

# Student Handbook

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## Workforce Training & Development Contact Information

<b>Phone:</b>	07 3217 3891
<b>Fax:</b>	07 3217 3893
<b>Email:</b>	<a href="mailto:admin@workforcetraining.com.au">admin@workforcetraining.com.au</a>
<b>Website:</b>	<a href="http://www.wftd.edu.au">www.wftd.edu.au</a>
<b>Postal Address:</b>	PO Box 815, Stones Corner Qld, 4120
<b>Office Hours:</b>	Monday – Friday      09:00am – 05:00pm

## Important Information about Your Enrolment

Here are a few helpful tips to guide you through your studies:

- **When can I enrol?** If you choose to study with Workforce Training & Development you can enrol in any program or course offered anytime that suits you. This can be done online or over the phone on our toll free number.
- **When can I study?** 24/7. As soon as you receive your log in details, you have the flexibility to study when, where and how often it suits you.
- **How long is my enrolment?** All learning is by self-paced delivery. This means that you can study when you want for as many hours as you want! Access to most accredited courses remains valid for 12 months. Access to all short courses are valid for a specific period of time, as stated on each program identified on our website: [www.wftd.edu.au](http://www.wftd.edu.au) .
- **When does my enrolment commence?** Enrolment commences once Workforce Training & Development sends you your log in details for online study and, if applicable, any additional learning materials. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you will be issued with a statement of attainment for any units you have completed to date

- **Is there a timeframe to access my course?** After receiving your course logins you must access your accredited course within 48hrs. This is to complete the orientation survey that will constitute of a range of questions to evaluate your Language Literacy and Numeracy skills. For non-Accredited courses, you must still access you course within 48hrs of receiving your course login details.

## Enrolment Procedures

Workforce Training & Development offers courses which can consist of a full qualification, a unit of competence and/or, chapters.

The following procedures apply for student enrolment:

- Apply online at [www.wftd.edu.au](http://www.wftd.edu.au) follow the prompts to get your enrolment processed.
- Call 07 3217 3891 ONLINE during business hours.
- Students may enrol at any time throughout the year. Students who enrol in a Nationally Accredited Course must complete all assessments, within a given time from the date of enrolment. (Please refer to specified course information).
- Students must ensure they are enrolled into the correct units of competence and have completed all necessary pre-requisites (if relevant).

Go to [www.training.gov.au](http://www.training.gov.au) and search the relevant unit of competency code or qualification code to view the employability skills for specific qualifications and units of competence. This will assist you to determine if the qualification will provide the requirements needed for employment.

- Students who enrol into a non-accredited course must access their course within 48hrs of receiving their login details. Furthermore students must complete their course within the given time from the date of enrolment (Please refer to specified course information). Login details are sent to students in written form for their current study program.
- Students who enrol into an accredited course must access their course within 48hrs of receiving their login details
- Students must read all information regarding course content, pre-requisite(s) and learning outcomes before enrolling.
- Students must ensure they meet the literacy and numeracy requirements outlined in the course of study.

- Students must ensure they have the minimum computer requirements/internet access
- When the completed enrolment form is received and applicable fee paid, the student will be allocated a student number by Workforce Training & Development administration. The student identification number will be required for the relevant Credential to be issued upon completion of the course/program. With Traineeships, the relevant Government Department will issue a student a Registration number in addition to Workforce Training issue of a student number.

## Extension of Enrolment

Extensions of enrolment can be granted under certain circumstances. Please be advised that an administration fee may occur. Please contact Student Support Services for further information.

## Withdrawal from Enrolment

A student may withdraw from a course or unit of competency by giving notice to Workforce Training & Development in writing. Where completed units have been completed satisfactorily, a student will receive a Statement of Attainment.

## Fees And Charges

By enrolling in the course, you agree to pay the Course fees (plus applicable surcharges) for the Course. You are required to pay the full amount of the Course fees even if you do not complete your Course. Tuition fees, and any associated charges for a program, are given at the time of enrolment and stated on the enrolment form and/or on the website.

Student fees will include a qualification or statement of attainment, for an Accredited Course of study with an attached statement of results when issued on completion of the qualification/course and/or a Certificate of completion for a non-accredited course of study.

### **Failure to pay for the course and or unit of study**

If students are unable to pay for their course they must contact student administration immediately so that we may assist you.

