



STUDENT HANDBOOK

Australian Workplace Training (Main Office)

Suite 6, Raleigh Chambers Elizabeth Shopping Centre
50 Elizabeth Way, Elizabeth SA 5112

Telephone: 08 8282 7600

Facsimile: 08 8252 0977

Email: info@awt.edu.au

AWT Licensing Centre

496 Churchill Road
Kilburn SA 5084

Telephone: 08 8260 2660

CONTENTS

Intake interview	4
Introduction to AWT	5
Officers.....	5
Induction for students	6
Enrolment Procedure.....	9
Intake interview	9
Recognition of Prior Learning & Credit Transfer	10
Refunds	11
Work Placement Policy	12
AWT Code of Practice, Policies and Procedures	12
Provision of Information	12
Recruitment	12
Support Services	12
Record Keeping.....	12
Financial	12
Grievance / Complaints Policy & Procedure	12
COMPLAINTS POLICY	12
INFORMAL COMPLAINT	13
How to Resolve a Problem Informally	13
FORMAL COMPLAINT.....	13
Timelines.....	13
Record Keeping.....	13
Information on Assessment.....	15
CONDITION:	15
METHOD:	15
TIME FOR ASSESSMENTS:	15
GRADING/ASSESSMENT.....	15
PROOF OF COMPETENCE	15
RECOGNITION OF PRIOR LEARNING	15
ASSIGNMENT PRESENTATION	15
SUBMISSION OF ASSIGNMENTS:	15
RESUBMISSION OF ASSIGNMENTS:	15
Academic Appeal	16
REQUESTING AN EXTENSION:.....	16

Referencing.....	16
Plagiarism policy	16
Appeals	16
Attendance Policy	17
Disruptive Behaviour Policy	17
Code of Conduct	17
Disciplinary procedure for dealing with disruptive behaviour	17
Definition of disruptive behaviour	17
Disruptive Behaviour Discipline Procedure	17
Access & Equity.....	18
Equal Employment Opportunity Policy	18
Work Health, & Safety Policy.....	18
EMERGENCY PROCEDURES:.....	18
Confidentiality Policy	18
Child Safe Policy.....	19
Feedback Survey.....	19
Sexual Harassment Policy	19
Replacement Certificates – re-issuance of Statements/Qualifications.....	19
The Australian Qualifications Framework	20
Assignment Cover Sheet Sample	21
Notes:	22

Other information available on request from reception: [available from the QMS]

- Study Area-when available (please ask at Reception)
- Assignment Guidance
- Effective Study Techniques
- Essay Writing
- How to gain LL&N assistance
- How to Reference
- Instalment Policy
- Note Taking the Cornell System
- Report Writing

As this list is always being added to do not hesitate to inquire about any assistance you may need.

INTRODUCTION

Welcome to Australian Workplace Training (AWT). As a student you have a valuable opportunity to develop your personal and career interests through a range of different learning experiences and styles. You may be studying to improve your career prospects, to change your career direction, to return to the work force or to follow personal interests. We hope you will find it a rewarding and a challenging experience.

The quality of your learning experience is dependent to a significant extent on understanding the expectations of your course and your personal resources in meeting these expectations.

This booklet aims to clarify some of these expectations and to suggest possible ways to address them. We have included some topics which aim to orientate you to AWT. Others focus on general study issues which are basic to all study.

Intake interview

All potential students are to attend a lengthy interview [Approximately one (1) hour-this depends on how long you take to complete the forms] to apply for entry into a course (With the exception of short courses; these may be booked and paid for at Reception-the documentation is completed at the beginning of the course on the day). At the interview there are forms to complete. You will be required to bring photo identification (Driver's license, Proof of age card, passport or other photographic identification is acceptable), and complete a Language, Literacy and Numeracy Indicator (LLN).

Please bring your USI (Unique Student Identifier) to the interview or allow extra time to apply for the USI.

The LLN indicator will let AWT know how and where we can support and assist you to achieve your goal of achieving a qualification.

We hope you find this booklet helpful.

Please contact your study facilitator to discuss any issues.

Good Luck with your study,

Annette Tsouris MPHc GCH BSSc Dip TAS
Director of Studies
Australian Workplace Training Pty Ltd

Introduction to AWT

AWT provides training for many vocational areas. Marketing flyers with information on all our courses offered by AWT is available at Reception and on our Web site [<http://www.awt.edu.au>]. The training is conducted at our facilities, the work-site, by external studies, e-learning, or a combination, depending on the requirements of the student and the industry.

Training is a combination of skills and knowledge and the application of both as taught by a fully qualified Trainer(s), using various tools, incorporating training materials, and self-paced packages to achieve competence.

The AWT Trainer is available to assist as required with all segments of training; they will facilitate your learning, visit the work site, or make contact with you on arranged occasions throughout the learning to facilitate the required training outcomes.

AWT's addresses are:

Location 1 (Main Office):

Suite 6, Raleigh Chambers Elizabeth Shopping Centre
50 Elizabeth Way Elizabeth SA 5112

Location 2 (AWT Licensing Centre):

496 Churchill Road
Kilburn SA 5084

Postal Address 1:

LB201, SRC6 Raleigh Chambers
Elizabeth Shopping Centre
50 Elizabeth Way Elizabeth SA 5112

Postal Address 2:

PO Box 2017
Regency Park SA 5942

Contact:

Telephone: 08 8282 7600
Facsimile: 08 8252 0977
Email: info@awt.edu.au

Officers

First Aid Officer – Stephen Nickson, Annette Tsouris

– all trainers have a First Aid Certificate so if the First Aid Officers are unavailable, then any staff member will be able to assist you.

