



RT052316

STUDENT **HANDBOOK**

WA Advanced is a WA family owned Registered Training Organisation large enough to provide quality training small enough to care.

All our trainers are passionate about delivering quality training to advance the knowledge of our students.

New courses being Developed continuously. We cater for all ages, ethnic and industry groups.

WAATA INFORMATION

Location: 129 CLAYTON ST BELLEVUE 6056

Postal: PO Box 1181 Midland DC WA 6936

Phone: (08) 9250 6022

Fax: (08) 9374 0166

Email: info@waata.com.au

Office Hours: 8:00am – 4:00pm, Monday to Friday

INTRODUCTION:

This student handbook has been designed to answer many of the questions you may have. It also explains the terms and condition that students must follow whilst attending WA Advanced Training Academy for one of our courses. Full copies of the Policy's and procedures are available for viewing on request.

You must take the time to read this handbook, and refer to it when questions arise.

ABOUT WA ADVANCED TRAINING ACADEMY

Our Training Academy was started with the focus of delivering skills to our clients that are realistic and relevant to the careers they are in and/or careers they wish to enter, and what industry and business require.

With WA industry booms one of the state's major problems is a skilled people shortage and to resolve this business import labour whether from overseas or interstate to meet the demand.

Our Training Manager has over 30 years of industry experience being both practical and knowledge skills without lost time or injury and whatever he delivers he has the competence and practical experience in, his focus is to impart this knowledge onto all his students so they can work using the skills they have obtained safely and confidently and gain their own experience.

Our other trainers have undergone intensive training under the guidance of our training manager with an emphasis on real skills.

Our Office manager who is highly skilled in the field of business management will give you customer service second to none and assist you with all your enquires and address them in the most expedient way.

We pride ourselves on our interpersonal skills and treat all our customers with respect and integrity and all we ask is the same in return.

CHANGES TO PERSONAL INFORMATION

When you complete, your enrolment form you declare that the information you have given is true and correct. If changes are made whilst completing your training to any of the following, please notify WAATA Administration staff:

Change of address

Change of phone number

Change of name (documents such as marriage certificate must be provided to verify change of name)

ACCESS TO THE WAATA TRAINING CENTRE

The Training Centre is open for business between the hours of 8:00am and 4:00pm Monday to Friday with the exception of all public holidays.

No students may be left in the Training Centre without the Administration being manned by WAATA staff.

SMOKING

WAATA is a smoke free environment.

Smoking is not permitted in any part of the WAATA Training Centre.

Cigarettes may be consumed in the designated area, and students are expected to dispose of the cigarette butts properly in the smoking trays provided.

EATING AREA

Food is to be consumed in the designated area, but is not allowed in the training rooms. Students may consume drinks in the training room (ie coffee, tea or water), but not whilst they are using any of the electronic equipment provided in those rooms.

The kitchen has an urn, fridge and microwave for use by students. All students are required to clean up after themselves and wash any utensils that they may have used. Disposable cups should be deposited in the rubbish bins provided.

MOBILE PHONES

Without exception mobile phones must be turned off during class time. This is an act of common courtesy shown towards both other students and staff of WAATA.

TELEPHONE ACCESS

It is not the responsibility of WAATA staff to take personal phone messages for students. The only exception to this rule is in the case of extreme emergency.

STUDENT BEHAVIOUR

ATTENDANCE

The courses offered by WAATA all stress professional practices, and this includes attendance. The following standards are expected from all students attending WAATA:

Punctuality

Reliability regarding attendance

Advise WAATA when they are either going to be late or unable to attend a class

The above points are essential behaviour for success in any employment situation.

Many of the WAATA units involve learning through discussion and active participation. It is therefore expected that students manage their time whilst attending the course(s) of their choice so that they obtain adequate sleep. Communication and interaction are two important keys to success, and both of these attribute to required practices.

Class breaks will have duration of 10 –15 minutes.

Meal breaks will be no longer than one hour.

Classes will begin within 5 minutes of the specified time.

