



**trainwest**  
training your future

# STUDENT INFORMATION HANDBOOK THIRD PARTY



partnership  
program

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## Trainwest in Partnership with your Organisation

### What is a Partnership or Third Party Arrangement?

A Third Party arrangement involves an organisation partnering with a Registered Training Organisation (RTO) to conduct Competency Based Training (CBT).

Employees or students must be made aware of the services provided by the RTO, Trainwest, as part of the Service Agreement between the two parties and in line with section 28(1) of the National Vocational Education and Training Regulator Act 2011 (the NVR Act).

The RTO, Trainwest, is responsible for outcomes, quality and services provided on its behalf and for certification on the successful completion of assessments based on National units of competency.

### Handbook Disclaimer

This information handbook informs you of your rights and responsibilities before, during and after your Vocational Education and Training (VET) program.

The RTO and Third Party are required to ensure you:

- » Receive accurate advice about a course to ensure it meets their needs before you enrol
- » Understand details about the program—such as how long the course will take, the study requirements and assessment methods
- » Costs, payment terms and conditions (including refund policies)

The last page of this Handbook has a declaration to say you have read and understood the content of this Handbook. A copy of which will be kept in your file at the RTO.

If you have any queries, please get in touch with a member of the Trainwest Partnership team on 1300 938 411 or email [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au) or through the Trainwest website [www.trainwest.com.au](http://www.trainwest.com.au)

On behalf of the Partnership team, welcome to Trainwest.

### Trainwest mission statement:

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

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that allows a student to demonstrate their ability to know something and to do something in or based on the workplace. CBT is used in the Vocational Education and Training (VET) sector to develop concrete skills against a standard of performance expected in the workplace and industry.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, the assessment of CBT determines if you have the required skills and knowledge against a national standard. Qualifications are made up of units of competency. Each unit defines the skills and knowledge necessary to perform effectively in the workplace. Assessors will gather evidence against which to base their judgements of competency.

Suppose a student under assessment conditions does not demonstrate the requirements rather than fails. In that case, competency based assessment means the student is marked as 'Not Yet Satisfactory' or 'Not Yet Competent' and more training is required to get to the point of being 'Competent.'

The ways to demonstrate to a qualified assessor that you can perform to the required standard and be deemed as 'Competent' include:

- » Being observed as you work/perform the tasks and activities
- » Responses to verbal questioning
- » Written answers to theory questions
- » Submitting a written report
- » Compiling a portfolio of work samples
- » A combination of the above

## Recognition Processes

Trainwest and Third Party Organisations offer recognition options responsive to individual needs and maximising learning outcomes.

These may include training and assessment through classroom, online learning, workplace learning, traineeships or apprenticeships and assessment only processes that enable recognition of current competencies, regardless of how, when or where the knowledge and skill occurred. These are detailed below:

- » Direct Credit Transfer (DCT)
- » Recognition of Prior Learning (RPL)
- » Recognition of Current Competencies (RCC)

### Credit Transfer

Trainwest recognises AQF Qualifications and Statements of Attainment that other RTOs (Registered Training Organisation) have issued. Therefore, credit transfer may be applied to Units of Competency and related qualifications studied in the past.

To apply for a direct credit transfer, you must supply a certified copy of your documentation (Certificates and or Statements of Attainment).

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves judgement on the skills and knowledge an individual has as a result of past study and or experience.

To apply for RPL, you will need to provide evidence upon which an Assessor can base their judgement on your current skills and knowledge.

Evidence must be:

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

### Recognition of Current Competencies

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



## Enrolment

Enrolment into a qualification, skill set, or single unit of competency is via an electronic link supplied to your Organisation by Trainwest. The enrolment process includes collecting information on your details, your educational history and if additional support is required, taking into account access, equity, and privacy.

## Access and Equity

Trainwest will work with the partner Organisation to ensure all students have the right resources to complete the course requirements. Including flexible delivery and assessment arrangements and language, literacy, and numeracy (LLN) support where necessary.

## Other Support Services

If you are experiencing difficulties and require counselling or personal support, several professional Organisations are well equipped to offer services to help.

For example:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

## Privacy

Trainwest strongly supports the privacy and confidentiality of its students. Accordingly, information is collected and stored following the *Privacy Act 1988*. In addition, Trainwest may pass on non-specific information such as location, sex, age, and results to agencies to inform future funding arrangements and statistical data gathering.

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

## Access to Your Records

If you wish to access your file, please direct your enquiry to [partnerships@trainwest.com.au](mailto:partnerships@trainwest.com.au)

## Unique Student Identifier (USI)

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

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

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

## Course Information

### Duration

How long your course will take depends on several factors. Includes your efforts and commitment to submitting Assessments regularly and on time if units are eligible for credit transfer or recognition of previous experience.

Further, the level of the Qualification being undertaken will impact course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different Qualification levels. It indicates the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at that level. In addition, the AQF expresses the expected time equivalent to full-time years, known as the 'Volume of Learning'.

### Volume of Learning

The Volume of Learning statements indicates the amount of time it is expected that a student would need as a full-time student to achieve the Qualification. The Volume of Learning figures assumes none of the competencies identified in the Qualification is currently held.

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

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

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

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

To access more information on Volume of Learning, go to:

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

## Assessment Information

### Submitting Assessments

Evidence is collected for Assessments for all Units of Competency. You will receive complete and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your Trainer and or Assessor to clarify anything that is not clear. Evidence must be submitted by the due date for a result to be recorded.

### Assessment Feedback

You will receive feedback regarding the outcome of the evidence you submit. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for the Unit of Competency.

### Resubmissions

If you receive feedback that your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. For example, re-doing some theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

### Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else's work and or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Trainwest. To help you understand, the following are examples that constitute plagiarism:

- » Copying sections of text and not acknowledging where the information has come from
- » Mashing together multiple 'cut and paste' sections without properly referencing them to form an assessment response
- » Presenting work that was done as part of a group as your own

### Feedback

Trainwest is dedicated to constantly reviewing its practices to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it after your study.

You can submit feedback by completing the Third Party Feedback form on the Trainwest website, found in the drop-down box myTrainwest or at the following link: <https://trainwest.com.au/mytrainwest/feedback/>



## Appeals

You can appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your Assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Trainwest's procedure for lodging an appeal no longer than three (3) months following the competency decision.

### Assessment Appeals Procedure

Trainwest will require Partnering Organisation's staff delivering Training and Assessment services on their behalf to:

- » Provide timely guidance to all course students regarding the assessment appeals procedure
- » Clarify any aspects of the assessment results that a student does not understand
- » Provide each student that requests an assessment appeal with the required '**Assessment Appeal form**'
- » Communicate directly via email as soon as possible with Trainwest directors on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision
- » Schedule a meeting with the student and Trainwest directors when a completed assessment appeal form is received from a student
- » Communicate any outcome decision by Trainwest directors to uphold or overturn an assessment appeal to the students by completing the assessment appeal form and identifying the reason for the outcome
- » Trainwest's staff and management will process all assessment appeals within ten (10) days of receipt of an appeal
- » Trainwest directors will adjust the student's records to comply with appeal outcome decisions

### Complaints and appeals records

Trainwest directors shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the Trainwest director's meeting minutes, identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. In addition, all informal, formal complaints and appeals will be recorded in Trainwest's review meeting minutes, and all written complaints will be retrievable through the Student Management System.

### Issuing Certificates

On successful completion of Assessments and depending on the Partnering Organisation, all fees are paid. Trainwest will issue a Certificate or Statement of Attainment within (30) thirty calendar days. This timeline meets the compliance requirements as set for Trainwest and other RTOs in the Standards for RTOs 2015.

If Trainwest ceases to operate whilst you are still enrolled, Trainwest will issue a Statement of Attainment for the units within the Qualification for which you have successfully met requirements.

### Replacing Certificates and or Re-issue of Transcripts

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

## Student Conduct

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

It is expected that students will behave in an honest, respectful manner appropriate for a learning environment and in a way that will uphold the integrity of Trainwest and the Third Party Organisation. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- » Academic misconduct, including plagiarism and cheating
- » Harassment, bullying and or discrimination
- » Falsifying information
- » Any behaviour or action that is against the law
- » Any behaviour that endangers the health, safety, and wellbeing of others, or
- » Intentionally damaging resources belonging to Trainwest or the Third Party Organisation.

Students found guilty of misconduct have a right to appeal by following Trainwest's Complaints and Appeals process located on the Trainwest website: [www.trainwest.com.au](http://www.trainwest.com.au)

## Legislation

As an RTO, Trainwest is required to adhere to legislation designed to uphold the integrity of Nationally Recognised Qualifications, including:

- » The Standards for Registered Training Organisations (RTOs) 2015
- » National Vocational Education and Training Regulator Act 2011

Additionally, Trainwest abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- » Privacy and Personal Information Protection, including:
- » Access and Equity, including:
- » Apprenticeships and Traineeships
- » Copyright
- » Workplace Health and Safety

More information about regulations and legal frameworks can be found at:

- » [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- » [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Other Policies and Procedures

The following Policies and Procedures underpin Trainwest's operations. Please contact the Trainwest team for more information:

- » Privacy Policy
- » Access and Equity Policy
- » Appeals and Complaints Policy
- » Assessments Policy and Procedure
- » Marketing and Advertising Policy
- » Financial Management Policy
- » Refund Policy and Procedure

## Student Handbook Verification

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

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

I, \_\_\_\_\_ (print full name),  
have received a copy of the Trainwest Student Information Handbook. I acknowledge that it is my responsibility to read, understand and follow the terms and conditions.

I permit a copy of my completed Qualification/Statement of Attainment to be forwarded to my Employer/the Training Organisation that delivered my training.

Student signature: \_\_\_\_\_

Date: \_\_\_\_\_