Fire Warden – Stephen Nickson

Grievance Officer – Annette Tsouris

Induction for students

As a student of AWT, take full advantage of the induction process that takes place at the beginning of the course, this will help you settle into study, understand what is expected of you.

Remember:

This training is for **YOU** and its success rests largely with you.

- Enter into discussions **ENTHUSIASTICALLY**.
- **GIVE FREELY** of your experiences.
- **CONFINE** your discussion to the problem.
- Say what you **THINK**.
- Only **ONE PERSON** should talk at a time.
- **Avoid PRIVATE conversations while someone else is speaking.**
- **LISTEN ALERTLY** to the discussion.
- **BE PATIENT** with other Students.
- **APPRECIATE** the other person's point of view.
- **BE PROMPT** and **REGULAR** in attendance.

Please note that **NO** Certificate or Statement of Attainment can be issued unless:

- All work placement log books have been completed and submitted for review.
- All assignments have been handed in with two (2) weeks allocated for the relevant Trainer/Assessor to mark the work lodged. All relevant paperwork has been signed and dated by all parties.
- A Unique Student Identifier (USI) has been provided and verified as correct.
- All financial responsibilities are met.

If the Senior First Aid Course, Personal Care, Palliative Care, Manual handling and Child Safe Environments is not included on your training plan there may be an **additional cost** to some students studying with AWT. If a student has a current nationally accredited Senior First Aid Certificate, a copy is required to be submitted to the trainer for your file prior to starting any of your training.

Study Time Constraints

As AWT offers Nationally Accredited Qualifications, it is bound by the rules set out by the Training packages from where the rules come from. Therefore, as a training package changes you (the students) are given a teach-out period. (Teach-out period = a time to complete your course where the Certificate can still be produced/outside of this time no Certificate can be produced). This is beyond AWT's control and to assist in the progress within the teach-out period support classes are offered. A support class is a class of mixed qualifications with a support Trainer; who may change daily. Most qualifications should be completed under or around 12 months unless it is a Diploma course which goes for 18 months. Students who have not used the time since enrolling to work on their study may find that the teach-out period even with the support class will not achieve their aim of completing the qualification. Therefore please use the notes within this handbook for planning your study timetable to ensure you complete your qualification. AWT will not take responsibility if you have not planned your study, completed your assessments and projects and submitted your work for marking and completed your work placement component of the course in time for your qualification parchment to be produced.

Internal Study Mode

All students studying internally (classroom: face-to-face) are expected to maintain their attendance. If your attendance falls below 80% you may be withdrawn from the course. If you are unable to attend a class for a legitimate reason you should contact the AWT office to notify AWT of your absence.

If you are having difficulty with your study please let your trainer know. There are study notes to assist you in your study and these are available from your trainer. Please read the notes for external study mode as these will also assist you.

External Study Mode

There are many reasons why a student may choose to study externally. These include the location of the education provider (AWT), family and employment responsibilities, health, and/or disability reasons. External study is a course subject or program that is offered through a series of learning packages that are undertaken externally from AWT. This form of study is flexible as students are not required to attend tutorials and lectures on campus and can study at home at their own pace, however, the pace requirement is a unit a month to complete the certificate in just over 12 months.

Paper-based external study is where there is no need to regularly attend class(s) at AWT; however, there is a requirement of monthly contact with your trainer. This mode of study will involve some instruction through practical workshops. A student may be required to attend some classroom session where a practical demonstration is required as part of the assessment, e.g.: Senior First Aid and Manual Handling. If you have a contract with your Job Service Providers to attend, and you enrolled for self paced study; AWT have a study room available with access to Trainers with free tea and coffee available.

The qualification achieved by a student who studies externally is identical to the qualification achieved by a student that studies through other modes as the student studies the same content and is required to reach the same standard, with the required number of work experience hours.

The study materials are available to distance education students in a number of different forms. The majority of courses have printed Learning Guides. Some trainers use the Internet to deliver their courses, either in total or in combination with printed material.

External students will need to manage their time productively and keep on schedule to work through the material. You will not have a trainer checking whether you are doing enough work! You still have assignments and other assessment tasks to complete with due dates.

External students can contact their trainer by telephone or email to discuss any problems or ask/clarify questions. The Administration department can help with your administrative type issues. Students are encouraged to establish regular contact by telephone, mail or email with their trainers.

External study can be daunting and lonely. External students are encouraged to set up informal student groups in local areas. Students who agree to share contact telephone numbers or email addresses are sent a list of other students enrolled in the same units as well as their geographical location.

External students need to consider their available study time when enrolling, and are encouraged to develop a study time table.

One of the best methods of using time effectively and controlling procrastination (put off study) is to plan when you will do specific study tasks. If you've been using the "I do what I feel like doing when I feel like doing it" method of time management and would like to reduce the stress, procrastination, and guilt that go with it, consider trying a flexible time plan like the one discussed below. Planning does not mean following a rigid, military like schedule; rather, it means making intelligent decisions about when it is easiest and most efficient to get your work done. Time management means working smarter, not necessarily harder, and a good time plan is the key.

How Much Time is there?

