



Student Handbook



Bellevue: (08) 9250 6022



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129 Clayton St, Bellevue, WA 6056

About us

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. His focus is to impart this knowledge onto all his participants 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 enquiries 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.

Introduction

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

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

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 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)

Unique Participant Identifier (USI)

This is a legal requirement. We cannot issue your certificate(s) unless you provide us with a valid USI. If you do not have a USI, our staff will be more than happy to assist you with this upon course commencement.



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 participants are expected to dispose of the cigarette butts properly in the smoking trays provided.

Lunch/Breaks

Class breaks will have a duration of 10 –15 minutes. Meal breaks will be no longer than one hour.

The kitchen has an urn, fridge and 2 microwaves for use by participants. A food truck is also available from approx. 12:00pm Monday – Friday.

All participants 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.

Enrolment Procedure

The participant must meet all legislative and government registration requirements before they can enroll in a course at WAATA. Enrolment can be made via the WAATA Website, attendance at the office or over the telephone. Deposits are requested for all courses.

When you book with us, you will receive a confirmation email with important and useful information about your course, our facilities and what is required from you before attending. It is important to read this email carefully and to contact us if you have any further questions.

Identification must be provided before starting any course.

Mobile Phones

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

Attendance

The courses offered by WAATA all stress professional practices, and this includes attendance.

The following standards are expected from all participants 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 participants 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 attributes to required practices.

Classes will begin within 5 minutes of the specified time.

Participants 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

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

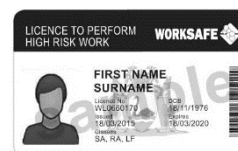
The refund policy that applies to withdrawal is outlined later in this participant handbook.

Deferral means that a participant 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 participant 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 (HRWL) 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 one form of primary Identification or 3 forms of secondary identification. The list of identification can be found in the confirmation email and on the WorkSafe website.

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.



Grounds for Immediate Expulsion

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

Any participant/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 participants.

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.

Participant Complaints

WAATA recognises that an effective system of handling participant complaints is an essential part of quality customer service. Participants are our most valued customers.

WAATA provides a complaints handling procedure which:

- Is easily understood by the participant
- Is prompt and courteous
- Keeps the participant lodging the complaint informed of what is happening
- Can be managed in the first instance by any Staff member who is approached by a participant 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 Participant Complaint

Participants can register a complaint by making a complaint in writing to any member of the WAATA Administration staff.

Each complaint is recorded in the first instance on a Participant Complaint Form available from reception on request.

The form registers your complaint and obliges staff to take action on your behalf to address and resolve the complaint.

The Participant Complaint form is a confidential document.

Appeal Procedure

WAATA seeks to prevent appeals by ensuring that participants are satisfied with their program and its outcomes. Staff of WAATA are expected to be fair, courteous, and helpful in all dealings with participants. 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 participant 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:

- Talk directly with the person to resolve the problem.
- Seek the assistance of his/her trainer.
- Consult with the Training Manager.
- Write to the Manager of WAATA outlining the complaint.
- Seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the participant will be advised of external organisations of appeal.

WAATA APP Privacy Policy

A full copy of our Privacy Policy can be found on WAATA's website.

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 participants 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/participant, staff/staff, and participant/participant situations

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

Behavior 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 behaviors 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. (Continued on next page)

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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 participant 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 participant is expected to complete all assignments in the required time, as specified by the trainer.

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 participant 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 participant 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.

Participants Requiring Special Consideration in Assessment due to Disability

If a participant 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 participant qualifies for special consideration.

Behavior During Assessments

The participant 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 participants will not be tolerated.

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

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

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

Repeat Opportunities for Assessment

Each participant 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 participant and the staff. All assessments taken after the unsuccessful third attempt will incur a fee.

Assessment Appeal

A participant 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 participant will be notified within 7 working days of receiving the appeal with the outcome.

Cheating

Any participant 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 participant 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 \$25.00. Digital 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 Contact Details

Ambulance 000

Police 000

Fire 000



Work Health and Safety Standards

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

Participants and staff of WAATA are required to comply with Work Health and Safety requirements 2011. Further to this, the management of WAATA have a responsibility for the duty of care of participants 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 and Police) on 000 if required.

Payment of Fees, Participant Refund & Payment Policy

A deposit is required prior to attending any training at WAATA.

We offer a number of ways to make payment, these include Debit card, Credit card (master card, visa, AMEX fees apply of 2.5%), PayPal, Stripe, payment plan (see below on payment plans), BSB and ACC. Unfortunately, we do not have after pay or zip pay but we are looking into this for the future.

Currently we only offer the secure options of Credit Card Payments (both MasterCard and Visa) and PayPal.

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.

Payment Plans

We do offer pay by instalments, however this will need to be completed before the course commences to ensure we collect full payment.

We do offer payment plans, we will require you to complete a direct debit form and pay a 25% deposit of the course cost upon booking and the remaining will be debited from the nominated account weekly/fortnightly at a minimum of \$50.00 or monthly at a minimum of \$100.00.

Refund

No refund of the fee is given once the course has commenced, or if 5 or more working days' notice is not given to WAATA by the participant or company of their cancellation.

No refund is given if the participant is removed from the course due to breaching our acceptable standards of behaviour as outlined in this handbook.

Our full Refund and Cancellation Policy can be found on our website at <https://waata.com.au/refund-and-cancellation-policy/>

A deposit must be paid for all bookings to be honoured.

The price of the full course excluding the WorkSafe fee will be payable if cancelled on the day or without notice being supplied, at the discretion of management.

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 participant will be refunded in full.

Dress Standard

Participants are required to bring the following with them on the first day of the course;

- Closed in shoes or boots for classroom activities.
- Steel cap boots for practical activities.
- Hi Vis vest (we can supply one if needed).
- Hard Hat (we can supply one if needed).
- Long pants must be worn (Leggings, shorts, jeans with holes, dress pants are not excepted).
- Wet weather gear in winter.



WAATA reserves the right to refuse a participant's course commencement if the appropriate dress standard is NOT worn.

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

Content of Courses

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

Participant Acknowledgement of Terms and Conditions as Outlined in the Participant Handbook

The participant agrees to have read and understood all the terms and conditions described in the WAATA Participant Handbook. By accepting, the participant acknowledges that he/she has read and understood the Participant Handbook and its contents.

Map of Premises

