It is not permissible to attempt to pass off another person's work and ideas as one's own. To do so constitutes plagiarism and will result in penalties, including exclusion from the unit or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously and all learners will be made aware of their responsibilities in this regard.

To avoid plagiarism, you must give credit whenever you use:

- Another person's idea, opinion, or theory;
- Any facts, statistics, graphs, drawings - any pieces of information - that are not common knowledge;
- Quotations of another person's actual spoken or written words; and
- Paraphrase of another person's spoken or written words.

Learners will be expected to sign a Plagiarism Declaration prior to submitting any work for assessment.

National Mutual Recognition and Credit Transfer

National Mutual Recognition is the process whereby a Registered Training Organisation agrees to recognise the AQF Qualifications and Statements of Attainment issued by any other Australian registered educational institution (whether it be VET, Higher Education or secondary) or the Unique Student Identifier Registrar, and provide credit as applicable. NT follows the principles of National Mutual Recognition in this regard. The RTO will seek verification of the certification supplied with each application that it receives.

Should a learner wish to have their qualifications reviewed in order to obtain credit, the steps below must be followed. There is no charge for a Credit Transfer application.

Credit Transfer Procedure

- Learner is to discuss request with the relevant NT Assessor;
- Should the decision be made to progress Credit Transfer, a Credit Transfer Application Form will be issued to the learner;
- Original Certificates and Statements of Attainment to be witnessed by the Assessor. Copies to be made. The learner may also wish to provide certified copies;
- The Assessor to verify authenticity of documents provided;
- Information will be forwarded to RTO Administration staff for input into the Student Management System and learners' hard copy files. The learner may be granted an exemption from certain aspects of the training as deemed appropriate.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises a learner's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole units of competency and are to be submitted prior to the commencement of training.

Learners can base their application on any combination of formal or informal training and education, work experience or general life experience. In order to recognise prior learning, it is necessary to compare the informal or non-formal learning the individual has achieved against the relevant unit of competency (UoC). This comparison includes learning outcomes, Performance Criteria, Performance Evidence and Knowledge Evidence and their application within the Assessment Conditions of the UoC. The RPL process is to determine if the prior learning fulfils all, some or any of required learning outcomes of the UoC.

To be able to grant RPL your assessor must be confident that you are currently competent against all elements of the UoC and must ensure that submitted evidence is authentic, valid, current and sufficient.

Recognition of Prior Learning Procedure

- Learner is to discuss request with the relevant NT Assessor;
- Should the decision be made to progress with RPL, an RPL Application Form will be issued to the learner;
- Where required, appropriate fees to be paid;
- Learner will be issued with a RPL Kit;
- All items requesting information in the RPL Kit to be completed and returned to the Administration Department of the RTO;
- The Assessor will assess the information provided and will make a decision if and for what to grant RPL. If a learner presents an AQF qualification or Statement of Attainment to the Assessor from another RTO, the Assessor will take a copy and verify its authenticity;
- The Assessor will discuss the outcome of the assessment with the learner. Both the learner and the Assessor will sign off on the outcome;
- This information will be forwarded to RTO Administration staff for input into the Student Management System and learners' hard copy files;
- Successful candidates will be issued with an AQF Qualification or Statement of Attainment;
- Unsuccessful candidates will be given feedback with options to provide further evidence. A Gap Analysis will be conducted in this regard, and where possible, the RTO will provide the learner a range of options to address the missing evidence. This may be in the form of further assignments including questioning, workbook activities and work-based projects.

All applicants have a right to formally appeal the RPL assessment through NT Appeals process. All information is handled according to NT Privacy Policy.

AQF Qualification and Statement of Attainment

On successful completion of your training and assessment NT will issue you with certification documentation. This will record your full name (as supplied at enrolment and matched to your USI), date of completion, and the code and title of the awarded AQF qualification or Statement of Attainment. Where you have demonstrated all of the required competencies for a Nationally Recognised Qualification your certification documentation will be in the form of a Certificate with a record of all the units you have completed on a separate document, called a Record of Results. The Nationally

Recognised Training (NRT) logo and AQF logo on your certificate indicate that your qualification is recognised throughout Australia.

If you do not complete the full qualification, or if you only enrolled in a partial qualification, you will be issued a SoA showing all units of competency (UoC) you have successfully achieved. These UoCs are nationally recognised and may also be used to obtain CT or RPL into further qualifications.

Please keep your certification documentation in a safe place. You may be asked to show it to employers, prospective employers and to RTOs to claim CT or RPL when you enrol in another course. A transcript of your training records will be uploaded to your USI account on an annual basis.