It is easy to misjudge the amount of time which is actually available for studying. By making a master timetable of your weekly activities, you can not only get a realistic picture of how many hours are actually free, you can also plan work periods around other activities which you consider important and don't want to sacrifice for studying.

Using a standard class schedule form, or something similar, make a timetable of all your activities which are the same each week. These activities include classes, sleep, meals, travelling time, sports or fitness activities, part-time jobs, church activities, etc., but not study time. It is important to be realistic about how long these activities take. For

AUSTRALIAN WORKPLACE TRAINING

example, leave seven to eight hours a night for sleep, even if you can get away with five or six, and give yourself an hour for lunch and supper, so you can relax, socialise, or run errands as well as eat. Once this master timetable is complete, make a copy for each week in the semester.

List Study Tasks

Most people use some method of recording what they need to do, if nothing more than jotting due dates on a calendar. To plan your time more effectively, each week make a comprehensive list of study tasks which includes some time to work on major assignments. The tasks are then rank ordered according to your priorities, and the amount of time needed to complete each task is estimated. These three important steps - list, prioritise, and estimate - are a key element in time management.

Decide What to Do When

Each week, using your task list and a copy of your master timetable, decide when you will do each task. Tailor the amount of detail in your time plan to your individual strengths, habits, and preferences. Some students like to know what specific task they will be doing in each free hour. Others will list what needs to be done on a particular day, but not specify a time for each task. A few students can work successfully from a weekly list, but it's difficult not to procrastinate with this method because big, unpleasant, or overwhelming tasks almost always get pushed to the bottom of the list.

When making these conscious, intelligent decisions about what to do when, consider your body's natural highs and lows. Plan to do priority tasks when your energy is high and your concentration is at its best. Save shopping, housework, or physical activities for late in the afternoon or evening if, like many students, that's when you're normally tired.

When planning how to use large chunks of time, it's usually more efficient to alternate tasks or subjects, so that in a three hour period, for example, you would spend one hour each on three different subjects, rather than a marathon three hour session on just one. One hour is only an example and may be too much or not enough for some tasks - the "best" method is always what works best for you.

Plan frequent breaks, especially when you're under a lot of pressure. Your brain needs time to digest and process information; moreover, breaks relieve stress, help sustain motivation, and provide a transition period when switching subjects. The guideline is about ten minutes per hour of study.

Each day, include an hour of "flexible" time in your plan. Flex time has several important functions. If you underestimate the amount of time some task takes, flex time provides an extra hour to finish it without getting behind or sacrificing some other activity. Procrastinators can use flex time to do work they've put off, or to reward themselves with sixty minutes of guilt free "do nothing" time when they haven't procrastinated.

Responsibilities

Your responsibilities as a student include:

- To maintain enrolment and course progress
- Ensure assignments are completed and submitted for assessment
- Achieve satisfactory results
- Pay tuition fees on time
- Notify AWT of any change of address or contact details regularly.
- Students are responsible for making themselves aware of all the information content in the student handbook.
- Students are expected to be familiar with all information relevant to their course or subject made available to them and to raise any questions or concerns with the appropriate trainer in a timely manner.
- Students have a responsibility to participate actively and positively in the teaching/learning process. Students should maintain steady progress within the course and subject framework, comply with workload expectations and submit required work on time and respect the rights of others, especially with regard to freedom of expression.

- AWT is entitled to expect honest work at all levels from students. Cheating, plagiarism, fabrication or falsification of data, are not acceptable. Students are also expected to be aware of their individual rights and responsibilities regarding the proper use of copyright material.
- Students are responsible for monitoring their own progress within the teaching/learning environment and the academic program. Students may expect to have reasonable access to trainers for assistance and to the various academic support services.
- Students are expected to maintain a monthly contact with trainers to report on their progress.

Enrolment Procedure

Intake interview

All potential students (excluding short courses) are to attend an enrolment interview to apply for entry into a course (approximately one (1) hour, depending on how long it takes to complete the forms). Please phone the AWT office on 8282 7600 to arrange this appointment.

At the enrolment interview there are forms to complete. You will be required to bring photo identification (driver's licence, proof of age card, passport or other photographic identification is acceptable), and complete a Language, Literacy and Numeracy Indicator (LLN). The LLN indicator will let AWT know how and where we can support and assist you to achieve your goal of a qualification.

If the course you are enrolling in requires you to have a Police Clearance (DCSI Screening Check for all Community Services Students – refer to p.20), make sure you have a current Police Clearance or at least a receipt of application. If neither is put forward you will be required to complete a Statutory Declaration and you will still need to apply for your police clearance. (This is required prior to commencement of work placement.)

Short course enrolments

Students wishing to enrol in to a Short Course do not need to attend an enrolment interview.

These courses may be booked in and paid for at Reception. The documentation for our short courses is completed on the day, at the beginning of the course.

To secure your place on a course,

- Fee for Service students:
 - for full qualifications (in- class), please pay a non-refundable deposit of \$500
 - for short courses, please pay the full short course fee
 - for external and e-learning, please pay a non-refundable payment of the cost of the first unit of study.
- *Skills for All* students:
 - for full qualifications (in-class), please pay a non-refundable deposit of \$150
 - for external and e-learning, please pay a non-refundable payment of \$150

Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

Suitability

As a requirement of an RTO, AWT must assess each student as to their suitability for the industry in which the student is being trained in. Therefore a Language Literacy & Numeracy assessment will be conducted to ensure the potential student can understand, read and write to assist in the success of completion for the student. Medical details are to be declared within the enrolment form and the interview process. If during the course it is shown that the information

AUSTRALIAN WORKPLACE TRAINING

was not declared in the interview notes or enrolment form the student risks being withdrawn from the course.

