

Worksmart Global Pty Ltd

Student Handbook

2014

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## **1. Worksmart Global Customer Services Charter**

Worksmart Global (WSG) Pty Ltd Training Services is focused on meeting the needs of each person and business with which we are involved. We will:

- Be flexible in our approach to dealing with you.
- Always conduct business in a sound, ethical and fair manner.
- Employ staff who are appropriately qualified and experienced for their role and who are objective and act with integrity.
- Protect your rights to privacy.
- Always provide you with information on our fees, charges and refunds prior to entering into an agreement with you.
- Treat all people fairly and equitably.
- Provide nationally recognised training that meets the needs and expectations of clients and industry.
- Meet the requirements of the VET Quality Framework and strive to exceed the standards of excellence where possible.
- Engage with the industries in which our training and assessment services are provided to ensure that courses remain current, accurate and are reflective of industry requirements.
- Ensure that clients and persons seeking to enrol receive clear, accurate and detailed information about our services prior to enrolment in a course.

## **2. Management Principles**

WSG Training Services aims to be the best it can be. To enable this, we:

- Have a systematic and planned approach to the management of operations.
- Are committed to total quality management and continuous improvement in all aspects of the business.
- Provide the opportunity for our stakeholders; including staff, clients, employers and industry; to provide feedback on any aspect of our performance at any time.
- Collect regular feedback from stakeholders about all aspects of the business.
- Use the feedback collected and measures of business performance to identify opportunities for improvement.
- Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.
- Market and advertise our services with honesty, accuracy and integrity avoiding vague and ambiguous statements.
- Foster an environment free from discrimination and harassment.
- Apply access and equity principles through all of our systems to promote full and equal participation of all people.
- Ensure each client has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- Comply with relevant Equal Opportunity legislation and Discrimination Acts.
- Store clients personal details and records kept privately and securely according to our Privacy and Personal Information Policy.
- Deal with complaints and appeals fairly, promptly, confidentially and without retribution.

- Give clients clear and accurate information about their course, training and assessment arrangements and their progress.
- Encourage clients to provide feedback to WSG Training Services on the client services, training, assessment and support services they receive.

### **3. Clients' Responsibilities**

All clients, throughout their training and involvement with WSG Training Services, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks and learning activities honestly and without plagiarism.
- Notify WSG Training Services if they are unable to attend a training session for any reason at least 24 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.

### **4. Quality Assurance & Continuous Improvement**

Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of WSG Training Services' own operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

WSG Training Services uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

- course, client and class evaluation surveys/ questionnaires;
- learner engagement and employer satisfaction surveys;
- interviews, focus groups and consultations with clients, employers, industry organisations and licensing bodies;
- face to face contact between trainers/assessors and clients;
- complaints and appeals;
- internal audit reports and organisational self-assessments;
- staff performance appraisal and self-assessment reports;
- internal staff meetings;

Clients, prospective clients and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in WSG Training Services' feedback and continuous improvement cycle.

WSG Training Services considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisation's continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes. In line with the requirements of the VET Quality Framework, WSG Training Services collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

- Learner Engagement Questionnaire
- Employer Satisfaction Questionnaire
- Competency Completion Online System (CCOS)

Reports from the Quality Indicator feedback collection tools will be used by WSG Training Services to monitor and benchmark its performance at regular intervals. This allows identification of:

- Areas that need improvement;
- Areas where performance is getting weaker;
- Improvement targets; and
- Whether the improvement plan is working.

Clients and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when they are circulated. These will be sent to you by mail or email. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian government on how well we're doing as a registered training organisation.

## **5. Access, Equity, and Anti-Discrimination**

WSG Training Services is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with WSG Training Services.
- Each client has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
- It complies with relevant Equal Opportunity legislation and Discrimination Acts.

WSG Training Services recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing reasonable adjustments to training and assessment activities

- determining the needs of all individuals upon engagement with the organisation
- providing clients and staff access to a range of support services.

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

WSG Training Services is committed to providing all people with an environment free from all forms of harassment. WSG Training Services will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

The principles and practices adopted by WSG Training Services aim to ensure, that current and prospective clients and other stakeholders are treated fairly and equitably in their dealings with WSG Training Services.

