



**Wentworth College**  
TOID 21938

## STUDENT HANDBOOK



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## WELCOME

### Introduction

Welcome to Wentworth College

Wentworth College is a registered training organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards.

Wentworth College is dedicated to providing quality training and assessment for students who wish to gain a formal qualification, our training is delivered by passionate people who actually worked in Industry.

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with Wentworth College

About Wentworth College

Wentworth College is a Registered Training Organisation, able to deliver nationally recognised training and assessment services.

### Code of Practice

#### **Our commitment to you**

Wentworth College values its employees and relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.

### Aims and Objectives

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.

- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.

- Maintain a friendly and helpful; approach to students / clients.

- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.

- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.

- Quality training and assessment trained staff and resources of a high standard.

- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.

- Market services accurately and professionally

- Offer skills recognition (RPL) as an assessment option to all of our clients

- Recognise nationally recognised units of competency and award credits as applicable

- Ensure training is appropriate to student/client needs by continual review of scope and delivery

- Take reasonable care to look after the health and safety of others

- Respect the privacy and confidentiality of clients and client information.

- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.

- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Wentworth College 3 Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact a Wentworth College Trainer.



<p>Selection process and declaration</p>	<p>Wentworth College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015). As such, Wentworth College is required to comply with relevant Commonwealth, State and Territory laws, regarding and including anti-discrimination and equal opportunity. Wentworth College is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.</p> <p>The purpose is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current clients to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.</p> <p>Wentworth College is committed to ensuring all clients enrolling on courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.</p> <p>Wentworth College will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decision about undertaking training and assessment. This will be prior to enrolment or the commencement of training and assessment, whichever comes first</p>
<p>Underpinning Principles</p>	<p>Wentworth College provides accurate, relevant and up-to-date information to clients and prospective clients, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.</p> <ul style="list-style-type: none"><li>• Wentworth College maintains an up-to-date website with full client information <a href="http://www.wentworthcollege.com">www.wentworthcollege.com</a></li><li>• Course flyers have been developed for each training product and are available to all current and prospective clients.</li><li>• All information provided to current and prospective clients:</li><li>• All marketing accurately represents the services being provided and training products on scope of registration;</li><li>• Makes reference to another person or organisation only if that person or organisation has given consent;</li><li>• Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;</li><li>• Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;</li><li>• Distinguishes where the delivery of training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third-party provider;</li><li>• Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;</li><li>• Only advertises non-current training products while they remain on the scope of registration;</li><li>• Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised</li></ul>



<p>Wentworth College does NOT guarantee that:</p>	<p>A client will successfully complete a training product; A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package; A client will obtain a particular employment outcome where this is outside the control of Wentworth College</p>
<p>Client information</p>	<p>Wentworth College provides clear information: Prior to enrolment or the commencement of training and assessment, whichever comes first, Wentworth College provides, in print or through referral to an electronic copy <a href="http://www.wentworthcollege.com.au">www.wentworthcollege.com.au</a>, current and accurate information that enables the learner to make informed decisions about undertaking training with Wentworth College and at a minimum information provided to clients and prospective clients will include, but is not limited to:</p> <ul style="list-style-type: none"><li>RTO code;</li><li>Course outcomes and pathways;</li><li>Training products offered; including services, course content and vocational outcomes, as per scope of registration;</li><li>Full code, title and currency of training product, as published in the national register;</li><li>Estimated duration of the course;</li><li>Expected course location/s;</li><li>Training and assessment arrangement, including modes of delivery available;</li><li>Enrolment and selection processes;</li><li>Name and contact details for third party providers; (if applicable)</li><li>Work placement arrangements (as relevant);</li><li>Workplace suitability obligations to the client, including quality assurance;</li><li>Certification;</li><li>Fees and charges, including deposits, payment options and obligations (specifically under government subsidy and financial support arrangements [as applicable] and exemptions (where applicable));</li><li>Refund policy and processes;</li><li>Provision for language, literacy and numeracy assistance and support;</li><li>Educational and support services;</li><li>Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings);</li><li>Flexible learning and assessment options;</li><li>Appeals and complaints procedures;</li><li>Recognition of prior learning and Credit transfer arrangements;</li><li>Participant responsibilities and expected standards of behaviour;</li><li>Third party provider obligations and assurances;</li><li>Materials and resources to be provided by the client.</li></ul> <p>any requirements Wentworth College requires the learner to meet to enter and successfully complete their chosen training product, and any materials and equipment that the learner must provide, and information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable). RTO Provider obligations, student obligations, Third party obligations and employer obligations (if applicable) Client support; Course resource requirements (additional or supplied). Each of the following areas of information can be found in a variety of documents and publications made available to students and prospective students.</p>



**Information pack**

Code, title, currency of training product  
Duration  
Location and mode of delivery  
Support services reference  
Work placement requirements (if applicable)  
Required minimum work hours

**Pre-training review**

Providing advice to the prospective student about the training product appropriate to meeting their needs, taking into account the individuals existing skills and competencies and capability to complete the course.  
LLN testing – meeting the required predetermined ACSF level (refer to information pack and LLN testing predetermined levels)

**RTOs obligations**

Quality of the training and assessment in compliance with the Standards  
For the issuance of AQF certification documentation.  
Informing learner as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RTO) – for more information see changes to agreed services later in this document

**Learner’s rights**

Complaints and appeals process. If the RTO closes or ceases to deliver any part of training product (and associated refunds).  
Closure of RTO or cessation of delivery of any part of the training product.  
Rights as a consumer

**Learner’s obligations**

Any requirements that Wentworth College require the student to meet to enter and successfully complete their chosen training product  
Any materials/equipment that the student must provide  
If training and assessment is to be conducted in the workplace then prior to enrolment a workplace agreement is signed by the employer and Wentworth College representative. A checklist for required resources and equipment is provided as part of the agreement ensuring all required resources are available prior to the commencement of the training and assessment and enrolment.  
The trainer/assessor will conduct an assessment of the required resources prior to commencement of training and assessment which forms the basis of the training contract

Government funding applications

If applicable, understanding that their qualification/s is being subsidised by the relevant state government or body. The understanding that enrolling in a qualification/s may affect their future training options and eligibility for further subsidised training by the relevant state government or body

Refer to Annex C for eligibility details “Skills First Program”  
Refer to Annex D for eligibility details “Smart and Skilled”

Review process – RTOs provider obligations

Wentworth College systematically monitors its practices to ensure ongoing compliance. That is, information provided to students is systematically monitored to ensure it is accurate and up-to-date ensuring responsibility for the quality of training in compliance with these Standards



<p>Changes to agreed services/ training contract</p>	<p>Where there are any changes to agreed services, Wentworth College will advise clients as soon as practicable (including any changes in relation to a new third-party arrangement, a change in ownership or changes to existing third-party arrangements or If the RTO Provider, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in the following applies:</p> <p>When changes to agreed services/training contract occur Wentworth College will:</p> <ul style="list-style-type: none"><li>• Notify the enrolled learner within 30 days of any changes to existing third-party arrangements</li><li>• Notify the enrolled learner within 30 days any changes in relation to a new third-party arrangement</li><li>• Notify the enrolled learner within 30 days a change in ownership or upper managerial agent</li><li>• Notify the enrolled learner within 30 days if the RTO Provider, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in</li></ul> <p>All correspondence will be in the form of:</p> <ul style="list-style-type: none"><li>• Email</li><li>• Letter via mail</li><li>• Website message will be placed on the website within 48 hours advising of the changes made</li></ul>
<p>Inform and protect learners</p>	<p>Where Wentworth College collects fees from the individual learner, either directly or through a third party, Wentworth College provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <p>Fees are collected in accordance with the Fees processes. (See Financial Management Policy). All relevant fee information including:</p> <ul style="list-style-type: none"><li>• fees that must be paid to Wentworth College, and</li><li>• payment terms and conditions including deposits and refunds</li><li>• the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</li></ul> <p>the learner’s right to obtain a refund for services not provided by Wentworth College in the event the:</p> <ul style="list-style-type: none"><li>• arrangement is terminated early, or</li><li>• Wentworth College fails to provide the agreed services.</li></ul>
<p>Enrolment of Individual Clients</p>	<p>Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access &amp; Equity Policy. Enrolments are subject to but not limited to:</p> <ul style="list-style-type: none"><li>• availability of places in the training program,</li><li>• Based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program)</li><li>• Meeting the entry requirement for the enrolled training product</li><li>• Venue assessment for suitability for training and assessment including but not limited to the enrolled learner workplace</li></ul>
<p>Educational and support services may include, but are not limited to:</p>	<p>pre-enrolment materials; study support and study skills programs; language, literacy and numeracy (LLN) programs or referrals to these programs; equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;</p>



learning resource centres;  
library services  
mediation services referrals to these services;  
flexible scheduling and delivery of training and assessment;  
counselling services referrals to these services;  
information and communications technology (ICT) support;  
learning materials in alternative formats, for example, in large print;  
learning and assessment programs contextualised to the workplace; and  
any other services that the RTO considers necessary to support learners to achieve competency



## TRAINING AND ASSESSMENT END TO END PROCESS

Pre-training information



1. Course enquiry
2. Wentworth College provides potential student/employer with the Course Information Pack/Marketing Flyer
3. The Expression of Interest form is filled out with all details filled in and completed
4. The potential student is booked into the course Information Session. This could be on a scheduled intake date or prior to commencement of training one on one with the training manager



Participant is booked for an information session - Notification via email, SMS or letter advising of the details such as time, venue, what to bring and whom they will be meeting with



The information session includes but is not limited to:

- Complete the information checklist
- Enrolment form,
- Pre-training review/entry level
- RPL/Credit Transfer
- Program start dates,
- Student handbook provided,
- Fees and charges and refund policy explained,
- Discuss applicable policies and procedures located in the student handbook,
- Workplace requirement
- Training and assessment plan and schedule
- Complete a language literacy numeracy test to determine your learning needs. This is a requirement prior to commencement of training and assessment. Wentworth College representative will inform you of the outcome
- Educational support
- Practical training sessions and assessment requirements
- Learning and support materials
- Code of conduct and other applicable policies and procedures such as complaints and appeals, refund, training and assessment, durations etc. (refer to inductions checklist)
- Client has received, read and understood information regarding the course
- Client has received, read and understood information regarding the learning environment and the requirements of the site/s
- client has received, read and understood information regarding the RTO Policies
- Workplace requirements and supervisory requirements



### **Eligible to commence training and assessment**

If the student is eligible, that is they have met all the entry requirements, then they will receive their:

- Confirmation of enrolment letter
- Training and assessment plan



		<b>Not eligible to commence training and assessment</b> If the student is not eligible that is they have not met all the entry requirements then they will receive a letter outlining the reasons for the outcome and appropriate support pathways
		<b>Commence training and assessment</b> <ul style="list-style-type: none"><li>• Course materials provided on the first day</li><li>• Complete all your training requirements</li><li>• Complete all your assessments as per the training plan</li><li>• Notify the trainer/assessor ASAP if you experience any concerns</li></ul>



**INDUSTRY ENDORSED QUALIFICATIONS**

Courses offered	Course Code	Course Title	International students	Domestic students NSW	Domestic students VIC	Accredited short course	Non-Accredited Short courses
	BSB42015	Certificate IV in Leadership and Management		✓			
	CHC33015	Certificate III in Individual Support (ageing)		✓	✓		
	CHC33015	Certificate III in Individual Support (Disability)		✓	✓		
	CHC33015	Certificate III in Individual Support (HACC)		✓	✓		
	CHC33015	Certificate III in Individual Support (general)		✓	✓		
	CHC42015	Certificate IV in Community Services			✓		
	CHC43015	Certificate IV in Ageing Support		✓	✓		
	CHC43115	Certificate IV in Disability		✓	✓		
	CHC43315	Certificate IV in Mental Health			✓		
	CHC43415	Certificate IV in Leisure and Health		✓	✓		
	CHC52015	Diploma of Community Services			✓		
Training locations	<p>Wentworth College Unit 4/1 Graham Road Clayton South Training rooms or Melbourne Metro hired training venues– Schedule provided prior to commencement of training</p> <p>Simulated Room Wentworth leased rooms at 124 Bell Street Coburg</p> <p>Simulated Room Wentworth leased rooms Unit 4/1 Graham Road Clayton South</p> <p>Source Document Venue Hire Agreement – Melbourne Metropolitan MOU (Simulated Aged Care/Disability Training Room with Australian Health Care Qualifications and Training Pty LTD</p>						



	<p>Lease agreements with TTAA and Celona Superannuation Trust</p> <p>NSW – at an operating aged care/disability facility/homecare service as stated in the course schedules</p>
What's in it for me?	<p>By being a participant of this program, you will receive development that has been customised to your needs, we are committed to working closely with you as a student, your organisation and other employees as appropriate to achieve agreed outcomes. You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.</p>
Entry requirements	<p>Prior to commencement of training the student in a pre-training interview must be assessed as meeting the following criteria</p> <ul style="list-style-type: none"><li>• LLN levels - entry at ACSF (core skills, reading, writing, listening, speaking, numeracy, digital literacy) level 3 (All courses except for Diploma which is level 4) in addition to • Initiative and enterprise • Learning • Oral communication • Planning and organising • Problem solving • Self-management • Teamwork • Technology (LLN Robot Testing System)</li><li>• <a href="http://www.cshisc.com.au/media/267000/CHC_Foundation_skills_Guide_R1.3.pdf">http://www.cshisc.com.au/media/267000/CHC_Foundation_skills_Guide_R1.3.pdf</a></li><li>• Be of at least 18 years of age</li><li>• You must disclose any criminal conviction that will appear on a National Police Clearance. Each case will be assessed on a case by case basis before an entry determination can be made</li><li>• Must meet the mandatory hours required for workplace listed later in this document</li></ul> <p>The following is not an entry requirement however you must to be placed in a host organisation as part of your work placement program (if required) be prepared to provide the following to complete and be awarded in your qualification:</p> <ul style="list-style-type: none"><li>• The student must apply for a current National Voluntary Police Check</li><li>• Must hold a current working with children's check,</li><li>• The student must be available to attend the mandatory hours of work placement</li><li>• Sign a statutory declaration</li><li>• Hosts will be arranged 30km form your place of living however this may not always be possible</li></ul>
Selection and Enrolment	<p>Students will be given an Information pack that they need to read, if the student wishes to go ahead with an enrolment into one of our courses, students/employers are asked to fill in the expression of interest form that is located in our information pack and submit it to your Wentworth College contact.</p> <p>From here you will receive a call from the Wentworth College Training Manager to discuss in detail the course you have selected</p> <p>Enrolment must be done by completing the Enrolment form Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation. Students are admitted to Wentworth College training programs by demonstrating a genuine interest in the area and a determination to complete the course Group numbers if applicable are limited and students/employers are encouraged to book a place as early as possible.</p>
Capability requirements	<p>Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements. Predetermined ACSF levels as explained further in this document</p> <p>To be eligible for a government subsidy, you must meet the criteria set by the relevant funding body; which will be explained to you at the time of sign-up and a suitability declaration must be completed.</p>



language,  
literacy and  
numeracy (LLN)  
assistance

Learners are required complete pre-training review and LLN testing appropriate to this course. Students are tested for the 5 core skills Speaking, Listening, Reading, Writing and Numeracy.