Australian Workplace Training ensures that suitably qualified staff assesses the education background of intending students.

Guarantee of Service

- Australian Workplace Training Pty Ltd guarantees a high level of customer service. Our highly qualified and industry experienced trainers and administrative staff are here to support and assist you in maximising your learning experience and to successfully achieve your study goals.
- Our guarantee of service begins with your first course enquiry, through to your enrolment and then supporting you during your learning until the completion of your chosen study pathway. During your enrolment, we also provide you with a comprehensive range of support services, including assistance with applying for recognition of other studies or experience.
- Australian Workplace Training Pty Ltd requires all students attending courses to maintain a professional and courteous manner to other participants and to Australian Workplace Training Pty Ltd's staff.
- All off-the-job courses are for groups and are based on class participation and interaction between the students and trainers.
- Australian Workplace Training Pty Ltd reserves the right to cancel any student's attendance in these courses due to disruptive and or rude behaviour (refer Disruptive Behaviour Policy)
- Students attending should look forward to being in a happy and positive learning environment and being empowered with new skills and knowledge to assist you in your chosen career.
- *Australian Workplace Training Pty Ltd* guarantees student completion of courses in the event that significant change occurs to affect the RTO's legal or operation status by finding other RTO's that will take them into their courses.

Course cancellations

- Australian Workplace Training Pty Ltd, reserves the right to cancel a scheduled course for any reason. In the event of a course cancellation, you will be given the opportunity to transfer your tuition to a future course or to receive a full refund of all fees paid. Allow up to two (2) weeks for refunds to be processed.

Recognition of Prior Learning & Credit Transfer

Australian Workplace Training offers recognition of prior learning (RPL) status and credit transfer (CT) status for all students. RPL is the recognition of a person's current skills and knowledge acquired through prior learning from other training, work or life experience. Once you have enrolled in a course students should identify the unit(s) they would like recognition for and request an RPL or CT application form.

Students must provide evidence of relevant competencies to satisfy the assessment guidelines and range of evidence required under the training package. This may be by a portfolio of their work and/or experience.

Students may be asked to answer questions or participate in discussions with a trainer or a panel of trainers to ascertain under pinning knowledge to the standards required under the training package.

Australian Workplace Training recognises all qualifications and statements of attainment of units issued by other Registered Training Organisations. This recognition will be given on evidence of Certificates and Statements of Attainments.

Direct credit transfer is given on unit codes that match the unit applied for; original copies will need to be sighted by a trainer and a copy to be put on file. No CT will be given to any units that are more than seven (7) years old. If a CT for HLTAID003 Provide First Aid certificate is applied for, a copy of a current Senior First Aid Certificate is required.

Once the application, evidence and payment are received you will receive notification of the outcome within two weeks. Appeals can be made through the grievance mechanism, as outlined in the student handbook.

Course Payments

The refund policy will be issued to students as part of the enrolment process information exchange when potential students inquire about courses. As part of the enrolment process a student will be asked to sign a letter of agreement between AWT and the student outlaying the payment of fees. A payment schedule can be arranged between the students and AWT after the deposit is paid.

The payment of fees incorporates the following principles:

Payments

- Administration fee of \$100.00 will be charged on enrolment (non-refundable).
- Internal students are required to pay a deposit of a minimum of \$150.00 to a maximum of \$500.00 to secure a place in a classroom and is payable at registration or enrolment. This deposit where applicable includes the admin fee.
- Students paying by instalment will need to complete a Payment Plan form prior to commencing the course.
- External students are required to pay upfront for each unit.
- Payments in advance after the course commencement will be accepted by AWT to a maximum of **no more than \$1,500** at any one time.
- Final payment of all fees must be paid by the completion of the course.
- No certificates will be issued until all fees are paid.
- No extracts / copies of certificates / statements of attainment or letters of completion will be issued until all fees are paid.
- Any changes to your enrolment must be advised in writing to your trainer. You will still be responsible for outstanding fees and any additional charges as a result of your change.
- Complaint/disputes over course fees are to be dealt with through AWT's grievance policy and procedure as outlined in the student handbook.
- AWT does not accept any personal cheques
 - *A non-refundable \$75.00 fee per unit will be incurred to initiate the RPL process.*
 - *If the application is unsuccessful, the full cost will incur.*
 - *A non-refundable \$25.00 fee per unit will be incurred to initiate the CT process.*

Refunds

Students who withdraw from courses could be eligible for a refund by applying in writing to AWT.

- A refund will be considered if all of the following conditions are met:
- A request to cancel enrolment in the program is submitted within five (5) days of the enrolment date, and
- The enrolled user has not commenced the program, ie: has not partly or fully completed any education within the program.

The payment of refunds will incorporate the following principles:

- A students withdrawing prior to a course commencing **and** any administrative processes commencing are eligible for a full refund.
- A student who withdraws prior to a course commencing **and** after administrative processes have begun are eligible for a full refund less \$100.00 administration fee.
- A student who withdraws after course commencement will be eligible for a refund of all fees paid in advance for undelivered training (**NO UNITS GIVEN**), **except commenced and given units costs AND an administration fee of \$100.00.**
- Students withdrawing will not be offered a refund after 3 months of enrolment.
- All refunds requests will be processed within 14 days.
- The method of reimbursement will be by cheque, unless requested in writing by the student and approved by the CEO.