WSG Training Services provides equitable access to training and assessment services by:

- referring clients to support and counselling services where needed
- assisting clients to arrange additional services if required

## **6. Application and Enrolment Procedure**

The WSG website contains information about upcoming courses that are available, pre-requisites, enrolment forms and contact details.

Enrolment forms must be completed in full and can be handed into the office, emailed or posted. AVETMISS data is also collected with the Enrolment form.

Each application will be assessed to determine whether the applicant meets the course entry requirements for which they wish to enrol in.

Each enrolment is subject to course availability.

The enrolment details are verified, the enrolment form and all other documents are filed into the client file. All the details of the new client will be entered as a new client in VETtrak database and all client documents will be uploaded. If the applicant is an already existing client, then their details will be checked.

WSG is not a CRICOS provider and cannot accept clients on an international student visa.

Clients will be asked to provide a 100 point identification check when they first meet their trainer.

Please refer to Section 10 for Client Support Policy

Please refer to Section 11 for LLN requirements

Please refer to Section 7 for fee payments requirements.

## **7. Fees & Payment**

Payment must accompany enrolment form to secure your place. Payment can be made by cash, cheques, money order or company invoice. Cheque or money orders are to be made out to Job Futures SEQ.

Eftpos and credit card facilities are not available.

24 hours written notice must be given to cancel your place in the course.

## **8. Issuing of Qualifications and Statement of Attainment**

WSG Training Services will issue to clients whom it has assessed as competent in accordance with the requirements of a Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- Meets the requirements of the Australian Qualifications Framework (AQF);
- Identifies WSG Training Services by its national provider number from training.gov.au;
- Includes the Nationally Recognised Training (NRT) logo in accordance with its current conditions of use.

All qualifications and statements of attainment issued by WSG Training Services for nationally recognised training will be in accordance with its Scope of Registration as listed on training.gov.au.

## **9. Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Clients can request copies of any of these statements or qualifications at any time for an additional charge. A charge of \$25 per certificate reprint is payable before the certificate will be sent.

WSG Training Services reserves the right to withhold the issuing of qualifications and academic statements until all fees have been paid.

## **10. Client Support Policy**

WSG Training Services ensures that:

- The learning and support needs of all clients is assessed upon entry into a course.
- All clients are aware of how to access the services they require to successfully complete their course.
- Feedback is collected about WSG Training Services' provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Identifying the clients' needs is completed upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the client on the enrolment forms.

- Assessment of the formal language, literacy and numeracy skills test which is given to each client upon commencement of the course.
- Discussion with the client during their induction to the course.

### **11. Additional Support Services / Learning Literacy & Numeracy (LLN)**

WSG Training Services recognises that all people learn differently and acknowledge that some clients may require additional support.

Additional support will be provided for any clients experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- any other issues that may affect their ability to achieve their training goals.

If a client has indicated that they have LLN needs they are eligible to bring a support person to the course free of charge. Please indicate this requirement on the enrolment form when applying.

### **12. Quality Training Policy**

WSG Training Services will ensure that all training services provided are of the highest quality standard possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

- Training is delivered by appropriately qualified trainers who have extensive industry experience.
- All training products used and/or developed meet the requirements of the appropriate Training Package or Accredited Course.
- All training products used and/or developed are reviewed before use by the organisation's personnel for quality, accuracy and currency.
- All courses are developed in consultation with industry experts.
- All courses are developed in line with the VET Quality Framework.
- Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services provided.
- The individual learning and support needs of all clients are identified upon entry into a course.
- All classes are delivered according to a documented session plan and supporting materials which have been reviewed and approved by the appropriate manager.

### **13. Assessment Policy**

WSG Training Services ensures that only clients who hold the requisite skills and knowledge, as set out in the unit of competency, are marked as Competent.

WSG Training Services does this by:

- ensuring that its assessment processes meet the requirements of the training package

- ensuring its assessment processes are valid, fair, flexible, and reliable
- providing comprehensive assessment tools and clear information to trainers and assessors
- ensuring its assessment processes effectively cover all dimensions of competency as outlined in the competency standards and assessment guidelines of each unit
- continually reviewing and improving assessment processes, tools and records
- having a planned schedule of moderation and validation activities that ensures all units are moderated and validated at least annually
- ensuring that assessors follow the rules of assessment and sight current, sufficient, authentic and valid evidence when forming their assessment decision.