The students will be assessed against the foundation level requirement for this qualification using LLN testing assessed by LLN Robot <https://quiz.llnrobot.com.au/>  
Test requirements include achieving testing level of predetermined ACSF levels using LLN testing assessed by LLN Robot <https://quiz.llnrobot.com.au/>

The results will be provided to the trainer and assessor to ensure the academic support needs are followed throughout the students training and assessment program.

Note: Students who are identified as requiring language, literacy or numeracy support during the pre-training process will be counselled on their needs and how Wentworth College can assist them to improve their skills and support them in achieving the course outcomes. The following processes will be applied for students identified as requiring support prior to commencing the study program include but not limited to:

- pre-training materials;
- LLN testing assessed by LLN Robot <https://quiz.llnrobot.com.au/> log in at <https://wentworth-college.quiz.lln.training/>
- 

### **Student LLN support**

Where it is determined that a participant may not have sufficient English language skills that could impact the course completion the LLN testing will be; used as part of the intervention process to support the student. This may include English targeted courses for specific identified gaps i.e. speaking. Wentworth College will arrange the necessary support classes on behalf of the student, which will be scheduled direct with the student.

Note: Wentworth College will obtain current information form the provider/s offering the LLN support classes appropriate for the student at the time of referral required.

The following learning support will be available to learners:

- Bilingual staff support
- Targeted ACSF skills tutoring and/or support tools
- access to translator which is free to the student <https://translate.google.com/> (ask your trainer for assistance)
- Bilingual dictionary - <http://translate.reference.com/> online dictionary
- Collingwood Library access (organisation membership, internal library and media files etc)
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- enrolment into EAP English for Academic Purposes course
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the relevant industry; and



- any other services that the RTO considers necessary to support learners to achieve competency.

Note: Wentworth College will ensure the ethnic, cultural and intellectual aspects of the target groups have been considered in the selection of appropriate delivery and assessment modes for this training course.

#### Student support services

These services are given to students who require additional help in their course of study to complete training and assessment requirements to a satisfactory level. Students are encouraged to attend additional one on one sessions by appointment with your trainer/assessor. Help can be provided by phone (face time or voice), in person, over email or skype services (if applicable)

Student support services officers:

- work in collaboration with services within the community to identify and intervene early with students who have additional needs or are at risk of disengagement
- develop the capacity of the workforce within Wentworth College to meet the needs of students and who have additional needs, or are disadvantaged or vulnerable, to enable them to achieve successful education and wellbeing outcomes
- target the delivery of individual support services to those who require specialised expertise, assessment and intervention in order to overcome barriers to learning
- respond to emerging student wellbeing needs and contribute to identified RTO and network priorities
- respond to critical incidents involving students, staff and RTO communities

Student support services available to students in the transition to life and study in a new environment at Wentworth College include but not limited to:

- transition to life and study in the Australian environment
- language, literacy and numeracy support
- emergency and health services
- legal services
- facilities and resources
- complaints and appeals processes; and
- any conditions relating to course progress and/or attendance as appropriate
- Wentworth College expectation of students as outlined in the Students Code of Conduct referred to the Wentworth College Student Handbook

#### **Additional Academic, Language and Learning Support**

Students whom require additional academic support will be referred to the Training Manager if they need assistance in meeting course requirements. The mentioned personnel can assist with welfare support at no additional cost as follows:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues
- LLN Support - Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.
- NYC results
- Course progress/attendance/availability requirements
- Referral to external support services (no charge for referral, however services will be at the students cost)



If the student needs exceed Wentworth College support capacity then the following student welfare services will apply:

Wentworth College has a designated Student Support Officer to provide basic counselling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them access study support and welfare-related services such as;

- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Wentworth College as soon as appropriate.
- Facilities and Resources – At induction students are given a guided tour of the campus and all Wentworth College facilities. During the induction process students will be guided through the process
- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed in the student handbook and will be posted on the website [www.wentworthcollege.com.au](http://www.wentworthcollege.com.au) and made available from administration upon request.
- The Student Welfare Service offers support/advice on confirmation of Enrolment (CoE) related issues and can also assist with student advocacy needs.



## STUDY OPTIONS

Offering	We offer blended training, classroom, simulated and on the job.
Traineeships/ Apprenticeships	Traineeships are available for eligible students. If Wentworth College does not offer a particular need we can assist you with finding a suitable provider
Nationally Registered Training Workshops	We organise workshops throughout each year for various national accredited and non-accredited training and non-national registered training as well as custom designed sessions based on individual requirements and needs. Courses on offer can be studied either part or full time
Course Information	<p>All students enrolled in a Wentworth College training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:</p> <ul style="list-style-type: none"> <li>•The time and place of the delivery of the training program;</li> <li>•Training Program content;</li> <li>•The required LLN level for entry into the course – predetermined ACSF level requirement refer to course information booklet – testing provided by LLN Robot</li> <li>•The details of the relevant unit/s of competence related to the training program;</li> <li>•Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.</li> </ul> <p>Legislation Wentworth College is bound by a wide range of regulatory requirements including but not limited to;</p> <ul style="list-style-type: none"> <li>•State Occupation Health and Safety legislation,</li> <li>•Environmental protection legislation,</li> <li>•Workplace Relations Act 1996,</li> <li>•Privacy Act 1988.</li> <li>•Age Discrimination Act 2004</li> <li>•Australian Human Rights Commission Act 1986</li> <li>•Disability Discrimination Act 1992</li> <li>•Racial Discrimination Act 1975</li> <li>•Sex Discrimination Act 1984</li> </ul>
Confidentiality and Privacy Issues	<p>As a Registered Training Organisation, Wentworth College is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.</p> <p>Wentworth College protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the Wentworth College responsibility to the student.</p> <p>Wentworth College will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation</p>
Student Access to Records	Students may access their own personal records at any time. This can be arranged through contact with Wentworth College staff. Students must provide verifiable forms of identity when seeking to access their own record.
Equal Opportunity Policy	Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to



	<p>promote equal; opportunity and eliminate discrimination. At Wentworth College we support this act and ensure a training environment that supports the following.</p>
Protection from Harassment	<p>Wentworth College has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.</p> <p>Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Wentworth College training programs have a right to participate in training in an environment free from intimidation and harassment. Wentworth College acknowledges workplace harassment is against the law in any workplace context, including conferences, work or business-related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.</p>
Disciplinary Procedure	<p>Wentworth College has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal. Candidates are expected to abide by the responsibilities for candidates set out in this Handbook.</p> <p>All disciplinary matters will be handled by the CEO</p>
Workplace Health and Safety	<p>With regard to Workplace Health and Safety, Wentworth College is obliged to:</p> <ul style="list-style-type: none"><li>•Ensure the health and safety of each of their workers, students, visitors and guests.</li><li>•Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.</li><li>•Ensure that any equipment used by staff or students is safe when properly used.</li></ul> <p>Students are obligated to:</p> <ul style="list-style-type: none"><li>•Obey instructions regarding their health and safety and the health and safety of others.</li><li>•Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.</li><li>•Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.</li></ul>
Access and Equity	<p>Wentworth College is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.</p> <p>To enable Wentworth College to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. Wentworth College will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.</p> <p>If you are employed, Wentworth College will work with your employer to develop these reasonable adjustments.</p>
Language, Literacy and Numeracy	<p>Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Wentworth College must abide. These are predetermined ACSF (Australian Core Skills Framework) levels. LLN testing will take place via admissions interview using LLN robot prior to commencement of the training and assessment program</p> <p>Wentworth College makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.</p>



	<p>Where a Client is deemed, either prior to commencement or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Wentworth College will provide appropriate advice and support to the Client regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Client's course of study.</p>
Guidance Services for Learners	<p>Wentworth College trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies. Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Wentworth College Training manager or Trainers between the hours of 9am to 5pm Monday to Friday.</p>
Candidate Support, Welfare and Guidance	<p>We will assist all candidates in their efforts to complete our training programmes. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Wentworth College staff. We will ensure that the full resources of our Wentworth College are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.</p> <p>Should you be experiencing any personal difficulties you should make contact directly with Wentworth College Training Manager who will assist you to the full extent of our capacity.</p> <p>If your needs exceed the Wentworth College support capacity we will refer you onto a specialist from the following providers:</p> <ul style="list-style-type: none"><li>•Centrelink 13 10 21</li><li>•Reading and writing hotline 1300 655 506</li><li>•AMES 13 26 37</li><li>•Beyond Blue 1300 22 4636</li><li>•To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link: <a href="http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm">http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm</a></li></ul>
Marketing	<p>Wentworth College markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before Wentworth College Learning and Development uses information about that learner in any marketing materials.</p>
Delivery and Assessment	<p>Wentworth College adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.</p> <p>Any candidate found to be in breach of the Wentworth College assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism. Wentworth College will take into consideration any learning difficulties or disabilities experienced by the candidate. Wentworth College may suspend a candidate's enrolment and training until all issues are resolved.</p> <p>The candidate has the right to appeal any decision made by Wentworth College as described in this Handbook.</p>



Shared Responsibility Model of Learning	<b>Your commitment</b>	<b>Wentworth College Commitment</b>
	Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
	Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
	Have a positive and professional attitude	Provide the correct resources
	Review what you have learnt	Constantly improve our performance through analysing feedback
	Share your knowledge with others	Encourage and foster a positive learning experience
	Give feedback	Provide a consistently high standard of training
	Participate	Provide competent learning and assessment Trainers and Assessors
	Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
	Be mentally prepared to be assessed and to learn	Target training to the right level
	Be punctual	
Student commitment	<ul style="list-style-type: none"> <li>• Keep your Manager informed of assessment and learning dates and times</li> <li>• Inform your Manager in writing if unable to attend any training sessions or if you leave a training session early</li> <li>• Inform Wentworth College in writing if unable to attend a training session or if you leave a training session early</li> <li>• Ensure that all work submitted is authentic and that no part has been copied from another person</li> </ul>	
Induction	<p><b>On the first day of training the following will occur:</b></p> <ul style="list-style-type: none"> <li>• meet and greet</li> <li>• Course materials provided on the first day - Training and assessment induction (hand out resources for the course or alternatively explain the resources as they would see via a student portal log in)</li> <li>• timetables and schedules</li> <li>• reiteration of course attendance – consequences of falling below 80% and course progress falling below 50%</li> <li>• reassessment process</li> <li>• reiteration of complaints and appeals</li> <li>• Reiteration of student support/welfare services</li> <li>• Extension of the training and assessment plan, reduction of the training and assessment plan</li> <li>• Readiness for assessment and assessment task requirements</li> </ul>	
Face to face Training (F2F)	<p>Theory (on site) and practical instruction (use of the workplace)</p> <p>Refer to timetable for detail, included in the training and assessment program guide</p> <p>Trainer instruction.</p> <p>Face to face theory and practical instruction – Source document “Training and Assessment Program Guide”</p>	



### Theory Sessions

Delivery of this qualification is a classroom based program with face-to-face trainer lead theory classes, practical sessions involving small groups, individual and group activities. Trainers and students will also have access to online portals and media files (Vimeo Shared folder) or (via drop box)

Source: Training and assessment plan, PowerPoint slides/PowerPoint handouts, Learner guide/Text book, Student Workbook (activities)

### **(SPT) Simulated practical training**

Wentworth College avails to the students a simulated training environment. The simulated training environment simulates real life working conditions with all the relevant equipment and conditions of that working environment. Workplace application is desirable to ensure that competence to the standard required by this industry sector has been attained and we provide a simulated workplace for the student to develop skills and understanding. Wentworth College ensures that the training delivered is to the standards of a real workplace context (simulated workplace including policy and procedure manual and forms used in the workplace, and discussion or case studies). A variety of training approaches will be implemented during the course of the qualification.