AUSTRALIAN WORKPLACE TRAINING

- In the event that AWT is unable to fulfil its contract with a client that is in circumstances out of AWT's control, AWT will refund the client the proportion of fees paid by the client of the services that were not received.
- Complaint/disputes about refunds are to be through AWT's grievance policy and procedure as outline in this
- An administration charge of \$100.00 applies to all refunds.

Work Placement Policy

- Theory must be completed and assessed as "Competency Achieved" prior to any work placement
- Completion of work placement is an essential requirement for the completion of some qualifications and must be successfully achieved prior to the issuance of any qualification parchment
- The completed logbook must be presented for assessment at least 2 weeks prior to the issuance of the parchment.

AWT Code of Practice, Policies and Procedures

Provision of Information

AWT will supply accurate, relevant and up-to-date information to prospective students.

AWT will supply this information to students before it enters into enrolment with students and will review regularly all information provided to students to ensure its accuracy and relevance.

Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner.

Offers of course placement will be based on, an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

AWT ensures that suitable qualified staff assesses the educational background of intending students.

Support Services

AWT will provide adequate protection for the health, safety, and welfare of students, and without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling.

Record Keeping

AWT will keep complete and accurate records of the attendance and progress of students, (the Trainers and Assessors will be responsible to ensure training and assessments are recorded, and put forward to be filed) as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on receiving a written request.

Financial

All course costs are upon application. This cost depends on the course, level and qualification, plus the mode of learning. All Students are to ensure they pay all course fees. Any difficulties you may be experiencing with finances may be discussed with the Finance Department (Refer Fees & Charges).

Grievance / Complaints Policy & Procedure

AWT is committed to providing an environment, which is non-discriminatory, and in which staff and students as well as the public have their rights, dignity, privacy, and confidentiality valued and respected.

It is recognised that at times, differences will occur or decisions will be made with which individuals may be dissatisfied. To deal with the resulting conflict AWT has developed a grievance / complaint policy and procedure.

COMPLAINTS POLICY

AWT has an informal and a formal complaints policy, where all grievances and/or complaints are to be documented. If you wish to lodge an informal complaint it will be summarised and forwarded to the Chief Executive Officer. No information that would identify the complainant or the accused will be included in this report, unless necessary for the resolution of the complaint.

INFORMAL COMPLAINT

The informal student report and resolution process is designed to resolve problems for students who are having difficulties with other students, staff or AWT procedures short of written complaints, investigation and disciplinary action.

If you wish to lodge a formal complaint there is a Formal Complaints Form obtainable from reception.

How to Resolve a Problem Informally**Step 1:**

If you have a problem with another student, staff or policy, you should initially discuss the problem with that person. Problems with assessment results or content must first be discussed with the Trainer. You are encouraged to discuss the problem with someone on staff with whom you are comfortable and trust.

Step 2:

Consider the informal options available. The Trainer will talk you about the options available. These options include talking to the person(s) with whom you are having trouble or talking to the manager; dropping the issue; or filing a formal, written complaint (see Student Complaint Procedure Formal).

In some situations, it may be possible to resolve the problem without your direct involvement. In this situation, having the Trainer talk to the accused about the complaint could result in a change of behaviour without the necessity of revealing identity.

Step 3:

Decide on a course of action. If you want to try and informally resolve the problem, decide how to proceed (see step 2 for examples). If, after discussing the incident with a Trainer, you decide to go no further, the only record of the incident will be in the report that summarizes all informal problems.

If the complainant wishes to go ahead with the informal complaint, they decide how to proceed. (See Step 2 for examples).

Step 4

Take the action decided upon.

Step 5:

If you are not satisfied with the results of the informal resolution and wish to file a formal complaint, the Director of Studies can explain the formal complaint process and provide assistance.

See also see Student Complaint Procedure – Formal.

FORMAL COMPLAINT

The formal complaint procedure is designed to resolve problems for students who are having difficulties with other students or staff that cannot be resolved through the informal report and resolution process or that students choose to have investigated and judged in a formal setting. Although the process is confidential, identity cannot be withheld from the person accused.

Timelines

The formal complaint procedure is set up to take no more than 30 working days. To have remedy under the formal complaint process, complaints must be filed within five (5) days of the incident. Complaints filed more than five (5) days after the incident will not be accepted.

Record Keeping

All records of the formal complaint process, including the complaint form and all reports and findings, are the property of AWT. A formal complaint report that summarizes all formal complaints will be forwarded to the Director of Studies and managers on a periodic basis. Information that would identify the complainant or the accused is included in this report.



How to File a Formal Complaint



ABUSE IS NOT TOLERATED

ANY ABUSE WILL RESULT IN YOU BEING ASKED TO LEAVE THE PREMISES

PLEASE DO NOT ABUSE STAFF IF YOU FEEL YOU HAVE A PROBLEM. ASK FOR A FORM-PUT IT IN WRITING.

Step 1: The complainant completes a formal complaint form. Forms are available from reception.

Step 2: The complainant submits the complaint form to reception.

Step 3: The Director of Studies may assign a Trainer as advisor and will provide written notification of the complaint to the accused within five (5) working days of receiving the complaint.

Step 4: The advisor will conduct an investigation.