#### **14. Plagiarism & Collusion**

WSG is committed to upholding standards of academic integrity and honesty.

WSG clients are therefore required to:

- undertake coursework responsibly and with honesty and integrity;
- ensure that course work is in no way falsified;
- take reasonable steps to ensure that other clients are unable to copy or misuse their work.

Plagiarism, collusion and cheating, including assisting others to cheat, are unacceptable.

#### **15. Qualifications of Trainers and Assessors**

WSG Training Services ensures that all trainers and assessors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved.

All trainers and assessors employed by the organisation will:

- Have the required training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
- Hold the relevant vocational competencies or demonstrated equivalence to the competencies at least to the level they deliver and/or assess
- Maintain currency in industry skills directly related to the training and assessment they undertake
- Continue to develop their Vocational Education and Training (VET) sector knowledge and skills as well as their industry and trainer/assessor competence.

#### **16. Role of Assessors**

The role of an Assessor in assessing client work is to objectively assess a client's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be skilled in, and have a sound knowledge of, the industry area they are assessing.

The assessor will be a qualified and skilled assessor and will:

- Ensure client work meets the requirements of the units of competency.

- Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- Use their expertise to make a fair and objective assessment decision.
- Provide constructive feedback to the client.

### **17. Assessment Processes**

The assessment processes used by WSG Training Services includes the collection of a broad range of evidence for the assessor to base their decision on. In general terms, assessment tasks may require clients to:

- Respond to questioning.
- Provide written responses to questions, scenarios and case studies.
- Be observed using their skills in a simulated workplace environment or in the classroom.

### **18. Fairness and equity**

WSG Training Services will not disadvantage or discriminate against any person or organisation on any basis.

To ensure this, WSG Training Services has developed, for all courses:

- Clearly set out instructions about the requirements of assessment for clients;
- Clearly defined assessment criteria;
- Clear and easy to follow assessment recording tools;
- A defined format to be used by clients to submit their assessment tasks;
- A defined format to be used to provide clients with feedback about their assessments; and
- Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

WSG Training Services takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in Section 14.

### **19. Information about Assessment**

To ensure clients can prepare appropriately for all assessments, clients will be appropriately informed of the assessment arrangements for each unit of competency or cluster of units.

Clients will be:

- Informed of the arrangements, context and purpose of all assessment tasks at the commencement of the unit or cluster of units;
- Informed of the performance criteria against which they are being assessed; and
- Given advance warning of all assessment arrangements.

## **20. Feedback**

Clients will be given constructive feedback from their assessor on the outcomes of assessment and on opportunities for further development whenever it is identified.

WSG Training Services collects formal and informal feedback from clients about the assessment processes used throughout its qualifications, courses and units of competency. The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by WSG Training Services.

## **21. Re-Assessment & Appeals**

Clients may be re-assessed on their work a single time before a unit of competency will be deemed 'Not Yet Competent'. Clients may then re-enrol in the unit or make an appeal about the assessment decision by following the Complaints and Appeals Procedure.

Clients can appeal an assessment decision up to twenty-one (21) days after the decision has been made. Assessment appeals can be made using the Complaints and Appeals form.

## **22. Nature of Complaint and Initial Action**

Where a client has a complaint relating to the enrolment or assessment process they should, in the first instance, approach the RTO Training Manager.

Where a client has a complaint relating to the quality of delivery, course content, teaching and learning practices they should, in the first instance, approach the trainer/assessor or the RTO Training Manager.

As a general statement of RTO policy, clients should feel free to approach any member of staff with regards to airing any complaint. However, clients must realise that certain policies and practices are followed by the RTO in order to ensure that complaints are dealt with efficiently, consistently, fairly and justly.