Students who are sick or otherwise unable to attend the classes are requested to contact WAATA at their earliest possible convenience.

WITHDRAWAL OR DEFERRAL FROM COURSES

Students may withdraw from a course without incurring a failure, providing they discuss their options for completion with the Training Manager.

The refund policy that applies to withdrawal is outlined later in this student handbook.

Deferral means that a student may withdraw from a course for a maximum of a three month time period, and later join a subsequent course at approximately the same point of time they withdrew from the earlier course. Deferral requires the student to discuss in person their training options with the Training Manager. WAATA has a policy of allowing deferral on a case by case basis.

GROUNDS FOR IMMEDIATE EXPULSION

The WAATA Training Manager may expel a student who displays any of the following:

- Any student/client who is disorderly within the WAATA Training Centre, or who acts in an offensive, aggressive, violent, or hostile manner to any WAATA staff member, or other students.
- Anyone involved in any illegal activity on WAATA premises.
- Drunkenness or chemically altered behaviour on WAATA premises.
- Anyone who accesses pornographic or racist material on the Internet, using WAATA computers.
- Anyone sending pornographic or racist E-mail's from WAATA computers.
- Anyone caught cheating during formal assessments at WAATA.

Student Complaints

WAATA recognises that an effective system of handling student complaints is an essential part of quality customer service. Students are our most valued customers. WAATA provides a complaints handling procedure which:

- Is easily understood by the student.
- Is prompt and courteous.
- Keeps the student lodging the complaint informed of what is happening.
- Can be managed in the first instance by any Staff member who is approached by a student with a complaint.
- Provides for different responses depending on the seriousness and complexity of the complaint.
- Protects confidentiality of staff and complainant, as required.
- Leads to improvement in the level of our services through appropriate remedial action.

HOW TO REGISTER A STUDENT COMPLAINT

1. Students can register a complaint by making a complaint in writing to any member of the WAATA Administration staff.
2. Each complaint is recorded in the first instance on a Student Complaint Form available from reception on request.
3. The Form registers your complaint and obligates Staff to take action on your behalf, to address and resolve the complaint.
4. The Student Complaint form is a confidential document.

APPEAL PROCEDURE

WAATA seeks to prevent appeals by ensuring that students are satisfied with their program and its outcomes. Staff of WAATA are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications. They are then acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

In the event of a complaint or an appeal, a student would be expected to resolve the matter at the most direct level in the first instance. However, if they are not satisfied they could escalate the issue to a higher authority.

The processes for dealing with a complaint or appeal are:

1. Talk directly with the person to resolve the problem.
2. Seek the assistance of his/her trainer.
3. Consult with the Training Manager.
4. Write to the Manager of WAATA outlining the complaint.
5. Seek arbitration by a third party acceptable to all parties to the complaint.
6. If the complaint is still unresolved, the student will be advised of external organisations of appeal.

LEGISLATION

PRIVACY ACT

WAATA is bound by the National Privacy Principles. All information provided by the student to WAATA is covered by the Privacy Act 1988 and the subsequent Act Amendments 2000. WAATA will only use the information for internal purposes to identify and contact the student should the need arise. Information will not be divulged to any third party other than as required under State or Commonwealth Law.

Students requiring access to their records may do so by contacting the Administration Officer or Training Manager either in person or by written request.

EQUAL OPPORTUNITY

WAATA is an equal opportunity provider of training, and will make every attempt to meet the needs of all people wishing to attend any WAATA courses, and in accordance with our access and equity policy and procedure.

DISCRIMINATION AND/OR HARASSMENT GUIDELINES

Staff of WAATA and students are responsible for ensuring that their own behaviour contributes to the maintenance of the learning environment free from all forms of discrimination and harassment, including sexual harassment.

The Equal Opportunity Act (1984) makes it unlawful to discriminate against people either directly or indirectly. The grounds under which it is unlawful are:

- Race
- Sex
- Marital status
- Pregnancy
- Impairment
- Religious or political conviction
- Age
- Family responsibility or family status

Discrimination is defined as:

- Treating someone less favourably than another person in the same or similar circumstances.
- Treating someone less favourably than another because of a characteristic which applies or is assumed to apply to a group to which that person belongs.