Step 5: The advisor notifies the complainant and the accused of their findings. Notification of findings will be sent within ten (10) working days of the complaint being filed. The complainant will receive the results of the investigation in writing. The complainant will review the findings and decide if they are satisfied with the results. If they are not satisfied with the results, they may proceed to Step 6.

Step 6: The complainant may appeal the ruling by notifying the advisor, in writing within five (5) days. The Director of Studies may refer the appeal to a hearings committee at her discretion.

Step 7: A final decision is made. The Chief Executive Officer will make the final decision on the appeal and notify the complainant and the accused in writing within ten (10) working days. If the Chief Executive Officer was the advisor in the original complaint, Director of Studies has the final authority.

Step 8: If the complainant or the accused is still not satisfied further advice can be sought from either the Director of Studies or the Chief Executive Officer who will guide you how to take the matter further. The contact details for these people are not included as the contact details change from time to time.

Training Advocate: Ground Floor, 55 Currie Street (entrance doors at Bus Stop W1 on Currie Street) Adelaide SA 5000. Contact Details:

- Office hours: Monday to Friday 8.30am – 5.30pm
- Phone (toll free) 1800 006 488
- The 1800 006 488 phone service is monitored after hours in urgent circumstances
- Email trainingadvocate@saugov.sa.gov.au
- Post: GPO Box 320 Adelaide SA 5001.

If you are still not happy with the resolution of your complaint contact ASQA on <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Information on Assessment

CONDITION:

The Student will have at any time during the assessment, access to their workbooks and operation manuals for referencing, unless being reassessed under a plagiarism investigation, or completing a short course whereby legislation demands a closed book assessment. If you have Language, Learning or Numeracy difficulties and you have acknowledge this in your interview reasonable adjustments will be made to suit your learning need.

METHOD:

A range of assessment methods will be used to determine whether a person has achieved competence. The Student will be asked to answer questions to assess knowledge (verbally or in writing). The Student may also be asked to perform tasks to demonstrate the use of knowledge. Due to the nature of the course practical tasks may involve touching another person and being touched.

TIME FOR ASSESSMENTS:

The student will be given advanced knowledge of when and how each unit in the course will be assessed. All assignments / tasks must be handed in / completed on the due date unless negotiated with the trainer/assessor for an extension for extra time. Trainers will try to return your marked assignments within two (2) weeks, however where this is not possible your marked assignment will be returned as soon as practical.

GRADING/ASSESSMENT

You will either be assessed as Competency Achieved (CA) or Not Yet Competent (NYC).

PROOF OF COMPETENCE

The Student must answer all questions and perform all tasks correctly to be judged competent. If the student does not complete a task / assignment competently the first time, a date and time will be arranged between yourself and your trainer for retraining and assessment, after you have had further opportunity to study or practice the task.

RECOGNITION OF PRIOR LEARNING

If the work place supervisor is satisfied that a student has acquired the knowledge, and/or can perform the task, or you can prove that you have the skill/knowledge already, the assessor may take their validation into account and assess you competent.

ASSIGNMENT PRESENTATION

All written assignments must have a completed cover sheet (available from reception area) and be legible (preferably typed) or written in blue or black pen. **No written assignments or cover sheets will be accepted if written in pencil.**

It is your responsibility to make a copy of your assignments before you submit it. Use of the AWT photocopier to copy your assignments is available for use at an expense of 10^c per page. AWT takes no responsibility for lost assignments.

SUBMISSION OF ASSIGNMENTS:

All completed assignments must be put into the assignment box, situated in the reception area for processing. Assignments and coversheets can be typed or hand written and must be in blue or black pen only. **No written assignments or cover sheets will be accepted if written in pencil.**

RESUBMISSION OF ASSIGNMENTS:

When resubmitting assignments you must not make your corrections on your original assignment. All corrections / resubmissions must be written as per above guidelines on a separate sheet of paper. When resubmitting assignments you must also submit the original assignment with the resubmission.

Please note that failure to follow these guidelines will result in your assignment being handed back to you with a NYC (Not Yet Competent) result.

Academic Appeal

Where students receive a NYC they are given the opportunity to rectify areas that are indicated as not meeting competence; if the student disagrees with the assessor decision they can request a re-assess by different marker. However, if the second assessor agrees with the first assessor this decision is **accepted** by AWT. Nevertheless, there is a further appeals process whereby if you still feel your work is not deserving of a NYC then the Director of Studies will organise a panel of assessors who will look to the assessment and **this decision is final** and will not be reversed.

REQUESTING AN EXTENSION:

If you need an extension for any reason, an Assignment Extension Request Form must be complete prior to the due date for the assignment. The form must be fully completed and submitted directly to your trainer. Make sure you keep a copy of the form if you are posting it to us.

Referencing

When you write an assignment you are required to reference the work of other authors. A reference is required if you:

- Quote (use someone else's exact words)
- Copy (use their figures, tables or structure)
- Paraphrase (use their idea in your own words)
- Summarise (use a brief account of their ideas).

By using references appropriately, you will avoid plagiarism.

Plagiarism policy

AWT is obliged to uphold rules regarding academic honesty and intellectual property by helping students produce correctly documented text.

First Offence

1. When a student has plagiarised, the Trainer will go over with that student what has constituted the Plagiarism, and then the student may be given the following options:
 - Rewrites the paper within one week;
 - Writes an entirely different paper within one week;
 - Receives a 'not yet competent' (NYC) on the paper.
2. When it is found that a student has passed in a paper that did not originate with them, that student will receive a 'not yet competent' (NYC) for the paper.