Simulated sessions will take place in at 55 The Mall Heidelberg West where the FDC is connected.

The simulated environment:

Provide access to all the equipment and resources that would normally be used in the workplace for the task being assessed

Reflects the type of conditions usually found in the workplace – including interactions with others and interruptions that would typically occur

Require the candidate to demonstrate their skills under the time constraints that would normally apply in the workplace

Source document: Simulated activity workbook

Note learners may be exempt from units if credit transfers apply  
(SDL) Self-directed learning– learner guide and revision activities

The student is allocated XX Hours per week to self-directed learning (see COURSE INFORMATION - UNITS AND NOMINAL HOURS- VOLUME OF LEARNING schedule below).

**Note: SDL hours for Skills Institute of Skills students must not exceed the 30% requirement of the course duration**

### Self-directed learning (SDL)

This time is allocated to reading the learner guide provided and the text book chapters as instructed by your trainer and noted in your learning journal. The student is provided with a learning journal to support their self-directed learning which comprises of self-assessment checklist - performance knowledge revision requirements

The self-directed learning allocation is time away from the class room for the learner to revise and absorb information prior to assessment. Students can take this opportunity to absorb information in their own time

Holiday periods can be utilised for one on one time with the trainer to further support their studies. Appointments must be made direct with the trainer



The student should determine if they are ready for assessment after completion of the leaning journal requirements (this is a self-assessment of the required knowledge prior to assessment)

**Note: Rationale for self-directed learning block hours**

<http://pairadimes.davidtruss.com/creating-time-for-inquiry/>

**Evidence to be collected – source document**

**Learning journal** – This is a checklist of revision requirements at the back of the learning journal is a record of theory participation. This needs to be signed by the student and the trainer/assessor and placed on file as evidence of readiness for assessment and completion of theory training

Work placement  
On the job  
practical  
(OTJP)

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process

At the information session, a "Request for Work placement" (part of the pre-training review workbook) form must be completed. Students will be booked into the placement schedules by the work placement coordinator. "Request for work placement" forms must be completed prior to the commencement of training. The information provided on the form will be used for preparation of host agreements required by Wentworth College before work placement activity can commence. This will allow sufficient time for students to make the necessary arrangements, to avoid delays in work placement opportunities

At the information session students were informed of their work Placement requirements and the necessary arrangements they require, which forms part of the Pre-training review workbook.

A suitable Host Agreement will be organised for each individual student within 30Km of their home in the first instance. If this is not possible the student will be advised and may be placed on a waiting list. Suitable hosts will also be arranged on a case by case basis

**Host Agreements:**

This document determines the suitability of the workplace, and outlines the ability to be able to support the competencies and time frame required for work placement outcomes. The work placement coordinator will source the host agreements on our behalf. Documentation is provided by Wentworth College. A Host Agreement outlines responsibilities on file in head office. For details of these agreement refer to the CEO of Wentworth College in the first instance.

Host facilities, Wentworth College and learners will be required to enter into an agreement (individual agreements) which will clearly identify the rights and obligations of all parties. All parties must sign the agreement prior to commencement of work placement

When Matching workplaces and students the following is considered when placing individual students:

- What does the employer need?
- What are the employer's expectations?
- What is the level of risk involved in the proposed work activities?
- How ready is the individual student to undertake the activities?



- How much preparation is needed for the student and the employer prior to the placement?
- What are the practical issues to consider?
- Travelling times
- Hours of work
- Is the workplace suitable for work placement?

**Note:** Appropriateness of the workplace checklist is required to be completed prior to acceptance of this agreement. See Workplace agreement to be signed as acceptance by the RTO suitability to run work placement program. All Workplace agreements to be held on file by the RTO and a register of workplace agreements to be maintained

**Work placement schedules**

Work placement coordination activity will commence after 6 months of training commences, however for those whom are employed and employment determined as suitable, coordination will commence earlier. An assessment of the suitability of the workplace will be based on the decision tree to support decision making

Sufficient time lapse before work placement coordination commences will ensure the student is able to:

- Interact positively with others, both colleagues and clients
- Work safely
- Show an understanding of the sector of work
- Behave in a professional manner
- Interact positively with others, both colleagues and clients
- Work safely
- Show an understanding of the sector of work
- Behave in a professional manner

NOTE: Host facilities and learners will be required to enter into an agreement with Wentworth College which will clearly identify the rights and obligations of all parties. All parties must sign the agreement prior to commencement of work placement

The duration range 6 months to 2 years includes the mandatory work placement hours as stated in the table below

Qualification	Units requiring work placement	Mandatory required hours
BSB42015 Certificate IV in Leadership and Management	Not applicable	NA
CHC33015 Certificate III in Individual Support (ageing)	Core units CHCDIV001 Work with diverse people CHCCCS023 Support independence and well being  Electives – electives to be assessed in the workplace will be identified on your individual schedule	120 HOURS



CHC33015 Certificate III in Individual Support (Disability)	Core units CHCDIV001 Work with diverse people CHCCCS023 Support independence and well being Electives – electives to be assessed in the workplace will be identified on your individual schedule	120 HOURS
CHC33015 Certificate III in Individual Support (HACC)	Core units CHCDIV001 Work with diverse people CHCCCS023 Support independence and well being Electives – electives to be assessed in the workplace will be identified on your individual schedule	120 HOURS
CHC33015 Certificate III in Individual Support (general)	Core units CHCDIV001 Work with diverse people CHCCCS023 Support independence and well being Electives – electives to be assessed in the workplace will be identified on your individual schedule	120 HOURS
CHC42015 Certificate IV in Community Services	NA	NA
CHC43015 Certificate IV in Ageing Support	Core units CHCDIV001 Work with diverse people CHCCCS011 Meet personal support needs CHCAGE001 Facilitate the empowerment of older people CHCCCS023 Support independence and wellbeing CHCAGE005 Provide support to people living with dementia CHCAGE003 Coordinate services for older people CHCAGE004 Implement interventions with older people at risk Electives – electives to be assessed in the workplace will be identified on your individual schedule	120 HOURS
CHC43115 Certificate IV in Disability	Core units CHCDIV001 Work with diverse people	120 hours



	<p>CHCDIS005 Develop and provide person-centred service responses</p> <p>CHCDIS007 Facilitate the empowerment of people with disability</p> <p>Electives – electives to be assessed in the workplace will be identified on your individual schedule</p>	
<p>CHC43315 Certificate IV in Mental Health</p>	<p>Core units</p> <p>CHCDIV001 Work with diverse people</p> <p>CHCCCS019 Recognise and respond to crisis situations</p> <p>CHCMHS004 Work collaboratively with the care network and other services</p> <p>CHCMHS002 Establish self-directed recovery relationships</p> <p>CHCMHS003 Provide recovery oriented mental health services</p> <p>Electives – electives to be assessed in the workplace will be identified on your individual schedule</p>	<p>80 hours</p>
<p>CHC43415 Certificate IV in Leisure and Health</p>	<p>Core units</p> <p>CHCDIV001 Work with diverse people</p> <p>CHCLAH001 Work effectively in the leisure and health industries</p> <p>CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs</p> <p>CHCLAH004 Participate in planning leisure and health programs for clients with complex needs</p> <p>CHCLAH002 Contribute to leisure and health programming</p> <p>CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming</p> <p>Electives – electives to be assessed in the workplace will be identified on your individual schedule</p>	<p>120 hours</p>
<p>CHC52015 Diploma of Community Services</p>	<p>Core units</p> <p>CHCDEV002 Analyse impacts of sociological factors on clients in community work and services</p> <p>CHCCCS019 Recognise and respond to crisis situations</p>	<p>100 hours</p>



Electives – electives to be assessed in the workplace will be identified on your individual schedule

**Work placement schedule – see training and assessment schedule for more detail**

**Planning student work programs - What they need to record**

Each student is provided with a Log book to record their experiences whilst on work placement and a third-party report to hand to their allocated mentor to record their professional findings and complete an evaluation at the end of the placement. Your assessor will use this information before commencing the workplace documentation. Students responsibility is to avail themselves as per the schedule outlined in their training and assessment training plan

**RTOS responsibility**

**Communicating with students and employers**

It is the RTO's role to manage all communication with students and employers. In essence, this breaks down into three components:

**Before the placement begins:**

- Collating the pre-placement documentation
- Finding the placement and having an appropriate student host within 30km of the student address in the first instance with appropriate hosts and having it signed after a suitability check
- Preparing students and employers and managing expectations
- Individual agreements, by all parties signed and held on the student file

**During the placement:**

- Each student is supervised by a coordinator employing the relevant criteria set out in the regulatory requirements of the Education and Care Services Law 2011.
- Visiting the workplace - See work placement plan - monitoring visits and assessment visits on students' progress listed in this document under work placement monitoring and assessment plan
- Communicating by email or phone
- Providing support and troubleshooting

**At the end of the placement:**

- Organizing a de-briefing

The mandatory hours of work placement is indicative of all other units required to be assessed in the workplace indicated in the Volume of learning table with \*\*\*

The mandatory work placement hours applicable to this qualification are arranged by Wentworth college. Students are placed at Wentworth College approved hosts with provision for the ability for students to work in their desired field. Work placement is student centred and focuses on what you want to get out of it, in the first instance but cannot guarantee this will always be satisfied. Placement coordination will commence mid-way, dependent on the student's individual circumstances



**Student Work Placement Log Book** - Recording the hours in the workplace log book - refer to workplace logbook for more detailed instructions

"You are required to keep a record of hours completed to contribute to the mandatory hours of work at your host. Each entry is to be logged and signed off by both you and your supervisor. Your units cannot be marked as competent until you have completed the mandatory hours and all requirements are met. This will be indicated in the relevant assessment task booklet.

**Supervisors Report Task Record** - Recording the hours in the workplace log book - refer to supervisor's log book for instructions on the use of the booklet

**Source document**

Training and assessment schedule

Assessor observation

Trainers and assessors in this sector often need to be very flexible in response to workplace demands – shift work, and the day-to-day demands of a busy work environment can make it hard for managers and supervisors to find time to contribute to supervising students on placement, or by contributing to assessment processes.

However, trainers and assessors should involve workplace representatives by:

- making sure that they are clear about their role in contributing to the student's development
- explaining the assessment process, the assessment tasks and the timeframes in the assessment plan, including when the assessor will be at the workplace to carry out any required direct observations
- Requesting feedback in the form of written third party reports referred to as Supervisors log book

Assessors will be required to complete workplace observation for each unit requiring workplacement at the end of the 120 hours. 5 hours has been allocated to conduct this workplace observation

Workplace supervisors/mentors- 120 hours of practical work placement application of skills and knowledge must be under supervision by a workplace mentor whom has been working in an Educator role for at least 2 -3 years or more and as agreed with the CEO. For practical tasks completed on the job as part of practical skill application a Supervisor log book is provided to be completed.

**Evidence to be collected – source document**

Host agreement,

Assessor agreement

Student agreement

Student work placement log book

Supervisor report guide and declaration

Supervisor report task record

Assessor work placement observation assessor guide & declaration

Assessor observation task record

Term breaks/holidays	Term breaks/holidays are in line with the Victorian school holiday calendar.  Term breaks/holidays can be designed for students to have one on one time with the trainer or to focus on a particular area relating the unit/s of study in the allocated week designed to support their individual learning needs
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Tutorials are also included in the term breaks. Trainers and student support officer/s are available to assist students with any support requirements required for units delivered and assessed in the allocated period

These hours are included in the total duration but are not considered self-directed learning hours. For the purpose of Volume of learning hours' term break hours are accumulative. This time allows for academic support and time for the learner to absorb information and apply the required tasks over a period of time. These hours can be supervised or unsupervised

Students should utilise this time effectively to ensure all units are completed before commencement of the next term and sufficient preparation for the next term study requirements such as (revision text, tutorials, one on one support, time to absorb the information and pre-reading for the next term study period)

Note: Term breaks/holidays allow for the student to utilise Trainers and assessors whom are on site to support the students with catch up requirements which include but not limited to:

- Academic support – free study period
- Student at risk of falling below the 80% attendance (intervention strategy applied)
- Medical grounds (medical certificate provided) catch up for missed classes
- NYC provided for one or more units which needed to be repeated to enable completion of course requirements
- Outcomes of academic review i.e. student had reduced study load due to intervention strategy
- Student took approved leave of absence and catch up required
- Re assessment – NYC results, and
- any other unforeseen reasons which may occur

**Final assessment (FA)**

**Final assessment** – allocated timeframes and task requirements are reflected in the timetable. Students have been provided with instructions for each individual task. Instructions to the assessor are provided to guide the student

Before commencing assessment tasks, students must complete a self-assessment checklist for each task and submit to their assessor as readiness for assessment. Should the student feel they are not ready then the student must raise this with the assessor and an intervention plan must be put in place to support the student where ever necessary,

Note: Prior to each assessment task the student will be required to complete the self-assessment checklist. If the student requires more time then they must discuss with the trainer and the student support officer for action required to be taken before progressing to the next unit/s

Assessment tasks for each unit are described later in this document

Source: <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-one/clauses/clauses-1.1--1.4.html>

**Final assessment** – assessment is noted in the training and assessment training plan



	<p><b>Refer to the assessment plan later in this document for further details and requirements</b></p> <ul style="list-style-type: none"><li>• See training and assessment plan later in this document</li><li>• Assessment tasks are described later in this document</li><li>• Refer to timetable for detailed information</li></ul> <p><b>Source documents for each unit assessment includes:</b></p> <p><b>Assessment workbook includes:</b></p> <ul style="list-style-type: none"><li>• Record of assessment</li><li>• Assessment Tasks</li><li>• Assessor guide</li><li>• Competency mapping</li></ul>
Assessment Policy including Re assessment and Appeal	<p>It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. At Wentworth College, our approach to these situations is the work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional two assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.</p> <p>In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time suitable time for Wentworth College. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.</p> <p>In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.</p> <p>The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempt at a cost of \$200 per unit and any attempt thereafter</p>
Recognition of Prior Learning (RPL)	<p>All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation.</p> <p>RPL Applications are available from Wentworth College</p> <p>The general principle to be observed is that "As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes".</p> <p>Wentworth College RPL Policy is based on National Assessment Principles: "Wentworth College assessment process shall provide for the recognition of prior learning regardless of where this has been acquired"</p>
RPL Assessment Processes	<p>The assessment process will cover the following:</p> <ul style="list-style-type: none"><li>• Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.</li><li>• Assessment of competency should be a process that integrates knowledge and skills with their practical application.</li><li>• During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.</li></ul>



- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- A referee check will be conducted if required to confirm the authenticity of evidence.