Harassment is defined as any uninvited or unwelcome conduct that any reasonable person would anticipate as offending, humiliating or intimidating another person.

Discrimination and harassment may occur:

- As a single incident, or a series of incidents
- As a result of actions by an individual or by a group
- Between staff / student, staff / staff and student / student situations

Behaviour that may be acceptable in private, social or cultural settings among some groups of people may be unacceptable in a workplace or educational institution.

Behaviour that is acceptable to one person may not be acceptable to another. Therefore the harasser is not the person who decides that harassment has or has not occurred. Discrimination and harassment covers a range of verbal and physical behaviour which is unwelcomed, unsolicited and unreciprocated.

Harassment includes inappropriate conduct that is unwelcome, demeaning, unreciprocated, intimidating and/or offensive against an individual or a group of people. Harassment occurs when behaviour and/or language is found to be offensive; it does not apply to reciprocal behaviour or banter of a private nature which neither party finds offensive at the time of the event.

Discrimination includes both direct and indirect discrimination that disadvantages an individual, and/or groups, any other discrimination that is embedded in and which takes effect through the operation of any system.

DIRECT DISCRIMINATION

Refers to individual actions or behaviour usually resulting from prejudiced or stereotypical thinking.

INDIRECT DISCRIMINATION

Involves instances where certain people are unreasonably excluded or otherwise disadvantaged by apparently neutral policies, practices, procedures or decisions which are unfair or unequal in their effect.

If the student believes that they have been the victim of discrimination and/or harassment, ask to speak to the Training Manager of WAATA.

ASSESSMENT FOR ACCREDITED TRAINING

Assessments at WAATA are based on both theoretical verbal and practical aspects of the courses studied. They comply with the principles of validity, reliability, fairness and flexibility.

Assessments will be conducted by accredited Workplace Assessors. Methods of assessment will include, but not restricted to:

- Observation
- Practical demonstration
- Verbal Questioning
- Written tests
- Role Play/Simulations

An overall mark of 80% of non-critical elements and 100% of critical elements is considered as an attainment of competency.

As part of the assessment process the student is expected to complete all assignments in the required time, as outlined by the course notes and assessment rules.

COURSE REVIEW AND FINAL ASSESSMENT PROCEDURE FOR ACCREDITED PROGRAMS

All WAATA courses that are competency based and are assessed on that basis. Someone is either competent, or they are not, for the unit or course which they are attending.

If a student has achieved competence for only certain units in a complete qualification, WAATA Training manager may decide to recommend a Statement of Attainment for those units. The WAATA Training manager will also suggest a path of study for that student in order that they can achieve a complete qualification.

WAATA will issue qualifications and Statements of Attainment in accordance with the requirements of the NVR guidelines, and the specific terminology of the relevant endorsed training packages and/or accredited courses.

STUDENTS REQUIRING SPECIAL CONSIDERATION IN ASSESSMENT DUE TO DISABILITY

If a student has a permanent or temporary disability which may affect their ability to complete an assessment, they are to speak with the Training Manager, who in discussion will determine if that student qualifies for special consideration.

BEHAVIOUR DURING ASSESSMENTS

The student is entitled to sit his/her assessments in conditions which are free of disruptions from any other person (except where the assessor is conveying information relevant to the conduct of the assessment).

Talking during assessments by students will not be tolerated.

All assessments are closed book, so no reference material can be used or left on the students desk.

When the Assessor announces the assessment is finished all work is to cease immediately.

Before the student hands in their assessment, they are to make sure that their details have been completed on the cover sheet.

Repeat opportunities for assessment

Each student is allowed 2 attempts (at no extra cost) to prove competency. The **repeat assessment(s)** will be held at a time suitable for both the student and the staff. All assessments taken after the unsuccessful second attempt will incur a \$50.00 charge.

