



trainwest
training your future

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PARTNERSHIP INFORMATION HANDBOOK

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Trainwest policy may impact on the currency of information included. Trainwest reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Trainwest.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Trainwest. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Trainwest

P: 1300 938 411

E: partnerships@trainwest.com.au

W: www.trainwest.com.au

Registered Training Organisation (RTO) Details:

RTO number	51807
Address	154 Epsom Avenue Belmont WA 6104
Contact Number	1300 938 411
Email	partnerships@trainwest.com.au
Website	www.trainwest.com.au

Kinnect Training

Name	Jonathan Wilson
Address	1 / 123 Logan Road, Woolloongabba QLD 4102
Contact Number	0488 198 998
Email	jonathan@kinnect.com.au
Website	www.kinnecttraining.com.au

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Welcome to Trainwest

On behalf of the team, welcome to Trainwest.

Thank you for choosing Trainwest. This information handbook has been compiled to use as part of your Vocational Education and Training program and we strongly recommend you read and understand the content before starting your training. If you have any queries, please contact a member of the Trainwest team on 1300 938 411 or admin@trainwest.com.au .

Here at Trainwest we strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and across industry. We pride ourselves on the quality of service we provide and our aim is to continuously improve the level of service we offer in all areas.

There are many factors that contribute to the Trainwest difference, including:

- » Highly regarded and enthusiastic trainers and assessors
- » Experienced and friendly staff
- » A positive and motivating learning experience
- » Flexible training options
- » In-house training options are our specialty
- » Superior facilities and resources

Once again welcome and we look forward to the start of your learning journey with Trainwest

Trainwest mission statement

To engage, motivate and inspire our learners,
providing a high quality training and assessment
service to individuals and across industry.

Privacy

Trainwest strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admin@trainwest.com.au

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Trainwest cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Access and Equity

Trainwest will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Trainwest prohibits discrimination based on factors including:

- » Gender
- » Age
- » Marital status
- » Sexual orientation
- » Race
- » Ethnicity
- » Religious background
- » Parental status

Trainwest will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Trainwest to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 1300 938 411.

Other Support Services

Trainwest is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about fees and charges can be accessed with the course outline.

Re-issue of Transcripts

An administration fee of \$50 applies for Trainwest to re-issue a copy of your Certificate or Statement of Attainment.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level. The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- » Being observed as you work/perform the tasks and activities
- » Responses to verbal questioning
- » Written responses to theory questions
- » Responding to a role play or case study
- » Conducting a project
- » Submitting a written report
- » Compiling a portfolio of work samples
- » A combination of the above

Trainwest has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Trainwest staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Trainwest. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Trainwest is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (2015) and for the issuance of the AQF certification documentation.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Recognition Processes

Trainwest offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- » Authentic – it must be your own work
- » Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- » Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- » Valid – it must be relevant to what is being assessed

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: http://vetinfonet.dtwd.wa.gov.au/Resourcesandlinks/Documents/6_1_4-RPL%20FAQ%20Assessor%20January%202013%20v%206.pdf)

Credit Transfer

Trainwest recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

Foundation Skills

All training and assessment delivered by Trainwest contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Trainwest does not charge a fee for resubmission of assessments within the specified training period. Talk to Trainwest for more information. All of the staff at Trainwest will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Trainwest. To help you understand, the following are examples that constitute plagiarism:

- » Copying sections of text and not acknowledging where the information has come from
- » Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- » Presenting work that was done as part of a group as your own
- » Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- » Unintentionally failing to cite where information has come from

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Trainwest's procedure for lodging an appeal.