Should the student fail to pay their tuition fee Workforce Training & Development will attempt to contact

the student on three occasions; this could include telephone calls, email/text messages or letters. If payment has not been received after the third attempt, Workforce Training & Development will forward the students details to a debt collection agency to collect payment on Workforce Training & Development behalf. Please note should this occur, student credit rating may be affected. Should students change address details, please ensure that you contact student administration to update contact information.

### **Additional Charges:**

- Extension fees \$350 for each additional 3 month period required. To avoid cancellation of your course at expiry date you must apply for an extension before the actual expiry date.
- Resubmission of Assessments: The first resubmission is free. There is a charge of \$60 for each individual assessment on the second resubmission. Note: If assessments are submitted without answers to one or more questions, this is still regarded as a first resubmission.
- Replacement of Course Material per unit: \$60
- Request for accessing personal information \$50
- International postage depends on country POA
- Fees for Observational Assessment where requested by Participant: \$150 per hour including an agreed hourly rate for travel costs plus all other travel costs unless otherwise agreed. If an Observational Assessment can be done during agreed Workplace Visits/Training for those on a Traineeship or those enrolled in face to face training (rather than distance) then there may be no additional charges.

Fees are reviewed and updated yearly. The fees payable at any time are always the current listed fees.

NOTE: Persons enrolled in Traineeships may **not** be subject to the additional fees – please check with Workforce Training and Development.

## **Refund Policy**

### **Cancellation of course by Workforce Training & Development**

A full refund of fees paid will be made to any applicant if Workforce Training & Development cancels the nominated course/unit(s) of competency. This will incur no administrative charges or penalties.

Should Workforce Training & Development be unable to provide all units to meet the student's course completion schedule, one of the following will apply:

- Course fees paid will be refunded in full; and
- No Statement of Attainment will be issued on any unit; OR
- Course fees paid on any unavailable unit/s will be refunded; and
- Statement of Attainment will be issued for satisfactorily completed unit

### **Withdrawal prior to course commencement**

Unless otherwise agreed, the agreed course commencement date will be the date of issuance of a username and password for online course access.

If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, however a cancellation fee of \$50 will be withheld to cover administration costs.

### **Withdrawal during course**

Students that choose to withdraw from a course after a training program has commenced or students that fail to advise administration that they wish to withdraw from a course are required to pay the full amount of the course fees even if they do not complete their course.

A statement of attainment/s will be issued for any units that have been satisfactorily completed.

### **Withdrawal due to illness or hardship**

Where a student is unable to complete a course/unit of competence due to illness or hardship, Workforce Training & Development can at its discretion, offer a full credit toward the tuition fee in another scheduled program in-lieu of a refund, where satisfactory evidence of the circumstances is provided.

Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Please note this refund is at Workforce Training & Development discretion and is not guaranteed!

<b>OUTLINE OF REFUNDS</b>	
Withdrawal before the commencement of the course	Full Refund
Withdrawal during the course	No Refund
Course withdrawn by Workforce Training & Development	Full Refund
The student has special circumstances for	If a refund is granted, whether full/partial is at the



withdrawing	entire discretion of the Workforce Training & Development
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## Online Environment

Workforce Training & Development offers a range of courses consisting of:

- **Accredited Courses** - Certificate III to Diploma level
- **Non accredited courses** - Short courses; introductory courses; intermediate courses and advanced courses in a range of subject/areas of interest

Workforce Training & Development has a team of Teachers and Instructors dedicated to designing quality interactive online courses. They work closely with Industry and Government departments to create courses that meet the same high standards for excellence as classroom courses.

Workforce Training & Development students studying in an online environment require a reliable internet connection as well as basic computer skills. Workforce Training & Development students can earn credit towards qualifications such as Certificates, Diplomas, and Advanced Diplomas by completing units of competence online.

## Flexible Delivery & Assessments

Workforce Training & Development provides a range of delivery and assessment methods via the online learning environment.

- **Delivery Methods** – Delivery and assessments; assessment only; Recognition of Prior Learning (RPL)
- **Assessment Methods** – Question, assignments, practical, case study, scenarios

This includes interactive resources, virtual classrooms and videos. Workforce Training & Development will endeavour to ensure the training and assessment methods meet the needs of our students. Students studying Nationally Accredited Courses with Workforce Training & Development will be advised of the assessment requirements on commencement of the course of study. All assessments must be completed by due dates to be eligible for a qualification.

A variety of assessments will be used during the course to determine students learning such as;

- Online quizzes that are automatically scored

- Course projects/assignments
- Simulated activities
- Virtual classroom

Students are given three attempts for the submission of each assessment. If a student is deemed not yet competent after the third attempt on an assessment, the student is to contact Workforce Training & Development and their trainer so that the student can be re enrolled to the unit and understand the content prior to re attempting it for the fourth time. It must be noted that a fee may apply. Students are encouraged to contact their trainer when unsure of the content prior to submitting an assessment piece

## Academic Appeal

A candidate must lodge an appeal, where practicable, within 30 days of receiving the assessment result. Where appropriate the candidate should first approach the assessor concerned. Where the outcome is not satisfactory to the candidate, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why an appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.

## Student's Access To Records

At Workforce Training & Development we acknowledge that learners need access to their records in order to monitor their progress and participation.

### **Requesting access to records:**

- Students who require access to their records are required to complete a Records Request Form. This form can be obtained from any Workforce Training & Development staff member.
- It should be noted that access will only be provided to the student in person and only after

identification has been confirmed. Photo ID is required.

- Workforce Training & Development also requires the payment of an administrative fee of \$10.00 if the student requires a copy of their records. This is a one-off admin fee that is only payable where copies are requested to take away by the student. If the student is simply requesting access to view records then this incurs no cost.

## Access and Equity

Workforce Training & Development is responsible for ensuring that access and equity is applied to all clients.

Access to Workforce training courses and programs is open to all persons provided that they meet the pre-requisites set down for the particular course or program they wish to enrol in. As these prerequisites may vary, they are detailed in the course information applicable to the relevant course or program.

The pre-requisites may refer to matters such as:

- Minimum age – where Government legislation sets a minimum age for licensing purposes as it applies to the type of employment relevant to the course/program.
- An absence of criminal convictions or other legal impediments within a defined period – as may be determined by Government legislation.
- Possessing minimum training qualifications - as may be determined by Government legislation or regulation.
- Possession of basic literacy/numeracy skills.

Further pre-requisites may also apply in the case of persons seeking Traineeships, as may be determined by Government legislation or regulation.

## Complaints/Grievances

Every effort is made by this organisation to resolve trainees' grievances promptly and with minimum distress and maximum protection to all parties. Trainees have access to a fair and equitable process for dealing with grievances and provide an avenue for trainees to appeal to a third party if a dispute cannot be resolved with the trainer.

A learner/client must lodge a complaint, where practicable, within 30 days of the issue arising. A written response will be provided within 21 working days. A complaint should first be lodged with Learning

Administration. Where the outcome is not satisfactory to the client, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why a complaint/appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the complaint and the learner/client will be notified in writing of the outcome.

The organisation will act on each substantiated complaint. If the learner/client is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the learner/client will have an opportunity to formally present their case.

## Plagiarism

### **What is plagiarism?**

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media<sup>1</sup>.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;

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<sup>1</sup> Merriam-Webster Online Dictionary

- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

### **Consequences for acts of plagiarism by students**

In the case of suspected plagiarism the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. A trainer may refuse to mark the work and the student maybe asked to resubmit their own original assessment item.

## **Certificates & Statements of Attainment**

Workforce Training & Development have sound management practices to ensure timely issue of assessment results and qualifications, which are appropriate to competencies, achieved and are issued in accordance with national guidelines.

A Certificate or Diploma as appropriate and a Statement of Results issued by this organisation.

Students who do not successfully complete the course will be issued a Statement of Attainment for any Units of Competency attained.

Workforce Training & Development is required to issue qualifications or statements of attainment to those students who have achieved the required outcomes within 30 days of the final assessment being completed. In addition to achieving the required outcomes, students must have paid all fees owed to Workforce Training & Development to be eligible to receive their certificate. The student must also hold and provide to Workforce Training & Development a valid Unique Student Identifier unless an exemption applies under the Student Identifiers Act 2014.

## Re-issue of Qualifications

Workforce Training & Development acknowledges the requirement to provide past and present students with re-issued qualifications and statements of attainment when required.

For re-issue of qualifications or statements of attainment, with an attached statement of results, an administration fee will be charged.

### **Replacement fees for Certificates are as follow**

Qualification/Certificate	\$60.00AUD
Statement of Attainment	\$30.00AUD

## National Recognition

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program the student is enrolled in.