If you lose or damage your Certificate or Statement of Attainment there will be a \$50.00 fee for issuing a replacement Certificate. You will be required to complete a NT Request for Replacement Certificate/SOA Form and provide photo I.D. Please note if you do not have the suitable identification NT is unable to issue a replacement certificate(s).

Issuing of Qualifications and Statements of Attainment

NT is committed to maintaining a high level of accuracy and integrity with regard to the issuing of nationally recognised qualifications. It endeavours only to issue certificate documentation to those learners who have successfully completed assessment activities that have been assigned to them and who have been deemed Competent in particular UoCs or entire qualifications.

NT has implemented stringent guidelines and procedures for issuing certificates, which can be seen below:

- The RTO will issue AQF qualifications, Statements of Attainment and Academic Records within 30 calendar days of course completion;
- The RTO will only issue qualifications and Statements of Attainment to those who have a valid Unique Student Identifier (USI);
- All AQF qualifications and Statements of Attainment issued by the RTO will comply with standards outlined in the Australian Qualifications Framework (AQF) Qualifications Issuance Policy and Standards for Registered Training Organisations (RTOs) 2015;
- Qualifications will only display the logos of entities such as the AQF and NRT as outlined by the Logo Use Guideline issued by the particular authority. These guidelines are kept on NT system for reference by the appropriate staff;
- The RTO will only issue AQF qualifications and Statements of Attainment within its scope of registration;
- All AQF qualifications and Statements of Attainment will also have a unique Corporate Identifier that cannot be easily copied so as to ensure against fraudulent issuance;
- Records of learner AQF certificate documentation are accessible to current and past learners;
- Records of learner AQF certification documentation are maintained in accordance with the requirements of Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015.

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NT reserves the right to withhold Certificates and Statements of Attainment until all outstanding fees have been paid in full.

Complaints, Grievances and Appeals

NT offers all learners the opportunity to make a complaint, or to appeal against an assessment decision. The Complaints/Grievances and Appeals processes are considered a valuable tool for us to improve our services and business operations. You are encouraged to contact NT to raise any complaints/grievances you may have, or to make an appeal, and are reassured that your complaints/grievances or appeals will be dealt with:

- Promptly and efficiently;
- In a fair and equitable manner;
- So as to respect confidentiality and ensure impartiality is maintained;
- So you are informed regularly of action being taken/progress;
- In a manner whereby follow-up checks are made at a later date to review the appropriateness of solutions reached; and
- So that documented records are maintained.

Complaints and Grievances Policy

Disputes arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Learners and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- A RTO Subcontractor, its trainers, assessors or other staff;
- A Learner of the RTO.

All formal complaints will be attended to within 10 working days of being received. The Complaint and Grievance Form is available in all learner workbooks and on NT website.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Complaints and Grievances Procedure

- The client should first discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the complaint is not satisfactorily resolved, the learner may wish to submit their complaint in writing via a completed Complaint and Grievance Form. This form needs to be submitted to the RTO Administration Department. The learner may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - Interviewing persons involved in the matter;
 - Reviewing all documentation associated with the matter.
 - The outcomes will be communicated to the learner in writing.

- If the learner remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive Officer for review.
- The RTO Chief Executive Officer will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the learner remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the learner and the RTO) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in NT's Privacy Policy will be applicable at all times.
- The learner is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the learner will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.

Appeals Policy

Appeals arise when a learner is not satisfied with a decision that has been made in relation to their assessment of competency. NT endeavours to treat all appeals requests with equal weighting and due consideration.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process.

Learners are informed of the RTO's formal appeals process through this Learner Handbook, obtained prior to enrolment and available on the RTO's website and a stand-alone policy document also available on the website policies page.

All formal appeals will be attended to within 10 working days of being received.

Appeals Procedure

- The client should first discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the concern is not satisfactorily resolved, the learner may wish to submit their appeal in writing via a completed Request for Appeal Form. This form needs to be submitted to the RTO Administration Department. The learner may be accompanied by a representative to any meetings it holds with the RTO staff.

- Allow for 10 working days for the matter to be processed. During this time, your request will be reviewed and where appropriate, a date for re-assessment will be booked. The person responsible for handling Appeals applications may also implement the following:
 - Interviewing persons involved in the matter;
 - Requesting another assessor review the assessment if applicable;
 - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the learner in writing.
- If the learner remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive Officer for review.
- The RTO Chief Executive Officer will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the learner remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the learner and the RTO) who will review the case. This body will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in NT's Privacy Policy are applicable at all times.
- The learner is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the learner will be informed in writing stating the reasons for the delay.
- Records of all Appeal processes and outcomes will be recorded by the RTO and saved according to the RTO's Record Keeping Policy.
- All Appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The appellant may withdraw an appeal at any stage in the process. If the appeal is withdrawn, the matter will be deemed to be closed.

Our Appeals Policy and Request for Appeal Form are accessible on NT website www.nationwidetraining.com.au. Should you have any questions please contact NT on (08) 9445 7766 or email info@nationwidetraining.com.au

Inappropriate Behaviour Management

To ensure all learners receive equal opportunities to access learning and gain the maximum from their time with us, these rules apply to all people that attend any of our training sessions.

Any person(s) who display dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional or disruptive behaviour may include but is not limited to:

- Continuous interruptions of the trainer delivering the training and assessment including the use of mobile phones;
- Being disrespectful to other learners;
- Using offensive language;
- Sexual harassment, bullying, intimidating and aggressive behaviours;

- Acting in an unsafe manner that places yourself and others at risk; and
- Continued absence at required times.

Any person(s) who is asked to leave a session or course has the right to appeal through our appeals process.

Privacy Policy

NT is committed to protecting your privacy and your personal information. We will not disclose, sell or pass on your personal details in any way, without your written consent, other than for the legislated purposes stated below.

NT has undertaken to comply with the requirements of the Privacy Act 1988, including in particular, the 13 Australian Privacy Principles 9APPs that fall under this Act.

As a Registered Training Organisation, NT is required to report on data it obtains from its learners to State and/or Federal Government agencies for reasons such as research, statistical analysis and the generation of performance reports for RTOs so they may gain a better understanding of their standing with other RTOs in relation to customer satisfaction.

Information RTOs are required to share includes the courses and subjects in which learners are enrolled, their age and gender, details of where they were born and went to school.

The data collected by the RTO must conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). Following AVETMISS guidelines allows for there to be a benchmark in vocational education and training (VET) measurement that in turn provides a more accurate and defined picture of what is happening in the sector. It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. NT collects this information from learners through the issuing of its Enrolment Form provided upon expression of interest in any of our courses.

Information about a learner, except as required by law or as required under the Standards for Registered Training Organisations (RTOs) 2015, is not disclosed without the learner's written permission and that of their parent or guardian if the learner is under 18 years of age. Where a learner/guardian consents to disclosure of information, they will be requested to complete the Permission to Disclose Information Form, which provides specific information around what is to be disclosed and to whom. A copy of the completed form will be kept in their learner file.

Learner files are kept in secure facilities at NT offices with access restricted to only key RTO personnel. All RTO personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Learner assessment records are retained in a secure location for a period of 30 years in accordance with current Federal and State legislation, before being destroyed.

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Learners are encouraged to keep the RTO abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

Learner Access to Records

NT is able to provide learners with copies of information held about them at their request. Please provide adequate notice (at least one week) in this regard.

Learner Access to Records Procedure

- Learner to complete an Request for Information Form;
- Completed form to be submitted to RTO Administration Department;
- Allow 1 week for processing;
- RTO to contact learner when information is ready for collection;
- Administration to sign off that information has been collected.

Fees, Charges and Refunds

NT advises learners prior to enrolment of:

- The fees applicable to the training and/or assessment to be undertaken;
- The organisation's cancellation and refund policy;
- The nature of the organisation's guarantee should it not be able to deliver the training outlined in the agreement with the learner;
- The Department of Training and Workforce Development WA has a Fees and Charges Policy for traineeships that are subsidised/funded by the WA government which NT must adhere. This policy determines the fees subsidised traineeship must be charged each calendar year.

Fees Collected in Advance

As a Registered Training Organisation, NT is required to implement a process or strategy that will ensure that fees collected in advance from learners are suitably protected.

NT has chosen to meet this requirement by accepting no more than \$1,500 upfront from each learner, which is the stipulated threshold pre-paid fee amount (refer to Clause 7.3 of the Standards for Registered Training Organisations 2015). This principle does not apply when the fees of a learner are paid by the learner's employer.

Payment Arrangements

- Payment of invoices is expected to be pre-paid at the time of booking/enrolment.
- Should a company/employer have a Trading Account set up with NT payment of invoices is expected within normal business terms of 15 days.
- If government funded learners transfer to another RTO then fees collected are subject to applicable state, territory or national legislation governing such arrangements.

Payment plans will be developed for each learner so that they may understand their financial obligations to the RTO and may budget accordingly.

Fees, Charges and Refunds fall under two broad categories, fee for service or funded training.

Fee for Service means that the fees charges are set by NT. We endeavour to offer reasonable and market appropriate prices and value added courses to our clients while ensuring the costs of providing quality training and maintaining compliance with regulatory bodies is covered.

Funded training means training that is subsidised/funded by the WA state government via the Department of Training and Workforce Development (DTWD). Funded training at NT is usually via a traineeship contract. DTWD's annual VET Fees and Charges Policy must be followed by NT. A summary of this information is provided below in the Traineeship Learner section of this handbook. The full VET Fees and Policy is available on our website policies page or from the DTWD website.

Fee for Service Fees, Charges and Refunds

For Fee for Service training products courses fees and any associated fees are charged at the rate determined by NT. Government department licensing fees are set by the relevant body not by NT.

All learners are required to complete a booking form and agree to the terms and conditions and pay all fees associated, to a maximum of \$1,500, prior to the day of training to reserve their place on the course. Only companies with an existing Trading Account with NT may be invoiced after the day of training if a booking form and a purchase order number have been provided. Booking forms can be completed online via our website or using the PDF Booking Form or hard copy.

NT reserves the right to charge for any additional services or goods not covered by the course or resource fees.

The below list is an example of some of these services. It is not intended to be a comprehensive list.

- Replacement of certificates, statements of attainment, notices of assessment, records of participation or wallet sized cards
- Licence application and administration
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance of scheduled training or training appointments
- Determination of accessibility for Fee for Service RPL
- Re-assessment.

Payment of Fees and Charges

Payment of fees can be made by credit card, EFTPOS, cheque or money order made out to NT at time of enrolment or on receipt of an invoice.

Credit card payments can be made over the phone by calling (08) 9445 7766 and quoting your invoice number, or by completing your credit card details on the Booking Form. Please read the booking form terms and conditions carefully.

Fee for Service Refunds

NT is committed to a fair and transparent refunds processes.

- Client who give less than 1 day or no notice of withdrawal or fail to attend training will forfeit the course fee in full.
- Cancellations received within 3 working days of training start date will be charged a late cancellation fee of \$88.00 per learner per day.
- Cancellations received 4 or more working days before training start date will be refunded in full.
- Refunds are not available if you do not meet Government Department licence criteria.

Advice of Cancellation

To be eligible for consideration of full or partial refund to the payer, advice of cancellation must be made **in writing** and a request for a refund must be lodged within 2 weeks of the official cancellation date.

Full Refunds

A payer of fees may receive a full refund if:

- A course/qualification or unit is cancelled or re-scheduled by NT to a time unsuitable to the learner;
- A learner is not given a place by NT due to maximum number of places being reached.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within 2 weeks of the withdrawal date. NT will refund up to 100% of the course fees at the Chief Executive Officer's discretion.

Applying for a Refund

Refund requests should be submitted to:

The Manager

Email: info@nationwidetraining.com.au

Post: Nationwide Training
13 Collingwood Street
OSBORNE PARK WA 6017

Other Fees and Charges

Incidental fees and charges are listed on NT Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Fee For Service Financial Hardship

Learners enrolled with NT may apply for special consideration with regard to their fees if they are experiencing financial hardship.

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Financial hardship is defined by NT as follows:

Where a learner is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any learner who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship Form. This form is to be completed prior to enrolment with NT, or in the event of unforeseen circumstances, during enrolment.

In making application, the learner should include the reason(s) behind their hardship. This may include (but is not limited to):

- receipt of pension/government support
- single carer status
- dependents living with you
- unexpected medical or other health issues, especially if likely to be prolonged
- young person who is refused school entry
- young person (under 25) living independently (with no parental support)
- homelessness
- long term unemployed
- recent loss of job, and enrolment at NT for purposes of retraining
- career change required due to reduced physical capacity

Each case is handled individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for learners experiencing financial hardship. It is expected that learners will agree to and adhere to the payment plans provided to them.

Financial Hardship Procedure

- Learner contacts NT and expresses an interest in a course offered;
- Learner requests Financial Hardship Form from RTO Administration;
- Completed form to be returned to RTO Administration;
- Application to be considered within 5 working days;
- Outcome of Application sent to learner in writing (may also include verbal confirmation over the phone);
- Learner to decide whether to proceed with enrolment or not;
- If decision made to proceed with enrolment, normal enrolment process followed.

Should a learner be in a situation where they are experiencing financial hardship mid enrolment, the same procedure will apply from point 2. The RTO Chief Executive Officer will consider the learner's remaining fees when deciding how to progress with the application.

Enrolment

NT provides prospective learners with information about the training product they are interested in prior to enrolment to ensure that the learner can make a sound decision

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based on all the relevant aspects of the training they wish to undertake. Information provided will:

- Refer to all applicable qualifications or short courses by the appropriate code and title;
- Outline the currency of the qualifications/courses in question;
- Outline the duration of training and the assessment requirements;
- Specify modes of delivery and delivery locations;
- Discuss fees and charges;
- Specify entry requirements into the course;
- Specify any licencing requirements if applicable;
- Provide information specific to learner contributions and responsibilities;
- Outline if any training/assessment is to be conducted under third party/sub-contracting arrangements.

This Learner Handbook, which is provided to learners prior to enrolment, provides further information around the nature of the guarantee offered by the RTO should it not be able to deliver the training, and also how to lodge a formal complaint or appeal.

The RTO will advise all learners and potential learners of any changes to services offered by the RTO which may impact them directly.

Enrolment for short courses can be done via our website www.nationwidetraining.com.au Course information is detailed for each short course offered and booking can be completed online or via a booking form upon request.

Enrolment for qualifications is done via the enrolment form. Learners discuss with NT staff to discuss their Training Plan, learner needs and if they are eligible for a traineeship contract. For further details on traineeship refer to the traineeship learner section at the end of this handbook or call (08) 9445 7766 to discuss.

Enrolment Form or Booking Form

Once a learner has reviewed the information that pertains to their chosen path of study, they are to complete the Enrolment Form for qualifications or a booking form or online booking form for short courses and return it to the Administration Department of the RTO. The learner's upfront fees will be calculated (no more than \$1,500) and the learner will be invoiced.

Learners will be asked to complete a Self-Evaluation Form for qualifications during the enrolment process. The RTO may also choose to implement other procedures to help determine the level of numeracy and literacy of each potential learner. Both of these procedures contribute to ensuring that the RTO is able to assist learners it identifies in need of support with the most appropriate resources.

Enrolment Administration

Once the learner has paid their upfront fees, their details will be entered on the Student Management System (SMS). The RTO Administration Department should ensure that all other necessary documents and information have been collected from the learner using the Enrolment Checklist. For learners enrolling in qualifications a Learner File will be opened.

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Learners will be asked to identify any special needs they may consider themselves to have during the enrolment process. The RTO may also choose to implement other procedures to help determine the level of numeracy and literacy of each potential learner. Both of these procedures contribute to ensuring that the RTO is able to assist learners it identifies in extra need and support with the most appropriate resources.

The learner will then receive a copy of their Learning and Assessment material in preparation for their studies. These documents will be the responsibility of the learner for the duration of the course. Any lost material that needs replacing may incur a replacement fee.

On the commencement of training, the learner will be provided with further information about NT and its operating policies and procedures before proceeding.

Once the learner and trainer are satisfied that there are no further outstanding queries or information to be covered, training will commence.

Unique Student Identifier (USI)

All learners who commence nationally recognised training with NT from 1 January 2015 will be asked to obtain a Unique Student Identifier. This can be completed by referring to the USI website hosted by the Australian Government Department of Industry. Learners who feel that they require assistance in applying for a USI may request this assistance from the RTO. NT will require learners to provide their consent prior to assisting them in obtaining a USI.

Every USI presented to the RTO by a learner will be checked for validity. NT will not be able to issue any Certificates or Statements of Attainment until a learner obtains a valid USI (unless an exemption applies under the ~~Learner~~ Student Identifiers Act 2014).

At all times, staff of the RTO must abide by legislation and guidelines which host and support the implementation of the USI within the VET sector.

Withdrawing from your Enrolment

Learners who wish to withdraw from their studies at NT are required to inform the RTO in writing. This can be done by completing a Withdrawal Form or emailing info@nationwidetraining.com.au. This ensures that NT can appropriately close off the learner's enrolment and maintain accurate and up-to-date records. Learners will have an opportunity when notifying the RTO of their withdrawal to apply for a refund. Any request for a refund will be assessed in accordance with the NT Fees, Charges and Refund Policy.

Client and Learner Feedback

Client and Learner feedback is a very important aspect of the Continuous Improvement cycle. All learners studying with NT are asked to complete a survey. The survey is emailed to short course attendees after they have completed their course and to qualification learners at the one third, two thirds and completion points of their

training product. The survey results are reviewed by the RTO Chief Executive Officer highlighting any areas that are in need of improvement or further investigation and fed into the continuous improvement process.

All surveys may be completed anonymously.

Employers of learners are given an opportunity to provide feedback. NT on a monthly basis for employer of learners that have attended short courses or quarterly for employers of learners studying qualifications via the survey system.

The surveys are all available on our website policies page enabling learners and employers to provide feedback at any time. Also feedback can be provided by emailing info@nationwidetraining.com.au or calling (08) 9445 7766.