Complaints and Appeals Procedures

Learners may choose to submit a complaint to Trainwest staff via the Informal Process or Formal Process. (Please note 'Trainwest staff' will be considered to include third parties or partnering organisation staff)

Informal process

- » Learners may submit a complaint (verbally or in writing) directly to the Trainwest's staff with the purpose to resolve a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing by the Trainwests Management.
- » The Trainwest staff are required to explain to the Learner the Informal, Formal and complaints and appeals processes available to them.
- » Learners may be accompanied by a third party of their choice to support them in the informal process discussion.
- » All informal complaints when finalised shall be reported to Trainwest directors by Trainwest's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not

- » All informal complaints that are not resolved with Learners by mutual agreement with Trainwest's staff will require the completion of the formal complaints process.

Formal Process

- » When a Learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Learner may submit a formal complaint to Trainwest directors utilising the 'Student Complaint Form'.
- » Trainwest directors will respond in writing to all formal Learner complaints within 5 working days of receipt of a 'Student Complaint Form'.
- » When a Complaint is recognised as requiring more than 60 calendar days to resolve Trainwest directors must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- » Trainwest directors shall respond to formal complaints from Learners in writing proposing a resolution to the complaint.
- » Trainwest directors responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- » All formal complaints when finalised shall be reported to Trainwest directors by Trainwest's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

Appeals Process

In the event of a Learner advising that they are dissatisfied with the proposed solution for a formal complaint to Trainwest's management, Trainwest directors shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals

- » Trainwest directors shall advise the Learner that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Learner.
- » The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the Learner.

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- » Trainwest directors shall make contact with the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.
 - » Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
 - » When an Appeal process is recognised as requiring more than 60 calendar days to resolve Trainwest directors must inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
 - » On receipt of the formal complaint documentation the Independent Third party shall make contact with Trainwest directors staff and the Learner and arrange a suitable time for further discussion pertaining to the formal complaint.
 - » All Independent Third Party proposed solutions shall be final and be reported to Trainwest directors and the Learner in writing and will require immediate implementation by both parties.

Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of Trainwest will be required to:

- » Provide timely guidance to all course participants regarding the assessment appeals procedure
- » Clarify any aspects of the assessment results that a student does not understand.
- » Provide each student that requests an assessment appeal with the required '**Assessment Appeal form**'.
- » Communicate directly via email as soon as possible with Trainwest directors on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- » Schedule a meeting with the student and Trainwest directors when a completed assessment appeal form is received from a student.
- » Communicate any outcome decision by Trainwest directors to uphold or overturn an assessment appeal to the student's by completing the assessment appeal form clearly identifying the reason for the outcome.

- » All assessment appeals will be processed by Trainwest's staff and management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the students file.
- » Student records will be adjusted to comply with Trainwest directors appeal outcome decisions.

Complaints and appeals records

Trainwest directors shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the Trainwest directors meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. Records of all Informal, Formal complaints and appeals will be recorded in the Trainwest's Review meeting minutes and all written student complaints records will be retrievable through the Student Management System.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you.

Student Conduct

Just as Trainwest has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Trainwest views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- » Academic misconduct including plagiarism and cheating
- » Harassment, bullying and/or discrimination
- » Falsifying information
- » Any behaviour or act that is against the law
- » Any behaviour that endangers the health, safety and wellbeing of others
- » Intentionally damaging equipment and/or materials belonging to Trainwest and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- » Formal reprimand (warning)
- » Suspension from the course
- » Student to reimburse the costs incurred by any damage caused
- » Cancellation of the course without refund and/or credit
- » Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Trainwest and other RTOs in the Standards for RTOs 2015.

If for some reason Trainwest ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Trainwest')

Replacing Certificates

You can request a replacement certificate by contacting Trainwest. Upon confirmation of your identity, you can request an electronic copy or hard copy of your Certificate or Statement of Attainment. There is no charge for an electronic copy to be sent to your email address however there is a charge of \$50 for a hard copy.

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Trainwest for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Trainwest.

I, _____ (print full name), have received a copy of the Trainwest Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law. I give permission for a copy of my completed qualification/statement of attainment to be forwarded to my employer/the training organisation that delivered my training.

Student name:

Student signature: _____

USI: _____ Date: _____