The fees for RPL are \$250 per unit

Certificates or Statements of Attainment will not be issued until all fees are paid and a USI is verified.

#### Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received.

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in our scope of registration.

Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence

- The student does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. A student may not enrol only for credit transfer.

#### Procedure

The following procedure is to be applied by Wentworth College upon receipt of an application for credit transfer.

- **Step 1** We will provide sufficient information to candidates to inform them of opportunities for alternative pathways via credit transfer and credit transfer policy. Ideally, this information should be provided to candidates prior to enrolment.
- **Step 2** To apply for credit transfer, the applicant must complete and submit the following documentation to Wentworth College
  - Credit Transfer Application Form to be completed
  - a certified copy of the qualification or Statement of Attainment; and
  - An enrolment application for the training program applicable to the units of competence for which credit transfer is requested.



- **Step 3** On receipt of the application we will check the qualification or Statement of Attainment for
  - Authenticity and grant credit transfer for the units of competence that have been completed at any other Registered Training Organisation.
- **Step 4** Where the units of competence do not align with the units of competence requested, further information is to be sought in the form of Training Package mapping guides or purchasing guides.
- **Step 5** Verified copies of qualifications and Statements of Attainment used as the basis for granting credit transfer must be kept on the student file.
- **Step 6** The completed credit transfer application form must be signed by the student and the Wentworth College Chief Executive Officer (or delegate) and retained on the student's file at Tradees Training Academy Australia.
- **Step 7** Students will be notified in writing of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through credit transfer in accordance with our Qualifications Issuance policies and procedures.

**Tools** -Credit transfer application form

Credit Transfer	Wentworth College acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.
What is credit transfer?	Credit transfer is the recognition by an RTO of learning achieved through formal education and training at another RTO. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.
When unit codes and titles are different	If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases this information can be found in mapping documents published in the relevant Training Package or by the National VET Regulator who provide purchasing guidelines and mapping guides. Our administrative staff will obtain this information and validate claims of equivalence. As a general guide, if there is no such mapping available then we are not obliged to recognise the unit through credit transfer. In these circumstances the applicant should be referred for recognition in accordance with our Recognition policies and procedures.
Evidence requirements	An applicant will be required to present his or her Statement of Attainment or qualification for examination by Wentworth College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications



	Framework, Second Edition, 2013. The applicant is required to submit only copies which are certified as true copies of the originals by a Justice of the Peace (or equivalent).
Fees and Refunds	In accordance with the applicable legislation Wentworth College is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials (text books, and other learning materials), administration and training and assessment services (tuition fees).
Payment of fees:	<p>Course fees include all materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees.</p> <p>Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again.</p> <p>Wentworth College has additional charges as per the fee schedule below. Course fees. Details are found in the written agreement that you signed at the commencement of your course and as per the fee schedule below.</p> <p>On acceptance of an offer in the program, participants are required to pay a *deposit. This will be invoiced before starting the program, and payable on commencement of the training program</p> <p><b>On acceptance of an offer in the program, participants are required to pay a *deposit. This will be invoiced before starting the program, and payable on commencement of the training program</b></p> <ul style="list-style-type: none"><li>• Material fee</li><li>• Administration fee</li></ul> <p>*Deposit as per the Invoice</p> <p>Participants who have difficulties in paying by the due date are encouraged to contact Wentworth College accounting to arrange an alternative payment option.</p> <p><b>Schedule of Fees and Charges</b></p> <p>The Chief Executive officer is responsible for approving the Wentworth College Schedule of Fees and Charges. As a minimum, the schedule of fees and charges is to include:</p> <ul style="list-style-type: none"><li>– the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;</li><li>– payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;</li><li>– the nature of the guarantee given by Wentworth College to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;</li><li>– the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, RPL applications, replacement materials and the options available to students who are deemed not yet competent on completion of training and assessment; and</li><li>– The Wentworth College refund policy.</li></ul>



## Fee Payment Arrangements

- Payment of no more than \$1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed \$1500 at any given time.
- In accordance with the Standards for RTOs 2015, Wentworth College adopts the following to protect fees paid in advance:
  - Flexible payment arrangements/ options will accommodate individual circumstances.
  - Fees must be paid in full before certification will be issued
  - Wentworth College reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
  - Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

The deposit invoice will be raised upon enrolment and due prior to commencement of training. Wentworth College reserves the right to not permit entry into the course until the deposit has been paid. Course materials will not be provided until the commencement of training and deposit paid in full. After commencement, the candidate will be invoiced at 30 days, and 60 days, payment terms

NOTE: 10 working day cooling off period applies prior to commencement

### **Late payment**

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Debts will be referred to a debt collection agency where fees are more than 40 days past due. Wentworth College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## **Fee schedule**

On acceptance of an offer in the program, participants are required to pay a \*deposit. This will be invoiced before starting the program, and payable on commencement of the training program

\*Deposit as per the Invoice

### NSW Fee Structure

Fees payable under Smart and Skilled are as specified by the NSW Government.

All providers must charge the same fees and apply the same fee exemptions and concessions and require the same evidence of eligibility of concessions and exemptions.

Fees, including exemptions and concession eligibility, are calculated when your provided student data is entered into the government Provider Calculator.

Smart and Skilled Fees cannot be varied except in accordance with Smart and Skilled Policies:

[Smart and Skilled Fee Policy](#)

[Smart and Skilled SBAT fee Policy](#)



Qualifications or traineeships not approved as subsidised under the NSW Skills List applicable at the time of enrolment are subject to commercial fees and these terms and conditions do not apply.

Fees due are payable upon enrolment or where approved, are payable prior to completion. By College agreement the Fees may be paid by regular instalment. Failure to meet any instalment makes the remaining fee amount, plus any costs incurred, fully due and payable upon demand in accordance with the Recovery and Collections Action for Outstanding Fees and Costs as per Fee Recovery Policy.

On acceptance of an offer in the program, participants are required to pay a \*deposit. This will be invoiced before starting the program, and payable on commencement of the training program

\*Deposit as per the Invoice

Generally, employees will be eligible for Smart and Skilled new entrant traineeship funding if they meet the following criteria:

- P/T employment status, work approx. 15-30 hours p/w, commenced employment within one year of enrolment date OR
- F/T employment status, work approx. 30 plus hours p/w, commenced employment within three months of enrolment date
- Australian citizen, Permanent Resident or NZ passport holder

The employee may attract a \$1,500.00 employer incentive

Fee Structure for Qualification: Certificate III – Diploma

CERTIFICATE III TO IV QUALIFICATIONS ONLY			
Skills First (Victorian Govt Subsidy)		Fee for service (NO Govt Subsidies)	
Material Fee	NA as 2018	Material Fee	190.00 Inc. GST
Enrolment Fee	NA as 2018	Enrolment Fee	110.00 Inc. GST
Tuition Fee	NA as 2018	Tuition Fee	\$3350.00
Total Payable	NA as 2018	Total Payable	\$3800.00
*Concession	NA as 2018		

DIPLOMA QUALIFICATIONS			
Skills First (Victorian Govt Subsidy)		Fee for service (NO Govt Subsidies)	
Material Fee	NA as 2018	Material Fee	340.00 Inc. GST
Enrolment Fee	NA as 2018	Enrolment Fee	110.00 Inc. GST
Tuition Fee	NA as 2018	Tuition Fee	\$8000.00
Total Payable	NA as 2018	Total Payable	\$8450.00



SMART AND SKILLED – NSW GOVERNMENT FUNDING	
Smart and Skilled (NSW Govt Subsidy Certificate III)	
Valid Health Care card holder	\$240.00
Aboriginal or Torres Strait Islander	\$0.00
Candidate has completed a qualification post school	\$1,750.00
Candidate has not completed a qualification post school	\$1,460.00
Traineeship	\$1,000.00

SMART AND SKILLED – NSW GOVERNMENT FUNDING	
Smart and Skilled (NSW Govt Subsidy Certificate IV)	
Valid Health Care card holder	\$240.00
Aboriginal or Torres Strait Islander	\$0.00
Candidate has completed a qualification post school	\$2320.00
Candidate has not completed a qualification post school	\$1990.00
Traineeship	\$1,000.00

**\*Concession fee includes material and enrolment fees, inclusive of GST. To be eligible for a concession you must provide the following:**

**Do you have Concession card or waiver? (Please tick applicable box)**

Please provide a **current** original to sight or a certified copy of the original to the RTO delegate.

You will not be eligible for Concession Tuition Fee without evidence. **Concession fees – 20% of the published standard tuition fee**

- **Health Care Card** issued by the Commonwealth (Copy required) OR
- **Pensioner Concession Card** (Copy required) OR
- **Dependent Spouse or Child of a card holder** for either of the above (Copy required) OR
- **Veteran’s Gold Card** (Copy required) OR
- **An alternative card or concession eligibility** criterion approved by the Minister for the purposes of the Victorian Training Guarantee 2015 guidelines about Fees) OR
- **Jobseeker Referral Form** (Copy required for file & copy required to be forwarded to referral agency – invoice the referring agency directly for the portion of the tuition fee not paid by Jobseeker) OR

**Individual who self identifies as Aboriginal or Torres Strait Islander descent**  
(copy of the “1 Standard Enrolment Questions” form is required as record of self-identification as Indigenous)

Participants who have difficulties in paying by the due date are encouraged to contact Wentworth College accounting to arrange an alternative payment option

**Note certificates or SOAs will not be issued until payment in full is made**

**Payment Schedule** Current fees and charges Wentworth College currently charges is as follows

Note certificates or SOAs will not be issued until payment is made and a verified USI is received



<b>Fee schedule FFS Only</b>	<b>Other Fees</b>	
	RPL Fees and charges	\$250 per unit
	Replacement of text or learning material	At cost or cost of printing  Before issuing the complete a 'Replacement Certificate Form' and submits to admin with payment. This can be requested by contacting the Wentworth College head office
	Replacement of Certificate or SOA	\$50 Before issuing the complete a 'Replacement Certificate Form' and submits to admin with payment. This can be requested by contacting the Wentworth College head office
	Reissue of ID card	NA
	Late payment fee	Late payment fees of up to \$200 accumulating over 14 working days per instalments
	Unit re-learning / re-enrolment fee	\$500.00
	Change of course fee	\$350
	Course variation fee	\$200
	Re-assessment	The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of \$200 per unit and any attempt thereafter
	Academic misconduct	The student is given 1 warning free of charge. The student will be charged at a cost of \$200 per unit and any attempt thereafter
Extension of the training and assessment plan	A cost will be incurred after the second attempt per unit at \$250 per request there after	
<p><b>Note certificates or SOAs will not be issued until payment in full is made</b>  <b>Payment Schedule</b> Current fees and charges Wentworth College currently charges are as follows            Note certificates or SOAs will not be issued until payment is made and a verified USI is received unless exemptions apply</p>		
Issuing of certification documents	<p>On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.</p> <p>Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within twenty-eight (30) days of withdrawal as long as all relevant fees have been paid and a USI has been validated. A record of results will only be provided with a statement of attainment where requested.</p>	



Wentworth College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Wentworth College is not permitted to do so by law. Wentworth College must have a valid USI on file for the student for a qualification or Statement to be issued

Re-Issuing Statements and Qualifications Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Contact us for our current fee.

### **Revocation of Award**

- Revocation of an award occurs when the person on whom the Qualification or Statement of Attainment is conferred in error, issued inadvertently, or obtained in any unauthorized manner whatsoever.
- When a Qualification or Statement of Attainment is in question, the Trainer/Assessor and Training Manager will conduct an investigation to determine the circumstances that surround the issuance of the Qualification or Statement of Attainment.
- They will submit its findings and recommendations to the CEO who will decide on the case at hand.
- When the CEO decides to revoke the qualification or Statement of Attainment, the candidate concerned will be notified in writing that the award, Statement of Attainment or Result of Assessment will be cancelled within 21 days of receipt of the letter. The letter also contains the correct result or award documentation. The student is requested to return the incorrect award, Statement of Attainment or Result of Assessment to the institute. The student may appeal the decision of the CEO in accordance with the Wentworth College Appeals Policy.

### **Unique student Identifier**

USI (Unique student identifier) requirements include but are not limited to:

- All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- Wentworth College will verify and maintain all Student Identifier numbers in its Student Management System (SMS).
- Certificates or statement of attainments will not be issued until you have a verified USI confirmed by Wentworth College confirmation with the registrar.

If an exemption applies, the results of training will not be accessible through the commonwealth and will not appear on any authenticated VET transcripts prepared by the registrar. For more information on exemptions refer to the following link

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

Replacement certification issuance

The cost of a replacement certification issuance will be charged at \$50 per issue. Before issuing the complete a 'Replacement Certificate Form' and submits to admin with payment. This can be requested by contacting the Wentworth College head office



Replacement of text and training workbooks	Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Wentworth College will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Wentworth College Schedule of Fees and Charges.	
Giving notice of enrolment cancellation	<p>A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Wentworth College staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.</p> <p>Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Application Form". Student who may not be eligible but are requesting a refund should also be provided with the refund application form so the request can be properly considered by the Chief Executive Officer.</p>	
Refunds	<p>The following refund policy will apply: Wentworth College reserves the right to retain the amount of administration fees incurred Wentworth College will provide a refund to the student within 14 days of receipt of the "Application for Refund form". The refundable amount will be for material costs, if the application form is received prior to the commencement of the program and the materials provided are returned in an unused condition The administration fee Of \$110 (GST inclusive) is not refundable</p>	
<b>No Refund</b>	<p>Wentworth College will make no refund of any fees if "Application for refund form" is received after the commencement of training" Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it. Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.</p> <p>Note. If for any reason Wentworth College is unable to fulfil its service agreement with a student, Wentworth College must refund the student's proportion of fees paid for services not delivered</p> <p>See table of refunds below</p>	
<b>TABLE OF REFUNDS</b>		
Type	Timeframe	Amount Refunded
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All FEES minus the NON-REFUNDABLE application fee of AUD200



	Less than 28 days before commencement of the course	50% of FEES minus the NON-REFUNDABLE application fee of AUD200
	After the course has commenced	Nil
Default by Wentworth College includes:	The course does not begin on the agreed commencement date, or	Full Refund
Default by Wentworth College includes:	The course ceases to be provided at any time after it commences but before it is completed, or The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.	Pro rata refund The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates
Default by student	The student failed to pay an amount he or she is liable to pay in order to undertake the course. The student breached a condition of his or her student enrolment Misbehaviour by the student If a student fails to attend a course after the start of the Course. In the event that the student seeks and is granted approval by Wentworth College to transfer to another provider prior to completion of six months study of the principal course	Nil
Student paying by instalments	If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan	No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the Wentworth College for services already rendered



Protecting fees being paid in advance	<p>Wentworth College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Wentworth College adopts the option to accept payment of no more than \$1,500 from each individual student prior to the commencement of the course. Following the course commencement Wentworth College may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500 per month. The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.</p>
Student complaints about fees or refunds	<p>Students who are unhappy with Wentworth College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Wentworth College complaints policy and procedure</p>
Keeping students informed	<p>To ensure that students are well informed of the financial considerations of their enrolment Wentworth College undertakes to provide the following fee information to each student prior to enrolment:</p> <ul style="list-style-type: none"><li>the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on the enrolment form</li><li>payment terms, including the timing and amount of fees to be paid and any non-refundable administration fee;</li><li>the nature of the guarantee given by Wentworth College to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;</li><li>the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and</li></ul> <p>The Wentworth College refund policy.</p>
Transition of Training Packages Procedures Policy and procedure	<p>Wentworth College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Wentworth College is required to transition scope of delivery and clients to new Training products in a timely manner.</p> <p>Wentworth College is committed to ensuring you have access to, and attain a qualification that most closely represents the current skill needs of industry.</p> <p>Wentworth College ensures that it has effective and efficient practices in place:</p> <ul style="list-style-type: none"><li>•To monitor currency of training products;</li><li>•To maintain currency of its scope of registration;</li><li>•For the transition of training products</li><li>•For the transfer of clients to upgraded Training Package qualifications and VET Accredited courses.</li></ul>
Plagiarism policy	<p>Wentworth College delivers programs which are nationally recognised. Wentworth College issues qualifications which have credibility in the marketplace within the regions we deliver in. Employers and those undertaking the training have faith in the expertise and knowledge Wentworth College trained individuals bring with them. The desire to do better is an admirable pursuit in prospective or new employees but this may on occasions, drive a student to act fraudulently when writing and submitting assessments. This is often done through plagiarism.</p>



Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work.

To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

This procedure includes all enrolments for accredited and non-accredited training under the Wentworth College scope of registration.

The objectives of the Wentworth College Student Plagiarism Policy, procedures and related strategies are to:

- Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations etc
- Facilitate students' achievement of information literacy competence
- Provide readily accessible references and tools for staff and students to prevent and manage plagiarism
- Provide appropriate training and induction for members of staff charged with implementing the Student Plagiarism Policy in order to maintain consistency in the way it is implemented. This includes guidelines for writing and conducting assessment events and assessment of student group research projects.

Trainers and Assessors are responsible for:

- Applying the Student Plagiarism Policy and providing the Student Information
- Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur
- Recording breaches in student notes/files
- Arranging support services such as tutoring, counselling and to assist students to achieve competence in information literacy.

All Students are required to:

- be aware of their responsibility in regard to Plagiarism as per the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from Wentworth College trainers & assessors.

#### Actions and Penalties

Remedial Actions May be determined by:

- Counselling or training on proper academic conventions and techniques
- Attempt the assessment item again without a reassessment attempt
- Attempt the assessment item again with a reassessment attempt
- Completion of a new piece of work with a reassessment attempt
- Award not satisfactory for the assessment item
- A grade fail/Not yet competent in the unit of competency

#### Complaints & Appeals

##### **Complaints policy**

Wentworth College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015). Wentworth College Complaints and Appeals Policy and related procedure have been developed to ensure that Wentworth College responds effectively to individual cases of dissatisfaction. This policy outlines Wentworth College approach to managing complaints and appeals and ensures that all clients. Students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process.



This policy ensures compliance with the VET Quality Framework, students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

Students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

- Complaint – a person’s expression of dissatisfaction with any service provided by Wentworth College
- Appeal – a request to review a decision that has previously been made.

The objective of this policy is to ensure that Wentworth College staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Policy Statement - Wentworth College acknowledges the clients’ right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by Wentworth College.

Wentworth College will ensure that clients have access to a fair and equitable process for expressing complaints, and that Wentworth College will manage the complaint with fairness and equity.

In doing so, Wentworth College:

- has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- ensures that each complaint and its outcome is recorded in writing; and
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.
- publicly listed

### Principles

In managing complaints, Wentworth College will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available on our website (under development)
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.



- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO or an independent party to the complaint.
- The complaint resolution procedure emphasizes mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Wentworth College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

Complaints and appeals may be made be in relation to any of Wentworth College Education’s services, activities and decisions such as:

- The selection process
- The enrolment, induction and/or orientation process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- Access to records
- Decisions made by Wentworth College
- The way someone has been treated.
- The actions of another student
- The actions of any Wentworth College staff
- The actions of any third parties (e.g. Agents)

Wentworth College aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client focused and helps Wentworth College to prevent these events from recurring
- Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually fourteen (14) working days or as soon as practicable.



However, in some cases, particularly if the matter is complex, the resolution may take longer. If the matter is not resolved within 60 days and it appears as though it will take longer than 60 days to resolve, Wentworth College will provide updates in writing to parties involved in the matter.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required.

Records of complaints and/or appeals made by a student will be saved in the student's file. Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with Wentworth College. All records relating to complaints and appeals will be treated as confidential and will be covered by Wentworth College Information Privacy Policy. This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint Formal complaint may be made in writing to the Training Manager using the Complaints and Appeals form or another written format. When making a complaint the complainant should provide as much detail as possible to enable Wentworth College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for the complaint
- Any evidence that supports the complaint
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint. Upon receiving the complaint, the Compliance Manager will conduct an investigation into the matter and ensure that Wentworth College has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

Wentworth College acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by Wentworth College. The Training Manager will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 14 working days of the complaint being made.

### **Internal non-academic appeals**

Appeals against a decision made by Wentworth College during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or another written format. Appeals must be made within 20 working days of the original decision being made. When making an appeal the appellant should provide as much detail as



possible to enable Wentworth College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal. Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that Wentworth College has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue.

These consultations will preferably be conducted face-to-face. The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 60 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve.

If the appellant remains dissatisfied they may lodge an external complaint or appeal. In the case of students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Training Manager will notify their appropriate bodies of the change to the student's enrolment

### **Making an appeal of an assessment decision**

An appeal of an assessment decision may be made in writing to the CEO using the Complaints and Appeals Form or other written format within 30 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the CEO may request further information from the appellant. The assessment will then be reviewed which may involve:

- The appointment an independent, qualified assessor to review the assessment, or
- The original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 60 working days. The CEO will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

### **External appeals and complaints resolution**

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first. Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- Consumer Affairs, Victoria <http://www.consumer.vic.gov.au/> 1300 55 81 81
- Administrative Appeals Tribunal <http://www.aat.gov.au>
- Wentworth College RTO registering body, the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Note: ASQA can only deal with complaints about:

- The information provided by an RTO about its course/s



	<ul style="list-style-type: none"><li>• The delivery and assessment of training received</li><li>• The qualifications issued or to be issued.</li></ul> <p><b>Enrolment status during complaints and appeals process</b></p> <ul style="list-style-type: none"><li>• Wentworth College will maintain a student’s enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Wentworth College maintains the student’s enrolment as follows: If the appeal is against Wentworth College decision to report the student for unsatisfactory course progress or attendance, the student’s enrolment will be maintained until the external process is completed and has supported or not supported Wentworth College decision to report.</li><li>• If the appeal is against Wentworth College decision to defer, suspend or cancel a student’s enrolment due to misbehaviour, Wentworth College will notify the appropriate bodies of a change to the student’s enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.</li></ul> <p>Refer to annex A and B for a flow chart of the complaint and appeals process at the end of this document</p>
Issuing Qualifications	<p>Wentworth College will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.</p> <p>If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.</p> <p>Your certificate will only be issued within 30 days upon successful completion of the required Units of Competence and when FULL monies have been paid and a verified USI received by Wentworth College</p>
Loss of Certificate or Statement of Attainment	<p>In the event of loss of your Certificate or Statement of Attainment please contact Wentworth College.</p> <p>Your Certificate, transcript or Statement of Attainment can be reissued please refer to the below regarding details of costs.</p> <p>To have either your Certificate or Statement of Attainment reissued you will need to provide a Statutory Declaration stating details of the loss. The Statutory Declaration must be signed an appropriate person.</p>
Re Issuing Certificates	<p>If your certificate or Statement of Attainment is lost or stolen and you wish Wentworth College to issue another Certificate there will be a cost involved.</p>
Feedback	<p>Wentworth College is continuously striving to improve the quality of training &amp; assessment it is extremely useful to receive feedback form our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.</p> <p>If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated friendly training team. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes</p>
Travel Safe – Student Safety Plan	<p>Wentworth College will typically deliver training in the workplace, however if you are required to attend out training facility schedules will range from 9am – 8pm. Although we are located in a well accessible and safe location it’s important that our students are aware of the public transport that is available in the area.</p>



If the student is required to use public transport, please ensure the following steps are explained to all students to maximise safety.

- If possible walk with a friend or someone you are familiar with
- Walk along well lit-areas and try to walk along areas where other people are around
- Walk with confidence and a steady pace and avoid walking in poorly lit side street
- If verbally harassed, ignore and do not respond and keep walking towards an where there are other people such as a shopping centre
- When leaving the venue any concerns should be referred to staff for assistance
- Call for staff assistance if you need to on 1300 88921 and put this number in your phone
- In case of emergency contact police or other emergency services by dialing 000

Please seek further information or for other public transport routines at:  
<http://ptv.vic.gov.au/> and go to the journey planner.

#### Student Identifier

USI (Unique student identifier) requirements include but are not limited to:

- All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- Wentworth College will verify and maintain all Student Identifier numbers in its Student Management System (SMS).
- Certificates or statement of attainments will not be issued until you have a verified USI confirmed by Wentworth College confirmation with the registrar.
- If an exemption applies, the results of training will not be accessible through the commonwealth and will not appear on any authenticated VET transcripts prepared by the registrar. For more information on exemptions refer to the following link <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

#### Duration extensions and reduction process

##### **Reduction in the training and assessment planned duration**

The duration may be reduced for an individual learner if credit towards the qualification is given in the form of recognition of prior learning or credit transfer. The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment that has already been undertaken

**Credit transfer** – complete an application for credit transfer form, and attach the evidence. The form must be submitted to the course coordinator whom will review the application. If the credit transfer is applied then the course duration will be reduced according to the units credited and the training hours allocated to that unit. A “credit transfer application form” must be completed with the required evidence attached. A revised training and assessment plan will be provided once approval of credit transfer is granted

**Calculations example:** “unit name and title” is granted a credit transfer – XX hours has been allocated to this UOC for training and assessment. The duration is reduced by the number of hours/weeks allocated to the UOC

**RPL –Recognition of prior learning** – students can apply for RPL. The student must lodge an RPL application form. If RPL is granted then the course duration will be reduced according to the units provided with an RPL outcome. The student training and assessment plan will be amended accordingly



Calculations example: "unit name and title" is granted RPL – XX hours has been allocated to this UOC for training and assessment. The duration is reduced by the number of hours/weeks in the schedule below

### **Extension in the training and assessment planed duration**

The student may be required to extend the training and assessment schedule for various reasons as stated below. If in the unlikely event the student is required to extend the training and assessment plan, then the student must complete "Notice to extend the training and assessment plan" form. The form will then be sent to the CEO for approval

For more details refer to Volume of learning rationale further in this document:

Reasons could include but not limited to:

- Not ready for assessment, more time requested
- Medical grounds (medical certificate provided)
- NYC provided for one or more units which needed to be repeated to enable completion of course
- Outcomes of academic review – extra time granted due to educational support strategies
- Suspended training for a period of time due to personal reasons
- Work commitments impacted on training and assessment schedule (e.g. work placement delayed)
- Rescheduling of assessment to work in with the work program
- Personal commitments impacting the volume of learning requirements
- Cancelled appointments
- Missed classes (reasons unknown)
- Any other unforeseen circumstances

Source documents: Enrolment and client information policy, "Notice to extend the training and assessment plan"

Maintaining your enrolment and course progress

You must meet course progress requirements. These course progress requirements will be clearly explained to you during the information/inductions. program. Wentworth College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage.

We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. Intervention strategies may include:

- Advising the student on the suitability of the course enrolled in
- Arranging extra learning support or tutorials
- Arranging counselling for assistance with personal issues
- Providing advice regarding study habits (i.e. maintaining required class attendance)
- Providing opportunities for students to be reassessed or to repeat subjects
- Arranging to vary or reduce the enrolment load for the following semester
- Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study program for the following study period. Such an individualised study program may include repeat units in addition to the normal study program (As specified in the Delivery and Assessment strategy) or in place of units specified in the normal program.



If after providing you with this support, you do not meet course progress requirements, that is you have fallen below 50% or at risk of falling below 50% over two consecutive study periods (terms) you will be issued with notices as follows:

- Poor Academic Progress Notification letter advising you of possible risk
- First warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support.
- Second warning letter: Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.
- Final letter – Breach Recorded Letter: Where you continue not to meet course progress requirements in two consecutive study period/ term break, you will be cancelled from your course

You may appeal the decision to cancel your course. However, an appeal will only be considered if Wentworth College:

- Has not recorded or calculated the student's marks correctly,
- Has not provided appropriate support as set out in this policy,
- Has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

The following letters will be sent progressively as follows:

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime.

These cases should be supported by police or psychologists' reports; or

- Where Wentworth College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your course duration

#### Attendance

As well as meeting course progress requirements, you must also meet attendance requirements. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters.

To maintain satisfactory attendance, you must attend at least 80% of your classes. Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements.



	<p>The process for warning you that you are not meeting attendance requirements is as follows</p> <ul style="list-style-type: none"><li>▪ 1st warning: Unsatisfactory Attendance-You are now identified as [not attending 95% of classes] and this is your first warning letter.</li><li>▪ 2nd warning: You are now identified as [not attending 94% - 85% of classes] and this is your second warning letter.</li><li>▪ 3rd warning: Report for Unsatisfactory attendance below 80%</li><li>▪ 4th notice: Notice to cancel your course for unsatisfactory attendance</li></ul> <p>In some cases, you may not be cancelled if attendance falls below 80%. Your attendance will not be cancelled if it is at least 70% and you are maintaining satisfactory academic performance.</p> <p>You may also not be cancelled in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).</p>
<p>Program Information</p>	<p>All students enrolled in a Wentworth College training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:</p> <ul style="list-style-type: none"><li>▪ The time and place of the delivery of the training program;</li><li>▪ Training Program content;</li><li>▪ Pre-training review</li><li>▪ The required LLN level for entry into the course – predetermined ACSF level requirement refer to course information booklet – testing provided by LLN Robot</li><li>▪ The details of the relevant unit/s of competence related to the training program;</li><li>▪ Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.</li><li>▪ Relevant policies</li><li>▪ Fees and charges</li><li>▪ Enrolment</li><li>▪ Work placement requirement (if applicable)</li><li>▪ Course attendance and course progress</li></ul>
<p>Student plagiarism, cheating and collusion</p>	<p>Wentworth College delivers programs which are nationally recognised. Wentworth College issues qualifications which have credibility in the marketplace within the regions we deliver in.</p> <p>Wentworth College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.</p> <p>When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s. Where a student is suspected of plagiarising, cheating or colluding, Wentworth College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.</p>



Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work.

To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

This procedure includes all enrolments for accredited and non-accredited training under the Wentworth College scope of registration.

The objectives of the Wentworth College Student Plagiarism Policy, procedures and related strategies are to:

- Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations etc
- Facilitate students' achievement of information literacy competence
- Provide readily accessible references and tools for staff and students to prevent and manage plagiarism
- Provide appropriate training and induction for members of staff charged with implementing the Student Plagiarism Policy in order to maintain consistency in the way it is implemented. This includes guidelines for writing and conducting assessment events and assessment of student group research projects.

Trainers and Assessors are responsible for:

- Applying the Student Plagiarism Policy and providing the Student Information
- Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur
- Recording breaches in student notes/files
- Arranging support services such as tutoring, counselling and to assist students to achieve competence in information literacy.

All Students are required to:

- Be aware of their responsibility in regard to Plagiarism as per the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from Wentworth College trainers & assessors.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Remedial Actions May be determined by:

- Counselling or training on proper academic conventions and techniques
- Attempt the assessment item again without a reassessment attempt
- Attempt the assessment item again with a reassessment attempt
- Completion of a new piece of work with a reassessment attempt
- Award not satisfactory for the assessment item
- A grade fail/Not yet competent in the unit of competency

Student orientation and support services

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. Prior to commencing your studies, you will be required to participate in a compulsory orientation/induction program that will include information on:



- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities
- Legal, emergency and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Academic support - All students at induction must sit a LLN test (Foundation Skills Assessment Tool - LLN Robot <https://quiz.llnrobot.com.au/>) to ensure the best academic support is provided to assist with each student's individualised plan prior to commencement of training

### **Welfare services**

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. Referral Services will be provided at no additional cost to the student.

The enrolment/induction form you complete, LLN testing (LLN robot) and the information you provide during the pre-training review will also help us to identify any support you need and depending on the course you are enrolling in. Your support needs can also be discussed during the orientation. Services that we can offer to you include:

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Receiving English language support student requirements assessed using LLN Robot.
- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.
- Pre-training materials;
- Bilingual staff support
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;



- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the simulated environment

Support/Welfare and Guidance Services for Learners

Wentworth College trainers and assessors are there to provide support to you in meeting your learning needs and in achieving the required competencies.

You are encouraged to discuss any aspect of their enrolment, learning or assessment with the Wentworth College Training manager or Trainers between the hours of 9am to 5pm Monday to Friday.

We will assist you in your efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Wentworth College staff.

We will ensure that the full resources of our Wentworth College *are* made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Wentworth College Training Manager / (Student Support Officer who will assist you to the full extent of our capacity.

Support Wentworth College can offer however is not limited to the following includes:

If your needs exceed the Wentworth College support capacity we will refer you onto a specialist from the following providers:

**Reading and Writing Hotline Telephone: 1300 655 506**

**Website:** <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

**The Victorian/NSW Equal Opportunity & Human Rights Commission**

**Telephone: (03) 9281 7100 Website:**

<http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

**Legal Aid Victoria Telephone: 1800 677 402 Website:**

<http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

**Legal aid NSW Telephone:1300 888 529 Website:**

<http://www.legalaid.nsw.gov.au/>



Legal Aid NSW has a central office in Sydney (Central Sydney) and 20 offices in metropolitan and regional NSW. Our operating hours are from 8.30am to 5.30pm for Sydney (Central Sydney) and 9am to 5pm for all other offices. See a [list of our offices](#) for contact details.

If you need legal assistance call the free legal help line [LawAccess NSW](#) on 1300 888 529 for information about your legal problem and contact details for services that might be able to assist you or you can search for a [Legal Aid NSW advice service](#) near you.

If you have applied for legal aid and want to check on the progress of your application, you can contact the Grants Division on 02 9219 5880.

**Disability Rights Victoria Telephone: 1800 462 480**

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

**Disability Advocacy NSW Telephone: 1300 365 085 Website: <http://da.org.au/>**

Disability Advocacy NSW (DA) is a program of [Advocacy Law Alliance Inc.](#)

DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

DA's helps people of all ages with any type of disability or mental illness get fair treatment in the Hunter, New England, Mid North Coast, Central West, Central Coast and Hawkesbury-Nepean regions of NSW, AUSTRALIA. [DA Brochure](#)

An advocate can provide [individual advocacy](#) and help get fair treatment:

from government departments, disability services, other services and businesses;  
at work, university, school or TAFE;

with accommodation, transport and access;

with legal, healthcare or money issues;

with the National Disability Insurance Scheme ([NDIS](#))

**Lifeline Telephone: 13 11 14 Anyone can call Lifeline.**

The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

**Reach Out Website: [www.reachout.com.au](http://www.reachout.com.au)**

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Other contacts:

AMES 13 26 37

Beyond Blue 1300 22 4636

Adult Migrant English Program <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Vision Australia <http://www.visionaustralia.org.au>



Blind Citizens Australia <http://www.bca.org.au/>  
Australian Association of the Deaf [www.aad.org.au](http://www.aad.org.au)  
Vic Deaf, Victorian Deaf Society [www.vicdeaf.com.au](http://www.vicdeaf.com.au)  
Access Australia <http://www.accessaustralia.com.au/>

- Access to translator which is free to the student <https://translate.google.com/> (ask your trainer for assistance)
- Bilingual dictionary <http://translate.reference.com/> online dictionary-hard copy dictionary will be provided as class sets

Centre for Developmental Disability Health Victoria [www.cddh.monash.org](http://www.cddh.monash.org)

## Deferral, suspension and cancellation

Wentworth College Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with Wentworth College and where we can initiate the suspension or cancellation of the student's enrolment.

All documentation relating to the assessment of student deferral, temporary suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application will be recorded using a Student File Note as they occur and kept in the student file.

### Definitions:

**Deferral** is the postponement of the commencement of your course.

**Suspension** is the temporary postponement of enrolment during course.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Wentworth College because of a circumstance such as being involved in a car accident.

**Cancellation** is the cessation of enrolment in course.

**Compassionate and Compelling** circumstances are circumstances beyond the control of the student and which have an impact on the student's course progress or well-being.

### Wentworth College Initiated Suspension or Cancellation

Wentworth College may suspend a student enrolment in the following instances.

- Student misbehavior as outlined in the Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress. Wentworth College may cancel a student enrolment in the following instances.

Wentworth College may cancel a student enrolment in the following instances

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours (unsatisfactory attendance).
- Non-payment of outstanding fees.
- A Student who ceases attending a course for 14 working days or does not return from leave for 14 working days and is non-contactable will be deemed to have 'inactively' advised Wentworth College of his/her failure to continue studying. In this case, Wentworth College is not required to give the student access to the appeals process.

In cases where suspension or cancellation of the student's enrolment is initiated by Wentworth College, students will be notified and given 20 working days to access Wentworth College internal complaints and appeals process (see Complaints and Appeals Procedure).



### **Student Initiated Deferral, Suspension or Cancellation**

Students may defer commencement of a course or temporarily suspend their enrolment during their course in the following limited circumstances.

- On the grounds of compassionate or compelling circumstances (at the discretion of the Institute). See Compassionate & Compelling Circumstances.

For all students:

Students may request a deferral of the commencement of their course by completing an Application to Defer, Temporarily Suspend or Cancel Studies Form and submitting it to the Administrative Officer at least 7 days prior to the course commencing.

- Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

Students who wish to temporarily suspend their enrolment must obtain written approval from the CEO

- Students need to complete an Application to Defer, Temporarily Suspend or Cancel Studies Form and submit it, together with all supporting documentation to the Compliance Manager.
- To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
- In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.
- Once the suspension is approved the student will receive an Approval for Absence Letter from the CEO granting the suspension.
- Students who wish to cancel enrolment in their course must obtain approval from Wentworth College and attend a cancellation appointment.
- Students must complete an Application to Defer, Temporarily Suspend or Cancel Studies Form or where applicable a Transfer between Providers Application Form and submit it, together with all supporting documentation, to the Training Manager.
- The CEO will decide the outcome of the student's request for cancellation.
- If the student requests a refund, the student will submit this/her request to the CEO for approval of the refund.
- The student must complete an Application for Refund (Cancellation) Form and submit it with their Application to Defer, Temporarily Suspend or Cancel Studies Form.
- If the student does not accept the outcome of their request for cancellation, the student can make an appeal.
- Once the cancellation is processed, the student will receive a Release Letter from the CEO.

### **Compassionate or Compelling Circumstances**

This policy outlines any compassionate or compelling circumstances which may affect a student's enrolment.

Compassionate or compelling circumstances are generally circumstances beyond the control of the student and which have an impact on the student's course progress or well-being. These could include but are not limited to:



- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
- Student being caught in a major political upheaval or natural disaster in the home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
- The student is involved in custody proceedings for their child
- The student is involved in legal proceedings where timing is beyond the student's control,
- The student or accompanying family member has an acute medical condition requiring treatment
- A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving pre-training documentation

The above are only some examples of what may be considered compassionate and compelling circumstances. Wentworth College will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. Wentworth College will keep copies of these documents in the student's academic file.

If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by Wentworth College intervention strategy for course progress. In this case, Wentworth College will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

#### Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our Student Management System We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area

#### Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with Wentworth College staff. Students must provide verifiable forms of identity when seeking to access their own record.

You may access or obtain a copy of the records that Wentworth College holds about you at any time. This includes personal information and records of participation and progress.



If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to Wentworth College office staff using the Access to Records Request Form.

There is no charge to access your records, however, a fee of 20 cents per page applies for photocopies. Access to records may be provided by:

- Making copies of the records held in a file;
- Providing a time for you to review your file
- Providing access to the online portal where some records about the course can be viewed

**Amendment to records**

- If a student considers the information that Wentworth College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- Where a record is found to be inaccurate, a correction will be made.
- Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form. We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number

Legislation and you

WENTWORTH COLLEGE complies with the following Commonwealth and State/Territory legislation in respect to its operations as a RTO:

**Commonwealth**

- Privacy Act 1988;
- Copyright Act 1968;
- Skilling Australia Workforce Act 2005
- Workplace Relations Act 1996.
- Work Health and Safety Act 2011
- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 2009 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Corporation law – Corporations Act 2001 and Regulations
- Competition and Consumer Act 2010 and Regulations
- Fair Work Act 2009 and Regulations
- A New Tax System Act 1999 and Regulations
- Copyright Act 1968 and Regulations
- Fair Trading Legislation and Regulations
- Trade Practices Legislation and Regulations
- Spam Act 2003 and Regulations
- Student Identifiers Act 2014
- Standards for Registered Training Organisations (RTOs) 2015



- Data Provisions Requirements 2012
- Financial Viability Risk Assessment Requirements 2011

### **State /Territory**

- Vocational Education and Training Accreditation Act 1990 (New South Wales)
- New South Wales - Vocational Education and Training (Commonwealth Powers) Act 2010
- Vocational Education and Training Act 1990 (Victoria)
- Education and the Education and Training Reform Act 2006 (Victoria)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (Queensland)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (South Australia)
- Training and Skills Development Act 2008 (South Australia)
- ACT – Training and Tertiary Education Act 2003
- Vocational Education and Training (Commonwealth Powers) Act 2011 (Tasmania)
- Training and Workforce Development Act 2013 (Tasmania)
- Vocational Education and Training Act 1996 (Western Australia)
- Discrimination Act 1991 (Australian Capital Territory)
- Disability Services Act 1991 (Australian Capital Territory)
- Anti-Discrimination Act 1977 (New South Wales)
- Anti-Discrimination Act (Northern Territory)
- Anti-Discrimination Act 1991 (Queensland)
- Equal Opportunity Act 1994 (South Australia)
- Sex Discrimination Act 1994 (Tasmania)
- Anti-Discrimination Act 1998 (Tasmania)
- Equal Opportunity Act 2010 (Victoria)
- Disability Act 2006 (Victoria)
- Working with Children Act 2005(VIC)
- Equal Opportunity Act 1984 (Western Australia)
- Child Wellbeing and Safety Act 2005 (VIC)
- Charter of Human Rights and Responsibilities Act 2006 (Vic); and Child Wellbeing and Safety Act 2005 (Vic)

There may be various other Commonwealth and State Acts and regulations that relate specifically to Training programs offered. These relevant Acts and regulations will be identified in training resources.

### **Access to Legislation, Acts and Regulations**

WENTWORTH COLLEGE has and maintains memberships to the following legislation publishers so as to receive updates and notifications of changes in legislation and regulatory requirements.

- Australian Government, COM Law; at <http://www.comlaw.gov.au/>
- Australasian Legal Information Institute, website: <http://www.austlii.edu.au>
- New South Wales – <http://www.legislation.nsw.gov.au/>
- Victoria – <http://www.legislation.vic.gov.au/>
- Queensland – <https://www.legislation.qld.gov.au/OQPChome.htm>
- Western Australia - State Law Publisher, at [www.slp.wa.gov.au](http://www.slp.wa.gov.au).
- South Australia – <http://www.legislation.sa.gov.au/index.aspx>



- Northern Territory – [http://dcm.nt.gov.au/strong\\_service\\_delivery/supporting\\_government/current\\_northern\\_territory\\_legislation\\_database](http://dcm.nt.gov.au/strong_service_delivery/supporting_government/current_northern_territory_legislation_database)
- ACT – <http://www.legislation.act.gov.au/>
- Tasmania - <http://www.thelaw.tas.gov.au/index.w3p>

Updates to legislation are maintained on the WENTWORTH COLLEGE Legislation Log. Further information see **Legislation Compliance Policy**.

As a student studying under Wentworth College, you have certain rights and responsibilities under Australian legislation as follows.

### **Health and Safety**

Under the Work Health and Safety Act 2011, Wentworth College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare.

Wentworth College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety. As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Wentworth College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

With regard to Workplace Health and Safety, Wentworth College is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.



## **Protection from Harassment**

Wentworth College Design has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Wentworth College training programs have a right to participate in training in an environment free from intimidation and harassment.

Wentworth College acknowledges harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

- If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop.
- However, if you are not comfortable doing this, you should lodge a complaint as per Wentworth College Complaints and Appeals procedure and detailed in this Handbook.

## **Equal Opportunity**

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At Wentworth College we support this act and ensure a training environment that supports equal opportunity.

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

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Wentworth College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve



their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011.

This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Confidentiality and Privacy Issues - Privacy Act**

As a Registered Training Organisation, Wentworth College is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

Wentworth College protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the Wentworth College responsibility to the student.

Wentworth College will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation.

In collecting your personal information Wentworth College will comply with the requirements set out in the Privacy Act 1988 and the Freedom of Information Act 1982. This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or



- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### **ASQA and other stakeholders to address your complaints**

Anyone can make a complaint to ASQA about a provider's delivery of training and assessment.

ASQA can accept complaints about:

- the quality of training and assessment services being delivered by ASQA-registered providers, and
- the marketing and advertising practices of registered training organisations (RTOs) and organisations claiming to be RTOs

What kind of complaints can ASQA not address?

ASQA's legislation allows us to investigate certain types of complaint about registered training organisations and ELICOS providers, where those providers breach the required standards.

However, you may have a valid or serious complaint about a training provider which does not involve the provider breaching the relevant standards. In this case, ASQA may consider the information you have reported, and refer all or part of your complaint to another agency. ASQA may also recommend that you directly contact another party or seek legal advice.

If your complaint does not include issues with an ASQA-registered RTO or ELICOS provider's breach of the relevant standards, your issue may be progressed more quickly if you directly contact the relevant agency from the list below.

Examples of complaints that will be addressed by other agencies include:

<b>Type of complaint</b>	<b>Relevant agency</b>
If you wish to report fraud against the visa system in relation to a student	Your complaint will be referred to <a href="#">the Department of Immigration and Border Protection</a> .
If you wish to report fraud against state funding bodies	You will be referred to the <a href="#">relevant state or territory training authority</a> .
If you are an employee of a training provider and have concerns or a complaint about your pay or employment conditions, including unpaid wages and superannuation	You will be referred to the <a href="#">Fair Work Ombudsman</a> . You may report unpaid superannuation to the <a href="#">Australian Tax Office</a>
If you are seeking to report criminal activity such as theft or assault.	You will be referred to the <a href="#">police in your state or territory</a> .
If you want to make a complaint about a registered training organisation not registered with ASQA.	You will be advised to submit complaints about registered training organisations registered in Victoria to the <a href="#">Victorian Registration and Qualifications Authority</a> . registered in Western Australia to the <a href="#">Training Accreditation Council</a> .
If you want to make a complaint about an organisation offering training that is not offering nationally recognised training	Unless the complaint relates to marketing and advertising that states or implies the organisation is an RTO or is offering nationally recognised training, ASQA has no jurisdiction in relation to other organisations offering training.



	<p>The Victorian Student Satisfaction Survey collects information from all Victorian students who completed or left the training and TAFE system in the previous calendar year. For information on the Victorian Student Satisfaction Survey, see: Student and Employer Surveys or contact us at: <a href="mailto:rto.performance.indicators@edumail.vic.gov.au">rto.performance.indicators@edumail.vic.gov.au</a></p> <p>If you would like to provide additional feedback about your training, training provider or to make a complaint, please contact the Training and TAFE line: email: <a href="mailto:tafe.courseline@edumail.vic.gov.au">tafe.courseline@edumail.vic.gov.au</a> call us on 131 823 For more information, see: Training and TAFE line</p>	<p>If you have a complaint about such an organisation, you will be advised to <a href="#">contact a consumer protection organisation</a>, or <a href="#">seek legal advice</a>.</p> <p><a href="http://www.education.vic.gov.au/skillsfirst/Pages/students.aspx">http://www.education.vic.gov.au/skillsfirst/Pages/students.aspx</a></p> <p>For complaints contact Training and TAFE line: email: <a href="mailto:tafe.courseline@edumail.vic.gov.au">tafe.courseline@edumail.vic.gov.au</a> call us on 131 823 For more information, see: Training and TAFE line</p>
<p><b>Disciplinary Procedure</b></p>	<p>Wentworth College has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal. Participants are expected to abide by the responsibilities for candidates set out in this Handbook.</p> <p><b>All disciplinary matters will be handled by the CEO</b></p>	
<p><b>Guidance Services for Learners</b></p>	<p>Wentworth College is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.</p> <p>To enable Wentworth College to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. Wentworth College will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the trainer/assessor in considering assessment adjustments.</p> <p>If you are employed, Wentworth College will work with your employer to develop these reasonable adjustments.</p>	



**REMEMBER!!! WENTWORTH COLLEGE STUDY GUIDELINE**

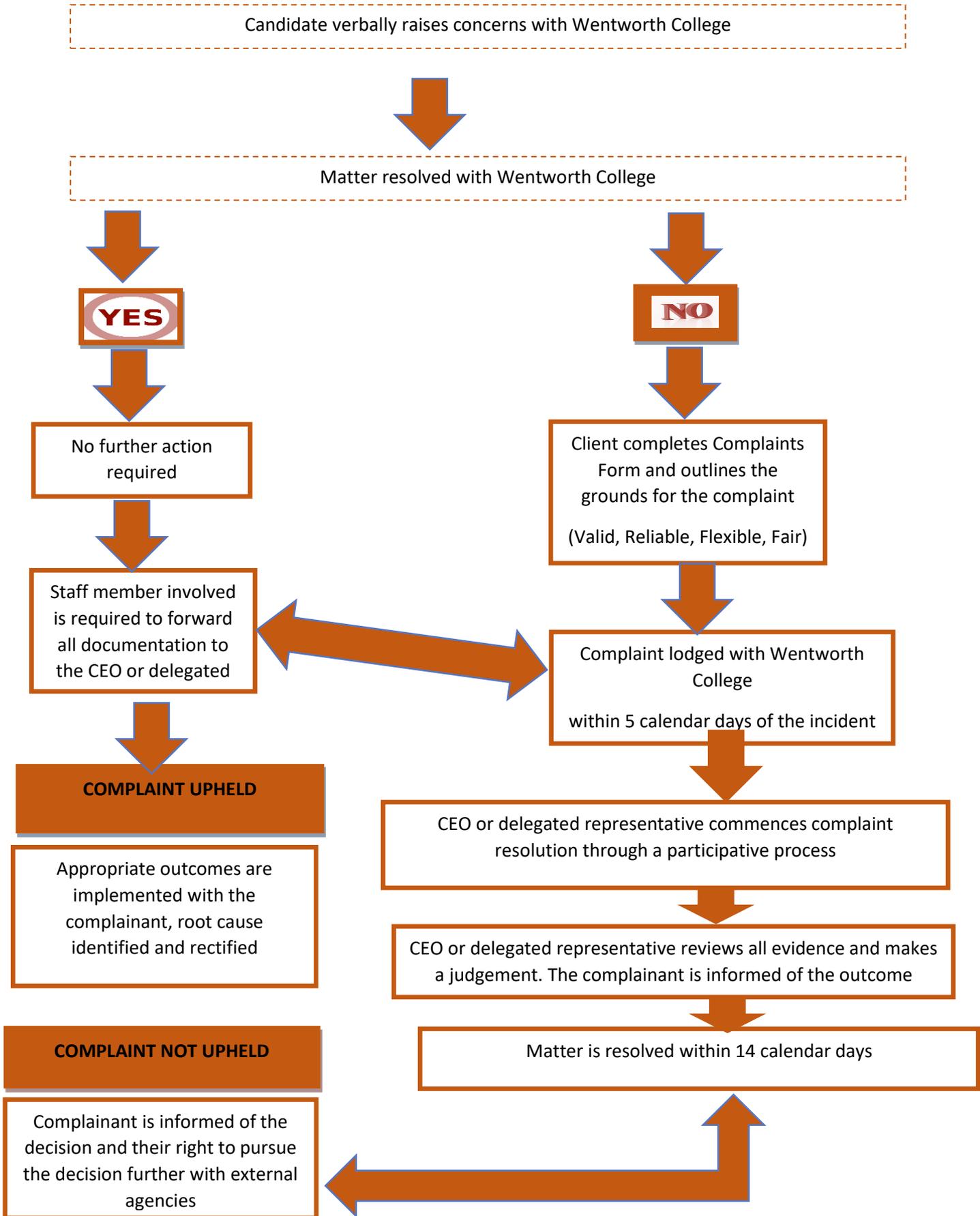
<p>Class attendance</p>	<p>Students are expected to be regular and punctual in attendance at all classes in the courses in which they are enrolled Students are required to immediately advise their trainer by email if they are unable to attend classes Students are required to attend 80% of all classes and sessions set in the Training Schedule Students may be withdrawn from the course if overall attendance drops below 80% at any time Students are required to attend other course locations for any missed classes Attendance is compulsory for assessment sessions and the work placement information session Students are required to attend the full duration of the class, part attendance will be considered as non-attendance Students that are absent for three consecutive classes without notification, will be automatically withdrawn. Students must: Be engaged and actively participate in class Be respectful to their trainer Be respectful to fellow students</p>
<p>Payment of fee</p>	<p>Students can pay the fee in full or apply for a Wentworth College Payment Plan Payment Plans are not available for concession fee paying students Students are required to pay a deposit or pay the fees in full before commencement of the training program Wentworth College reserves the right to not permit entry into the course until the deposit has been paid Students falling in arrears with instalment payments may be unable to continue their course In the event that a student fails to pay any part of the course fees as and when it falls due for payment, Wentworth College reserves the right to: Withhold the provision of course materials Restrict access to training sessions Withhold grading of assessments Withhold work placement arrangements Withhold certificates or statement of attainments</p> <p>Note: you are not entitled to any refund if you withdraw later than two weeks after your scheduled course commencement date.</p>
<p>Study guidelines</p>	<p>Trainer will be the first point of contact for all training matters Students must: Pre-read the learner guide before attending the class for the unit Commit to self-direct study, approximately 10 – 15 hours per week for the duration of the course Must have access to a computer and the internet Reply to emails from Trainer and Wentworth College work placement support staff within 48 hours Make themselves available for tutor support when deemed necessary by the trainer or Wentworth College personnel Trainer will be the first point of contact for all training matters Students must: Pre-read the learner guide before attending the class for the unit</p>



	<p>Commit to self-direct study, approximately 10 – 15 hours per week for the duration of the course</p> <p>Must have access to a computer and the internet</p> <p>Reply to emails from Trainer and Wentworth College work placement support staff within 48 hours</p> <p>Make themselves available for tutor support when deemed necessary by the trainer or Wentworth College personnel</p>
Assessment guidelines	<p>Students:</p> <p>Must submit assessments by the due dates in accordance with the Training Schedule</p> <p>Must retain a copy of each assessment before submitting their work to the assessor</p> <p>Must have the assessments submitted after the due date will have to be approved by the trainer</p> <p>Must submit assessments in line with the due dates, Wentworth College reserves right to withdraw the students from the course temporarily until the student is up to date</p> <p>Will not be deemed eligible for placement where their assessments are reasonably not up to date</p>
Work placement guidelines	<p>Students must be proactive in arranging work placements</p> <p>Wentworth College can arrange work placement for students that:</p> <ul style="list-style-type: none"><li>Have paid enrolment fee or is up to date with payment plan</li><li>Have a strong attendance record, and</li><li>Are reasonably up to date with assessments</li></ul>

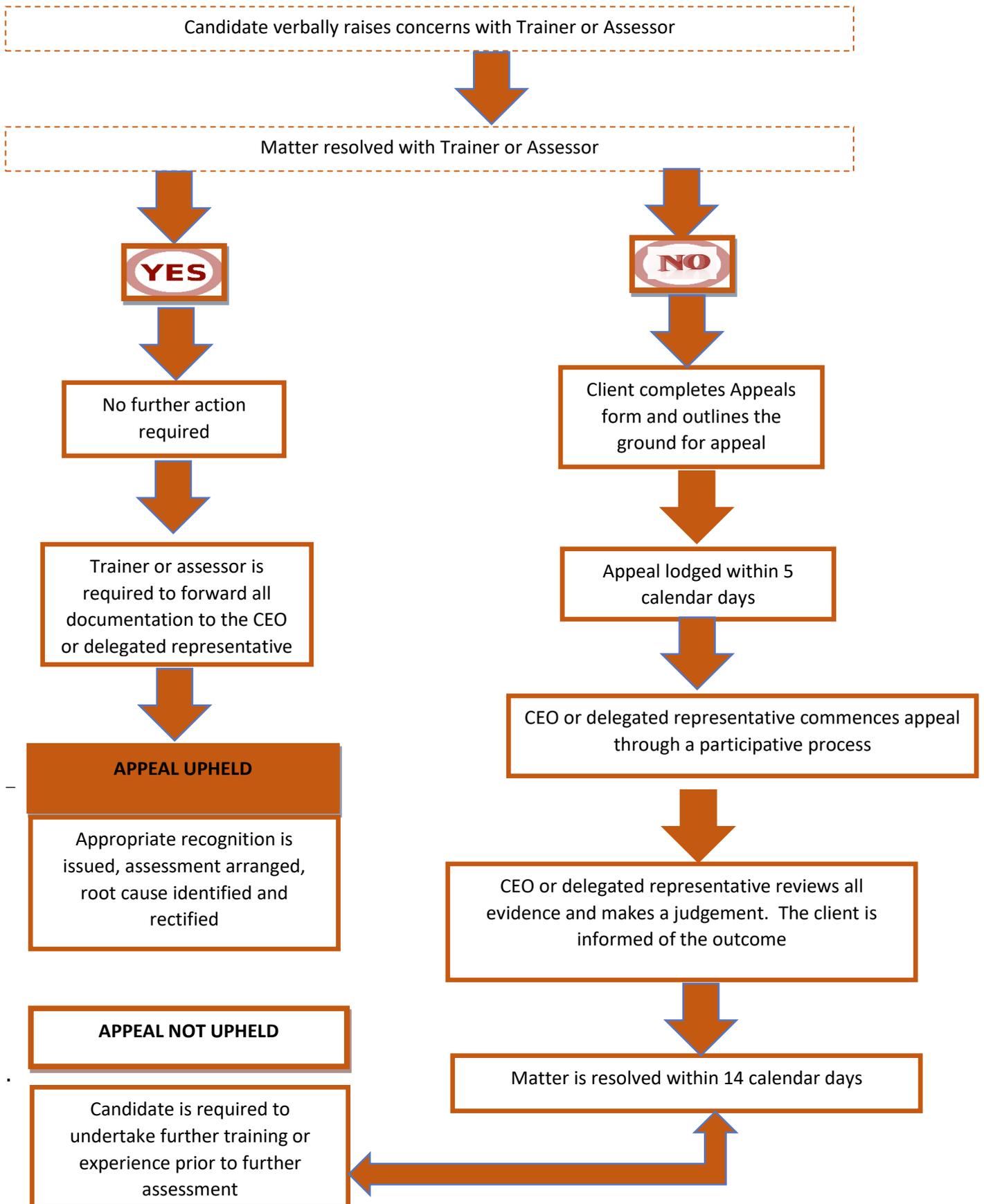


### Annex A Complaints Process





ANNEX B: Appeals Process





## **ANNEX D SMART AND SKILLED - SUBSIDISED BY THE NSW GOVERNMENT - STUDENT ELIGIBILITY FOR SMART AND SKILLED**

This flowchart is a guide only, additional eligibility restrictions may apply depending on individual circumstances. All applicants are assessed for funding eligibility prior to enrolment

Wentworth College will follow the following procedures when enrolling students in Smart and Skilled training courses:

### Check eligibility:

We will check your eligibility for the program.

A general guide of eligibility is included in the flow chart below. All students must meet Criteria 1. However, further conditions apply for unemployed, disabled or Aboriginal people. If you are not sure of your eligibility please discuss it with us.

You will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable. Your Provider will take you through a Proof of Eligibility Checklist on enrolment. You will be required to provide some documents and sign statements.

To be eligible for a Smart and Skilled funded place student must meet the following eligibility requirements To enrol you must reside in the postcodes designated in the Funding Contract

- 1. Declarations:** You will also be required to sign the following documents: (you will be given a hard or electronic copy of them):
  - Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
  - Enrolment form
  - Privacy Form if you would like us to apply for USI on your behalf
- 2. Pre-enrolment information:**
  - Prior to enrolment you will be provided with the following information:
  - Recognition of Prior Learning and Credit Transfer information
  - Consumer protection information
  - What a student should do if they wish to defer or discontinue training
  - How students can access support during training
  - Contact details for any support services provided
  - The fees chargeable
- 3. Notification to Department:**
  - On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. You will also be provided with a copy.
  - A Student Commitment ID will also be issued.

If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us

### **Smart and Skilled Customer Protection Policy**

Wentworth College recognises that differences and grievances can arise from time to time and believe that the quick settlement of these matters is in the best interest of all parties concerned. Refer to Student Handbook for details of the Complaints and Appeals process.

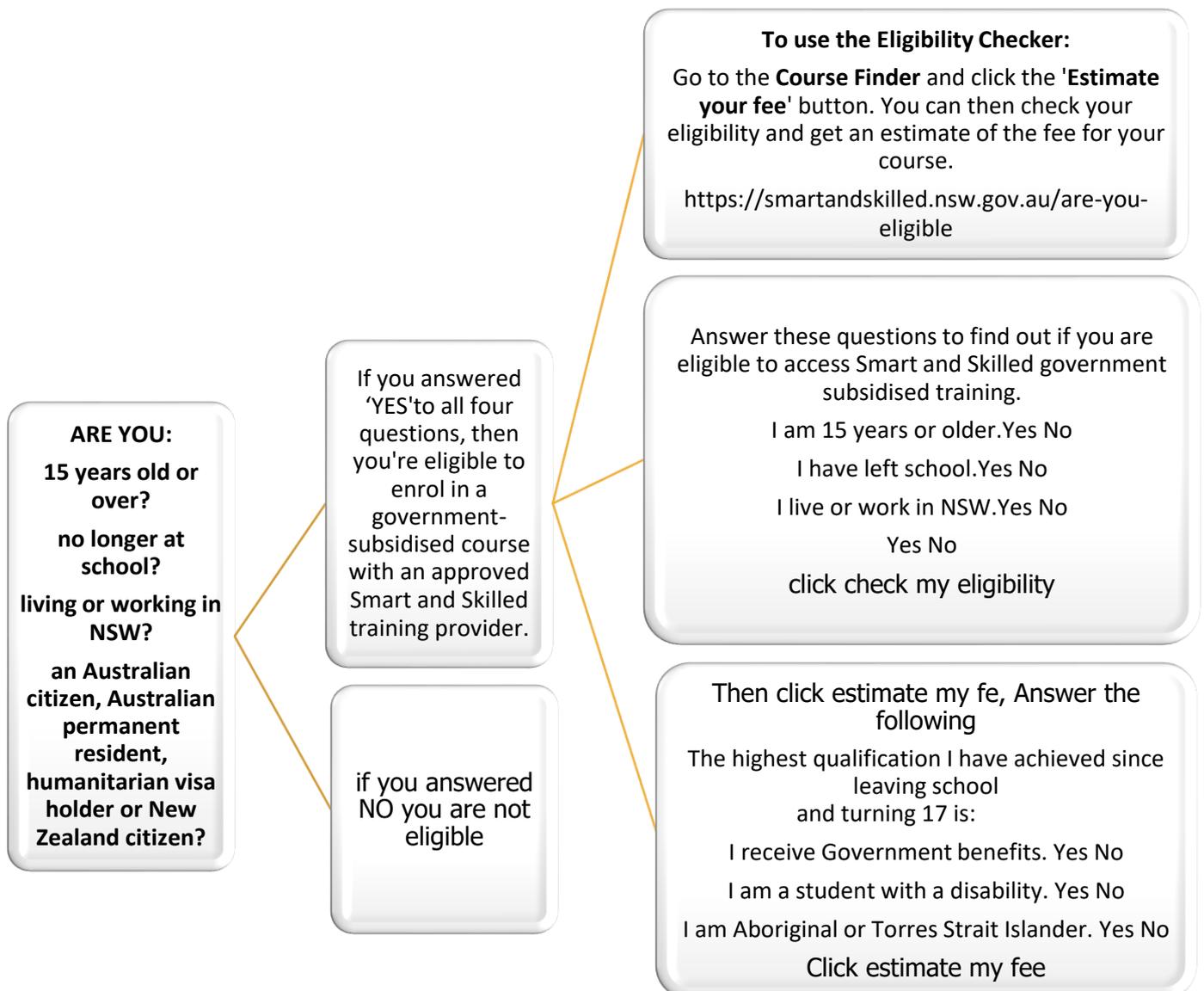
Wentworth College has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy as indicated above



Procedure:

- Every attempt will be made to resolve any Student complaints using the Wentworth College Grievance and Complaints Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.
- The CEO will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.

See eligibility flow chart below:





# Wentworth College

TOID 21938

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**Mailing Address:** PO BOX 2369 Caulfield Junction VIC 3161

**Contact phone:** 1300 138 792

**Contact name:** Nathan Ungar

**Provider No:** 21938