Traineeships Learners

Traineeships give you the training and skills for your workplace. You will learn industry skills by combining on-the-job paid work with accredited training. You will gain:

- the know-how to solve day-to-day challenges at work, plus
- the knowledge and skills required in your industry, plus
- knowledge and skills across a variety of workplace settings and in a formal training environment.

You, the trainee, are the centre of the traineeship. You are expected to take responsibility for your learning on and off the job and to work co-operatively with others. You are also expected to keep an accurate records of the training activities you engage in during your traineeship and actively participate in the learning and assessment process required for your traineeship.

Training Contract

A training contract is a legally binding agreement between an employer and an employee for the training of apprentices/trainees, which leads to a nationally recognised qualification. In signing the training contract, the parties are bound by the obligations in the contract and the legislation of Western Australia. The training contract sign-up and registration is facilitated by Australian Apprenticeship Support Network (AASN) providers.

Traineeships can be undertaken on a full time or part time basis. Although your qualification has a nominal duration, usually between one (1) and three (3) years, competency-based training means that once your employer and your RTO all agree you have achieved competency in all units of the qualification, your contract may be finalised and completed.

Traineeship Start and Completion

The duration of your traineeship, and the start and end dates, are determined by AASN and are included in your Training Contract. NT is required to comply with delivery and assessment within this contract. You will also sign a Training Plan which is negotiated with you, your employer and NT. Both of these documents form the basis of your traineeship training.

If for any reason you wish to make any change to your Training Contract or Training Plan, then you must inform your NT administration.

Call (08) 9445 7766 or email info@nationwidetraining.com.au

Any request to approve a later end date must be approved by the Apprenticeship Office, this is not a decision we can make. We will assist you in the process, but can only do so if you give us plenty of advanced notice. Please inform us as early as possible, as failure to do so may impact your ability to complete the traineeship. We cannot guarantee that your application to extend will be successful, as the Apprenticeship Office will judge each application on its merits.

People and Organisations You Will Encounter Along the Way

Your Employer

Your employer is the person or company with whom you have a 'contract' of work. If you are employed through a Group Training Company you will also have a 'Host Employer'. Employers are required to work with your training provider to develop and follow your Training Plan, and monitor and support your progress.

Your Workplace Supervisor

Your workplace supervisor is the person who supervises your day to day activities. This person may also be your workplace mentor, assist with your on-the-job training and be responsible for organising any structured on-the-job training that you need. For some units or specialist functions, other workplace colleagues may be assigned as your mentors and assist you with the training and provide you with the advice you need to complete your traineeship.

Australian Apprenticeship Support Network (AASN)

A consultant from Australian Apprenticeship Support Network (AASN) will assist in drawing up your training contract with your employer and registering your traineeship. They are also available to advise you if you have any concerns or questions about your terms of employment.

The Apprenticeship Office

The Apprenticeship Office is a part of the Department of Training and Workforce Development (DTWD). The AASN provides details of your traineeship contract to the Apprenticeship Office. The Apprenticeship Office administers training contracts and regulates the traineeship system in Western Australia. The Apprenticeship Office will advise you when your traineeship has been registered, and this will allow us to commence your training.

Your Registered Training Organisation (RTO)

RTOs are regulated by a registering body to ensure compliance with Standards for Registered Training Organisations (RTOs) 2015 and provide training and assessment for qualifications linked to traineeships. The training and assessment may be provided on or off the job. This will be decided when you are signing up for your traineeship. We will work with you and your employer to develop a Training Plan linked to your work role and career plans.

Your training Product will be delivered 'on the job' by your employer with the support of a trainer/assessor from NT. If there are units that cannot be delivered on the job, we

will arrange for your training in these units to be held at NT's Training Centre. This may include attending courses and/or workshops.

On Acceptance into a Traineeship NT and Our Trainer/Assessor will:

- help to identify and assess your current knowledge and skills;
- develop and follow a Training Plan with you and your employer;
- help your workplace supervisor/mentor to develop training strategies;
- arrange any off the job training if this is required;
- monitor your progress against the Training Plan and record assessment outcomes in your Training Record and in our database; and
- issue an AQF certification documentation on completion of your training product.

Your Traineeship

Your traineeship is based on the work you do in your workplace and the qualification that links with your work.

A NT trainer/assessor will regularly visit you in the workplace or make contact calls with you (if you work in the regional area), as set out in your training schedule and agreed with your employer.

Workbook delivery appointment

Your first appointment will be a Workbook Delivery appointment. You will receive a copy of Learning and Assessment material, which will be explained by a trainer/assessor. These documents will be the responsibility of the learner for the duration of the course. Any lost material that needs replacing may incur a replacement fee.