Assessment appeal

A student has the right to appeal within 14 days of receiving notification that they are marked as "not yet competent" for any unit of competency or accredited training course. This appeal is to be made in writing to the Training Manager at WAATA.

The Training Manager will review the appeal and the student will be notified within 7 working days of receiving the appeal with the outcome.

CHEATING

Any student found to be cheating during a formal assessment will be immediately asked to cease the assessment. Cheating will constitute automatic failure of the course. No refund will be given, and the student will not be able to re-sit the assessment for a period of one month.

WAATA COMPUTER EQUIPMENT

WAATA provides computing facilities for education and training. Users are expected to use this equipment in a manner which is ethical and lawful. And only used in relation to the course being attended, opening of personal emails is strictly prohibited due to the risk of virus to WAATA computer systems.

WEB ETIQUETTE

Dissemination of personal information through the network could endanger personal safety and compromise other people's privacy. For this reason:

- Students will not post contact information about themselves. Personal contact information includes addresses, telephone, home address, work address etc. WAATA e-mail address may be used where it is necessary to receive information.
- Students will not post personal contact information about other people, including address, telephone, home address, work address etc.
- Students will not post information that, if acted upon, could cause damage or danger or disruption to WAATA systems.
- Students will not harass another person. (If a student is told by a person to stop sending them messages, the student must stop).
- Students will not post false or defamatory information about a person or organisation.
- Students will not re-post a message that was sent to them privately and confidentially without permission of the other person who sent them the message.
- Students must respect the privacy and confidentiality of data held on, or reproduced from the WAATA computing system.
- All teaching and training institutions have restrictions against inappropriate language in the content of public messages and private messages.
- Students will not use obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language in any message sent from the WAATA facility.
- Students will not access materials that are profane or obscene (pornography) that advocates illegal acts, or advocates violence or discrimination towards other people.

Students who do not comply with the rules and operational procedures associated with the WAATA computers will face disciplinary action and have their access privileges withdrawn.

SYSTEM SECURITY AND VIRUS PROTECTION

- Students will not attempt to go beyond their authorised access. This includes attempting to log on through another person's password or access another person's files.
- Students will not make deliberate attempts to disrupt or interfere with any computer system performance, or destroy data. This includes, but is not limited to, the uploading or creation of computer viruses.
- Students may not install, or operate from a disk, any program (or application) that is not already installed and maintained by WAATA.
- Students must report all faults and malfunctions of computer equipment to WAATA Administration Staff.

RESPECTING RESOURCE LIMITS

Students will use the computer resources and Internet only for educational and professional career development and research activities.

RECOGNITION OF PRIOR LEARNING (RPL), RECOGNITION OF CURRENT COMPETENCIES (RCC) AND NATIONAL RECOGNITION

RCC & RPL means recognition of competency currently held regardless of how, when or where the learning occurred, that they may be counted towards the achievement of a qualification. RCC/RPL takes into account skills and knowledge gained through:

- Formal Training
- Work Experience
- Other life experiences

By claiming RPL/RCC it could mean that you may be able to complete a course in less time.

RPL assessment is required to be supported by relevant evidence.
RCC your skills and knowledge must be current to earn recognition.

National Recognition is recognition of all qualifications and statements of attainment issued by all other RTO's. WAATA Require the candidate to present the original Certificates for verification and will from 2016 provide credit to learners based on their Authenticated VET Transcripts issued by the Registrar.

EXTERNAL EMERGENCY CONTACTS

Ambulance	000
Police	000
Fire	000

OCCUPATIONAL HEALTH AND SAFETY STANDARDS

WAATA provides its students with the opportunity to study learn and develop skills in a safe and healthy educational and social environment.

Students and staff of WAATA are required to comply with Occupational Health and Safety requirements 1984. Further to this, the management of WAATA have a responsibility for the duty of care of students and staff attending the training centre.