To receive credit for previous study, students need to be enrolled in the program and provide certified copies of their qualifications, Statement of Attainment or Statement of Results to Workforce Training & Development.

### **Credit Transfer**

Credit transfer is the process that recognises accredited study equivalent to the competencies in the program the student is enrolled in.

Students need to complete an 'Application for Credit Transfer' form to apply for credit transfer and a certified copy of a Diploma, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to Learning Administration.

For credit transfer an administrative fee of \$25 will be charged.

## Disciplinary Procedures

The learner is expected to participate in the learning program, be respectful of others, adhere to OHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. In the event that these are grounds for disciplinary intervention then this will be handled in the first instance by the trainer, and if necessary by the RTO Manager. A record of interview may be put in the training file.

## Expiry Dates For Courses And/or Units

Individual Unit Enrolment: 3 months (only applies if a student is enrolled in an individual unit and not a full course)

FSR Tier 2 Online Course: 6 months

Certificate I – III: 12 months (Exception - some Traineeships may be 18 months – check with Workforce Training and Development)

Certificate IV: 12 months (Exception -Traineeships are 18 or 24 months depending on course, so check with Workforce Training and Development.

Diploma: 12 months (Exception - Traineeships are 2 years)

Note: Our courses are competency based courses so you may complete them more quickly than the course expiry date if you wish. Please complete your course before the expiry date as your course will be automatically cancelled after the expiry date unless otherwise arranged.

## Gap Training – RPL:

Should it be identified that a trainee requires gap training in any unit of competency in order to attain the qualification that they are attempting to gain standing in, the gap training shall be charged at an additional rate of per unit of competency, the price being determined by the AQF level of the unit of competency requiring gap training.

## Language, Literacy and Numeracy

We have procedures that support and recognise the learning needs of individuals and will revise learning

and assessment strategies to match individual needs and address literacy or numeracy issues, where possible, so that learners can successfully achieve the outcomes. We may also refer a learner to TAFE for language, literacy and/or numeracy support.

## **Learning and Assessment Arrangements**

We work to provide an excellent learning experience and will provide flexible arrangements for learning and assessment wherever possible. If a learner believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact Learning Administration.

All work submitted is to be done by the student submitting the work and you must only submit work that is your own. Plagiarism will not be accepted and may result in an instant fail.

## **Legislative Compliance**

We comply with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the learner prior to, or during, the first session.

## **Privacy Policy**

All information collected by this organisation about clients, students or trainees is confidential and used only for the purpose of maintaining accurate and complete training records as required by Registered Training Organisations (RTO's).

This organisation shall not release information about any client, student or trainee to any other person or organization without that person's approval, except as required under the Training organisation's registration requirements (eg for auditing purposes) or to other RTO's who demonstrate the right to verify with Trainers that individuals have satisfied the required competencies.

## **Reasonable Adjustment**

We are committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability.



Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the RTO manager if it is more appropriate.

## **Recognition Of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which they have achieved the required competency outcomes. It involves collecting evidence and making judgements on whether competence has been achieved. RPL is available to all learners. The RPL Application form is available from Learning Administration.

## **Recruitment**

Recruitment of participants will be conducted at all times in an ethical, fair and reasonable manner and shall ensure compliance with equal opportunity legislation. Programs offered publicly are open to all learners, subject to any pre-requisites or special enrolment conditions that apply to a specific program, and application must be made by completion of the enrolment form. Learners will be made aware of the contents of the program, any special conditions and the assessment requirements prior to, or during, the first session.

## **Respect and Responsibility**

Students are expected to do the following and indeed have the responsibility to do the following:  
Respect the rights, privacy and safety of other students and staff, treat other students and staff with dignity and respect and conduct their studies with honesty and integrity. Students are expected to provide accurate, current student information as needed, to facilitate the process of administration, enrolment and assessment and actively participate in the learning process. Students have the right to be treated by others with dignity and respect and receive fair and equitable assessment

## **Support Services**

If a learner is experiencing difficulties for personal or study related reasons, they should firstly direct their concerns to the trainer, where appropriate, or directly to the RTO Manager. Where study related issues

are involved the trainer will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service.

## **Feedback for Continuous Improvement**

During their course of study and upon completion of a qualification/unit of competency, students will be asked to provide feedback on their course of study. This feedback will contribute to the continuous improvement of Workforce Training & Development quality training and assessment services.