Subsequent Offences

When a student has plagiarised on a subsequent paper-whether it is in the same unit or accumulative in a student's course (a file will be kept in an administrator's office for any and all writings found to be plagiarised) the student will receive a 'not yet competent' (NYC) for the paper, and then the student may have the following options:

- Student will redo the unit
- Student will redo the course
- Student will be withdrawn with an 'incomplete assessment'

Appeals

All students have the right of appeal. All plagiarism appeals are to be made in writing directly to the Director of Studies of such cases within three (3) days of notification of the plagiarism offense.

Revocation of qualifications can occur where it is proved that a deliberate Plagiarism offence transpired.

Attendance Policy

Attendance is critical. Many learning activities are based on group exercises and participation so attendance is expected. This applies not only to studies but also to the work placement sites. Wherever possible, absence should be notified in advance but at the minimum by 9.30am on or before the day/s of absence. Failure to notify either AWT or the work placement site will reflect badly on you and may reduce your chances of future employment as potential employers often contact the organisation where you did your work placement to discuss your performance and attendance. Lack of punctuality has a number of effects including missing part or all of a lesson, disruption to fellow students, showing an apparent lack of interest to the training or job experience site. Punctuality applies not only to the start of day but also to returning from any break.

Students who fall below 80% attendance will have to show why they should not be withdrawn. Course fees are not dependant on attendance. It is the students' responsibility to catch up. If a student is unable to complete a course for whatever reason the student is still obliged to pay course fees. This will be calculated on a per module/unit delivered basis. If the student wishes to complete the course at a later date the student will be required to apply for re-enrolment which will be approved at the discretion of the Director of Studies.

Disruptive Behaviour Policy

Code of Conduct

All students are expected: -

- To behave in a manner that does not impact on the learning environment or safety of others.
- To show reasonable care and consideration for the property of other visitors and the facilities provided.
- To appreciate the rights of all individuals in accordance with the equal opportunity act regardless of race, sex, marital status, pregnancy or disabilities.
- To be aware of the requirements of the Work Health, and Safety Act to protect yourself and others.
- To maintain an acceptable standard of personal presentation. Personal presentation includes wearing of appropriate attire in training and on work placement according to AWT and the host organisations policies and directions and in line with section 19 of the WH&S Regulations (1.2.1). Inappropriate attire includes: Bare backs, halter-tops, tank tops, see-through clothing, slit skirts (4-inch rule), strapless tops, off-the-shoulder tops, or clothing that at any time displays cleavage, midriff or any undergarments. Excessively tight clothing is unacceptable. No shower shoes/slides and thongs are allowed.
- Students participating in the internal classes are will be required to adhere to the workplace dress code on all your training days including work placement. You will be required to wear the AWT polo as soon as you receive it. Ladies will need a pair of navy work pants with pockets. You will need closed in non-slip shoes (no joggers) in winter, a navy cardigan or vest can also be worn. Men, you will need a pair of navy pants and closed in non-slip shoes (not joggers). In winter a navy jumper or vest may be worn.
- You will be provided with a student ID badge for you to wear while in class and also at work placement.
- Turn off mobile phones during training sessions

Disciplinary procedure for dealing with disruptive behaviour

To help facilitate an environment that is supportive to learning, AWT has a policy for dealing with students who are perceived as disruptive in the classroom.

Definition of disruptive behaviour

Disruptive behaviour is any behaviour that interferes with the process of teaching and learning.

Disruptive Behaviour Discipline Procedure

Step 1: Any student whose classroom behaviour is judged by the trainer to be disruptive shall be informed by the trainer that their actions are disruptive. The trainer shall inform the student that if the behaviour continues it will be reported to the Director of Studies, and request that the student ceases the behaviour. This explanation and request may take place in the classroom at the time of the behaviour or at another time and place deemed appropriate by the trainer (e.g. office hours).

AUSTRALIAN WORKPLACE TRAINING

Step 2: A student can be dismissed by the trainer from any class period in which disruptive behaviour persists following the trainer's request for the behaviour to stop. Attendance at subsequent class period is allowed unless the disruptive behaviour continues. If the student refuses a request by the Trainer to leave the classroom following persistent disruptive behaviour, the Director of Studies or the Chief Executive Officer will be notified.

Step 3: If the disruptive behaviour continues after taking the first 2 steps the student may face being withdrawn from the course.

A student involved in an incident of disruptive behaviour who believes they have been improperly treated may seek relief through the established grievance procedure.

Access & Equity

AWT will take a co-operative needs based approach, to both access and equity with staff and students with the delivery of their training, assessment and resources.

Equal Employment Opportunity Policy

AWT, support the education of staff and students in relation to equal opportunity or discrimination or sexual harassment.

Work Health, & Safety Policy

It is AWT policy, that all training activities are undertaken to avoid or minimise risks to the health and safety of others who may be affected. Accordingly trainers and students are required to follow safe work practices and ensure that their work is carried out without risks to themselves or others. Failure to adhere to this policy may result in retraining of safe work practices or a non-compliance result in the unit of study.

Compliance with this policy is a condition of training, employment and/or contract with the AWT.

EMERGENCY PROCEDURES:

Accidents and First Aid

All accidents must be reported to the Facilitator or Receptionist. If first aid is needed, please report to the main office, where a trained first aid officer will attend to your needs. Note that ALL trainers at Australian Workplace Training are accredited in first aid.