## **23. Process for Complaints & Appeals Resolution**

If the complaint or appeal is resolved to the client's satisfaction, in the first instance, a record shall be made as part of the RTO's Continuous Improvement Register. If appropriate, relevant RTO Staff shall be informed if a change to current policy and/or practice is recommended to avoid similar client complaints in the future.

If the complaint is not resolved to the client's satisfaction, then the client will be advised to register a formal complaint using the Complaints & Appeals form and submit this to the RTO Training Manager. Where the client indicates that he/she prefers not to complete the form, then the client should be referred directly to the RTO Training Manager or delegate, where he/she, may present their case formally, and who will act as independent arbitrators.

If the complaint or appeal is resolved at this stage, a record shall be made as part of the RTO's Client Satisfaction Monitoring Process. If appropriate, relevant RTO personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar candidate complaints in the future. The process will require written submissions to be made by those RTO staff involved, directly or indirectly. After the complaint is resolved, then the client shall receive a copy of the final decision, including reasons for the decision, in writing and a record of the complaint and process shall be made as part of the RTO's Continuous Improvement Log.

If the complaint or appeal still not be resolved the complainant has the right to lodge a complainant externally with an appropriate external agency such as one of those listed below:

The ASQA Web: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Where a client's appeal regarding assessment has been successful, the client shall be given a fair opportunity for reassessment.

#### **24. Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of their experience.

Please contact the RTO Compliance Officer for a full break down of the RPL process and associated fees.

#### **25. Course Cancellation Policy**

If a course is cancelled by WSG, clients are eligible for a full refund or to be enrolled in the next scheduled course.

Refunds will take up to two weeks to reach clients post cancellation notice being given.

Clients will be notified by phone if a course is cancelled.

#### **26. Privacy and Personal Information**

In collecting personal information WSG Training Services will comply with the requirements set out in the Privacy Act 1988 and associated state legislation.

WSG Training Services is committed to ensuring the confidentiality, integrity and security of all information.

WSG Training Services is committed to:

- Only collecting information that is necessary
- Being fair in the way the training arm collects information
- Keeping others informed about the purpose for collecting information
- Collecting information directly where possible
- Only using and disclosing information in ways that is consistent with expectations

- Keeping the information we collect secure
- Being open about the kind of personal information we hold
- Ensuring the information held is accurately recorded and up to date
- Providing access to the records we hold about a person to that person upon request
- Limiting the amount of highly sensitive information held, where possible.

## **27. Collection of information**

WSG Training Services will collect information from clients, associated organisations and third parties either electronically or in hard copy format; including information that personally identifies individual people.

WSG Training Services will only collect information by fair and lawful means that is necessary for the functions of WSG Training Services.

The following information is collected and stored by WSG Training Services:

- Personal information and contact details
- Employment information
- Statistical information
- Academic history
- Course enrolment information
- Correspondence
- Records of course participation and progress
- Assessment information
- Payment information

## **28. Use of Personal Information**

The information supplied by clients, staff and other individuals will be used to enable efficient administration, provide information about enrolment opportunities, record unit achievement and to maintain accurate records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

## **29. Disclosure of Personal Information**

Information about clients studying with WSG Training Services may be shared with the Australian Government and designated authorities, such as the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details, unit outcomes, statistical information and information related to funding (if applicable).

WSG Training Services will not disclose an individual's information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
- the individual concerned has given written consent
- the disclosure is required or authorised by or under law

### **30. Access to Personal Records**

Clients have the right to access or obtain a copy of the information that WSG Training Services holds about them, which includes personal information and records of participation and progress. Requests to access or obtain a copy of records must be made in writing.

### **31. Refunds**

Clients who withdraw from a course and wish to seek a refund must apply to WSG Training Services in writing, outlining the details and reason for their request.

Clients who have not completed a withdrawal form are not eligible for consideration of a refund.

The outcome of the refund assessment will be provided by written notice to the client's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

### **32. Legislation**

All clients are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with WSG Training Services.

The following legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office.

#### Commonwealth

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Freedom of Information Act 1982
- Work Health and Safety Regulation 2011
- Anti-Discrimination Act 1991
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Work Health and Safety Approved Code of Practice 2011
- Working With Children Act 2005

#### Queensland

- Information Privacy Act 2009
- Right to Information Act 2009