During the Workbook Delivery appointment you will be provided with further information about the NT and its operating policies and procedures before proceeding. Once the learner and trainer are satisfied that there are no further outstanding queries or information to be covered, training will commence.

Assessment of Your Skills

Assessment will be flexible and centred around your daily work tasks and meet the requirements of the nationally recognised unit of competency it pertains to.

Assessments will mostly take place in the workplace, with your employer or supervisor being informed of your progress. During the process, you will be asked questions and have a chance to show evidence of your achievements.

When completing your assessments:

- Write your full name on the assessment cover sheet and validation form;
- Complete the whole unit assessment before submitting; and
- If you have any questions please contact your NT trainer/assessor, we are here to support you.

Assessments can be a combination of written assessment, scenarios, on-the-job observations, verbal and demonstration activities.

Your Training Record

The Training Record is used to record your progress of the units commenced and completed against the total number of units required. Each time you commence or complete a unit, you will be asked to sign and date your Training Record.

Your assessment results will be recorded as either

- **C** – Competent
- **NYC** – Not Yet Competent
- **CT** – Credit Transfer
- **RPL** – Recognised Prior Learning

From time to time you may be asked to resubmit an assessment. This may be because you have misinterpreted the question or the instructions, left out part of the question or not provided sufficient information/evidence. Your trainer/assessor will provide assistance and advices on how to complete the assessment. Alternative methods of assessment can be arranged to suit your particular needs.

Should an assignment be assessed as 'NYC', your trainer/assessor will clearly indicate where you need to re-address the assessment, and provide constructive suggestions to assist you in achieving competency.

If you ever feel dissatisfied with the assessment of, or comment in your work, or that you have not been given sufficient feedback, do not hesitate to contact your trainer/assessor and explain your concerns. If you wish to lodge a formal appeal please see Appeals Process section in this handbook on how to lodge an appeal or contact NT on (08) 9445 7766 for assistance.

When all the units required for your qualification are deemed competent and signed off, NT will issue you with AQF Certification Documentation.

Variation to Training Plan

Should a learner required a variation or amendment to the agreed Training Plan for any reason, this is to be formally documented with detail surrounding the request for the change. The RTO Chief Executive Officer and the relevant trainer/assessor are responsible for ensuring that any changes implemented still meet the requirements of the qualification and relevant Training Package and that the quality of the training and assessment provided are not negatively impacted in any way.

The learner, the relevant trainer/assessor and RTO Chief Executive Officer are all to sign off on the amendment and the document is to be filed in the learner's hard copy file. A note in the Student Management System is also to be made by the Administration Department.

The RTO Chief Executive Officer retains the sole right to approve or decline requests for amendments to a learner's Training Plan. Learners have the right to appeal decisions which involve a request being declined and may follow the formal Complaints and Grievances procedure in this regard. Change of Unit of Competency Request Form can be used for the purposes outlined above.

Changing or Leaving Your Employer

If you change or leave your employer you must let us know. You must also seek advice from AASN on the correct processes. It is also important for you to let us know who your new employer is.

If You Leave Your Job

If you leave your job and stop training, you need to inform us as soon as possible. If you are no longer continuing training it is important to cancel your enrolment. If you have been deemed competent in any unit of competency to date you will be issued with a Statement of Attainment. Also depending on the amount of training you have received the payer may be eligible for a refund. Refer to Refund Policy in this handbook for further information.

If You Lose Your Job

If your circumstances change and you become unemployed or need to change jobs you must inform us as soon as possible. Sometimes things don't work out and you may need to look for a position elsewhere to complete your training. If you have been deemed competent in any unit of competency to date you will be issued with a Statement of Attainment. You will need to contact AASN and cancel your current training agreement.

After discussions with AASN you may be able to continue to receive training towards your qualification named on the training agreement for a period of six (6) months. If you successfully complete your training while unemployed, your qualification can be issued but the words "Achieved through Australian Apprenticeship Arrangements" will be omitted from the certification documentation.

Completion

Under your competency-based training, your traineeship will be completed when:

- all training within the Training Plan is completed;
- the RTO assesses you as competent; and
- your employer confirms that you have demonstrated those competencies in your workplace necessary to complete your qualification, and by doing so complete your training contract.

NT will notify the Apprenticeship Office that you have completed your qualification and your certificate has been issued.

Funded Traineeship Fees, Charges and Refunds

For Funded Traineeships courses fees and any associated fees are charged at the rate determined by DTWD VET Fees and Charges Policy which is updated each calendar year. The VET fees and charges policy only applies to the units of competency that are commenced in that same calendar year. For example UoCs commenced in 2017 are charged as per the fees set out in the 2017 VET fees and charges policy. UoCs commenced in 2018 cannot be charged under the 2017 policy but must follow the 2018 VET fees and charges policy. The current VET fees and charges policy can be found on DTWD website or NT's own policies web page. Government department licensing fees are set by the relevant body not by NT.

All learners on a traineeship contract are required to complete a Trainee Induction Checklist and agree to pay all fees and charges associated, when they commence a UoC. If the employer is paying for the traineeship fees then the employer representative must sign the Trainee Induction Checklist indicating that they will do so. If the traineeship requires the learner to attend a short course Training Product at NT a booking form needs to be completed to agree to the short course terms and conditions. A booking form can be completed online via our website or using the PDF Booking Form or a printed hard copy.

NT reserves the right to charge for any additional services or goods not covered by the course or resource fees.

The below list is an example of some of these services. It is not intended to be a comprehensive list.

- Replacement of certificates, statements of attainment, notices of assessment, records of participation or wallet sized cards
- Licence application and administration
- Application for work experience placement post training
- Late cancellation of scheduled training or training appointments
- Non-attendance of scheduled training or training appointments
- Determination of accessibility for Fee for Service RPL
- Re-assessment.

Payment of Fees and Charges

Payment of fees can be made by credit card, EFTPOS, cheque or money order made out to NT at time of enrolment or on receipt of an invoice.

Credit card payments can be made over the phone by calling (08) 9445 7766 and quoting your invoice number, or by completing your credit card details on the Booking Form. Please read the booking form terms and conditions carefully.

Concessions on Course Fees

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

(Source: DTWD VET Fees and Charges 2017)

Funded Traineeship Refunds

NT is committed to a fair and transparent refunds process.

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- Client who give less than 1 day or no notice of withdrawal or fail to attend training will forfeit the course fee in full.
- Cancellations received within 3 working days of training start date will be charged a late cancellation fee of \$88.00 per learner per day.
- Cancellations received 4 or more working days before training start date will be refunded in full.
- Refunds are not available if you do not meet Government Department licence criteria.

Advice of Cancellation/Withdrawal

To be eligible for consideration of full or partial refund to the payer, advice of cancellation must be made **in writing** and a request for a refund must be lodged within 2 weeks of the official cancellation date.

Refunds of Funded Traineeship Course Fees

A payer of fees may receive a full refund if:

- A course/qualification or unit is cancelled or re-scheduled by NT to a time unsuitable to the learner;
- A learner is not given a place by NT due to maximum number of places being reached.

RTOs must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken. The census/withdrawal date is displayed on the Statement of Fees emailed out with every invoice.

Learners who withdraw for reasons other than those outlined above in the full refund section and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit and 50% of the resource fee if the course is below Diploma level.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within 2 weeks of the withdrawal date. NT will refund up to 100% of the course fees at the Chief Executive Officer's discretion.

Applying for a Refund

Refund requests should be submitted to:

The Manager

Email: info@nationwidetraining.com.au

Post: Nationwide Training
13 Collingwood Street
OSBORNE PARK WA 6017

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Other Fees and Charges

Incidental fees and charges are listed on NT Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Funded Traineeship Financial Hardship

Learners enrolled with NT may apply for special consideration with regard to their fees if they are experiencing financial hardship. For learners on a funded traineeship the financial hardship guidelines in the current DTWD VET Fees and Charges Policy must be applied.

Financial hardship is defined by NT as follows:

Where a learner is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any learner who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship Form. This form is to be completed prior to enrolment with NT, or in the event of unforeseen circumstances, during enrolment.

Each case is handled individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer within the constraints of the DTWD VET Fees and Charges Policy.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for learners experiencing financial hardship. It is expected that learners will agree to and adhere to the payment plans provided to them.

Financial Hardship Procedure

- Learner contacts NT and expresses an interest in a course offered;
- Learner requests Financial Hardship Form from RTO Administration;
- Completed form to be returned to RTO Administration;
- Application to be considered within 5 working days;
- Outcome of Application sent to learner in writing (may also include verbal confirmation over the phone);
- Learner to decide whether to proceed with enrolment or not;
- If decision made to proceed with enrolment, normal enrolment process followed.

Should a learner be in a situation where they are experiencing financial hardship mid enrolment, the same procedure will apply from point 2. The RTO Chief Executive Officer will consider the learner's remaining fees when deciding how to progress with the application.

If at any time you have any question or require further information please Call (08) 9445 7766 or email info@nationwidetraining.com.au

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