Evacuation Procedure

At your first class the emergency exits and firefighting equipment will be pointed out. In case of fire notify the facilitator who will implement evacuation procedures. If an evacuation of the centre is called by Centre Management, an emergency signal will be broadcast over the centre speakers. Follow instructions by your facilitator. Proceed to the designated evacuation area. Remain at the assembly area (at the end of the car park by the Civic Centre) until instructed. If an evacuation order has been called, you are not to enter any room prior to evacuation.

Confidentiality Policy

With the exception of information required to be disclosed under the Standards for Registered Training Organisations or by law, no employee of AWT shall disclose information about a client to a third party without the written consent of the client. All clients have access to the personal information within their files. If information in the files identifies another party then this name must be blacked out so as to be unreadable. To access 'your file' (only) approach reception and fill out an access to file form accompanied by photographic identification.

Child Safe Policy

Australian Workplace Training management, employees and volunteers encourage young people to express their views, and make suggestions, especially on matters that directly affect young people. We actively encourage all young people who access our services to 'have a say' about those things that are important to them. We value diversity and do not tolerate any discriminatory practices. We advise young people about what they can do if they feel unsafe. We listen to and act on any concerns young people, or their parents raise with us.

We conduct criminal history assessments for people working with children, as set out in section 8B of the Children's Protection Act 1993. We ensure that criminal history information is dealt with in accordance with the standards developed by the Chief Executive of the Department for Families and Communities.

Feedback Survey

During your course we will issue you with a Student Feedback Survey for you to complete. Your feedback plays an important role in the developing the quality of your education and assists us to continually improve training at Australian Workplace Training. The survey can be submitted anonymously if you so wish.

Sexual Harassment Policy

AWT supports the Sexual Discrimination Act of 1984, and defines sexual harassment as any act, which contravenes the Sexual Discrimination Act and thereby violates human rights.

All complaints of sexual harassment are treated seriously and confidentially.

Replacement Certificates – re-issuance of Statements/Qualifications

AWT will re-issue a qualification parchments upon receipt of a statutory declaration and payment of the appropriate fee. Please see below for the procedure:

DUPLICATE

To have a parchment re-issued, the request needs to be supplied in writing to the attention of *The Director of Studies* including a signed statutory declaration stating such.

- If a student is requesting a statement and/or qualification be reissued because it is damaged, then the damaged statement and/or qualification must be surrendered to AWT to be put in the student file.
- If a police report has been filed the police report number needs to be reflected on the Statutory Declaration.
- An administration fee of \$50.00 needs to be paid prior to the replacement certificate being produced.
- The certificate or statement will have inserted "This is a duplicate and has been re-issued on {today's date}".

PHOTOCOPY

- An administration fee of \$10.00 per copy is to be paid prior to the photocopy being provided.
- Photocopy of the statement and/or qualification must be stamped with a "COPY" stamp.

There is at least a two (2) business day turnaround time from the date of the request (including payment) to the request being completed – this may be longer during class graduation periods.

***** IMPORTANT – COMMUNITY SERVICES STUDENTS *****

DCSI SCREENING CHECK

It is a **mandatory industry requirement** that you provide a current DCSI Screening Check before you can enter the work environment either as a student or an employee. You are required to submit this to us **before the end of week four (4)** in order to assure your placement for the work experience component of your program.

You can collect the applicable application forms from Reception and apply for your screening check at a Post Office

Please arrange this now as the process can take up to four (4) weeks.

THIS REQUIREMENT IS NON NEGOTIABLE

The Australian Qualifications Framework

The Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. There are twelve (12) qualifications in the AQF, six (6) of these are relevant to the vocational education and training (VET) sector. The twelve (12) qualifications are:

AQF Qualification by Sector of Accreditation

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma	
	Vocational Graduate Certificate	Doctoral Degree
		Master's Degree
	Advanced Diploma	Graduate Diploma
	Diploma	Graduate Certificate
	Certificate IV	Bachelor Degree
	Certificate III	Associate Degree, Advanced Diploma
	Certificate II	Diploma
	Certificate I	

reference: <http://www.aqf.edu.au/aqfqual.htm>

Assignment Cover Sheet Sample



Facilitator: _____
 Name of Trainer

Course: _____
 Name of course: for example Certificate I in Work Preparation

Unit Code: _____
 For example: BSBCMM101A

Unit Name: _____
 For example: Apply basic communication skills

Facilitator Signature	Result

Name: _____ Student Identification:

--	--	--	--	--	--	--	--

Address: _____

State: _____ P/Code: _____

Telephone contact: _____

Plagiarism Statement

I have read and understood the AWT policy on plagiarism (in course handbook). This assignment is completely my own work and all sources have been acknowledged.

Student Signature: _____

Assignment Due Date: _____ Date Assignment submitted: _____
Insert the submission date-this is the date you put your unit in the assignment box.

Submission: Yes No Facilitator Signature _____ Date _____

Resubmission: Yes No Facilitator Signature _____ Date _____

Please Circle correct submission.

Comments _____

Fill in correctly and use assignment cover sheet with all assignments. Staple assignment cover sheet together with the assignment and place in a plastic sleeve and into the box provided in the reception area of AWT.

Please ensure a copy of your assignment is kept for your records. No responsibility will be taken for lost or damage to assignments during processing or transit. Allow two to three weeks (2-3) weeks for marking to be returned to you. However, AWT markers will attempt to mark and return to you as soon as is practical.

Notes: