



# Student Handbook



Address: 129 Clayton St, Bellevue WA 6056

Email: [info@waata.com.au](mailto:info@waata.com.au)

Contact: 08 9250 6022

Website: [www.waata.com.au](http://www.waata.com.au)

**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](mailto: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 and Saturday's between 8:00am and 1:00pm.

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 (located in the right side of the parking lot), and students are expected to dispose of the cigarette butts properly in the smoking trays provided.

## **EATING AREA**

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 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.

## **HIGH RISK WORK LICENCE APPLICATIONS**

If you are attending a High Risk course, WAATA will forward your application to WorkSafe. The application will need a copy of your Statement of Attainment, Passport photo and two forms of Identification.

If you insist on processing the application yourself, you will need to sign the 'WorkSafe Declaration' confirming you will be doing this and we will not accept responsibility if the documents go missing.

## **GROUNDINGS 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 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.

A full copy of the privacy policy is available at <http://waata.com.au/privacy-policy/> or by request from our office.



## **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

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 3 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 third attempt will incur a \$75.00 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.

## **REPLACEMENT CARDS/CERTIFICATES**

If you have completed a course with us and have a lost or stolen card/certificate we can replace this for \$15.00. Copies of certificates are provided at no charge.

Any information regarding your High Risk Work Licence will need to be discussed with WorkSafe on 1300 307 877.

## **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**

A deposit is required prior to attending any training at WAATA. Payment can be made over the phone or an invoice can be requested to pay via EFT.

The full fee for the particular course must be paid before the course commences.

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, EFTPOS or EFT.

### **REFUND**

No refund of the fee is given once the course has commenced Or 3 working days notice is not given to WAATA by the student of their cancellation.

All cancellations will incur a \$100 fee if not given at least 3 working days prior to the course.

### **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 \$350.00 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, this will be located in the Student Requirements list emailed upon 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 accepting, the student acknowledges that he/she has read and understood the Student Handbook and it's contents.