FIRE AND EVACUATION PROCEDURE

1. Assist anybody in immediate danger, only if it safe to do so.
2. Close any doors to isolate the area and contain the fire.
3. Contact reception to ensure that the fire is reported to the Fire Brigade or ring the Fire Brigade direct on 000.
4. Notify the Warden, prepare to attack the fire (only if safe to do so). If unsafe to do so, move to the designated assembly area (see the floor plan located next to reception).
5. Remain at the designated assembly area and ensure that everybody is accounted for.
6. Do not evacuate until told to do so by the Warden.

ACCIDENT OR INJURY

In the event of accident or injury:

1. Check for danger. Do not enter unsafe areas; if possible switch off any electrical equipment.
2. Make the victim comfortable and commence first aid procedures if safe to do so.
3. Contact the First Aid officer at WAATA and advise them of the situation.
4. All accidents or injuries must be reported to WAATA.
5. All accidents and injuries must be documented using the appropriate Accident/Injury form, available from the WAATA administration.
6. Contact appropriate emergency services (Fire, Ambulance, Police) on 000 if required.

PAYMENT OF FEES, STUDENT REFUND & PAYMENT POLICY

PAYMENT

To attend one of the Training Programs at WAATA the full fee for the particular course must be paid before the course commences. A deposit is required for all training courses once the booking has been made.

The client shall pay for all costs actually incurred by WA Advanced Training Academy in the recovery of any monies owed under this Agreement including recovery agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.

Payment of all fees should be in Australian dollars by cash or EFTPOS.

REFUND

No refund of the fee is given once the course has commenced. Or 10 working days notice is not given to WAATA by the student of their cancellation.

All cancellations will incur a \$100 cancellation fee.

If a student is unable to complete the course which they have commenced, a \$100 transfer fee can be paid and he/she will be transferred to another available WAATA course date.

RTO CLOSURE OR CEASES TO DELIVER AGREED SERVICE

If for any reason WAATA ceases to deliver an agreed service or closes permanently any deposit paid by a student will be refunded in full.

ENROLMENT PROCEDURE

The student must meet all legislative and government registration requirements before they can enrol in a course of study at WAATA. Enrolment can be made via the WAATA Website, attendance at the office or over the telephone. Deposits are requested for all courses over \$500.00 in total cost.

DRESS STANDARD

All students attending WAATA are required to wear smart casual dress with enclosed foot wear with personnel hygiene being a must. If there are any specific PPE requirements students will be notified at the time of booking.

CANCELLATION/RE-SCHEDULING OF COURSES

WAATA reserves the right to cancel or reschedule a course. In the event of cancellation by WAATA, all monies paid by the student, or their agent, in advance will be refunded. In the event of a course being rescheduled, if the new date is unacceptable to the student all monies paid to WAATA in advance of the date of cancellation will be refunded.

CONTENT OF COURSES

The student acknowledges that WAATA is entitled to change the content of the course in which the student is enrolled at any time, allowing for new units of competency to be introduced and inappropriate units of competency to be deleted.

STUDENT ACKNOWLEDGEMENT OF TERMS AND CONDITIONS AS OUTLINED IN THE STUDENT HANDBOOK

The student agrees to have read and understood all the terms and condition described in the WAATA Student Handbook. By signing the Student Handbook Declaration, the student acknowledges that he/she has read and understood the Student Handbook and it's contents.

STUDENT HANDBOOK DECLARATION

By signing this declaration, I acknowledge that I have read and understood the terms and condition contained within the student handbook and agree to abide by the terms and condition stated.

Signed: _____

I agree/ don't agree that WAATA can take and use photo's of me for marketing and advertising:

Full Name: _____

Date: _____

In the case of an emergency, please give details of the person you would like us to contact:

Full Name: _____

Address: _____

Telephone: _____

This form is to be completed and handed to WA Advanced Training Academy reception prior to commencement of any training.

You will receive Email Newsletters from us monthly with an option to unsubscribe./

<p><u>OFFICE USE ONLY</u></p> <p>Date Received: _____</p> <p>Signature of authorised person: _____</p> <p>Position held: _____</p>

**WA ADVANCED TRAINING
ACADEMY**

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