

# Wentworth College

## Student Handbook



**Wentworth College**  
TOID 21938

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## Welcome

Wentworth College (WC) is a Registered Training Organisation that offers Nationally Recognised Training that meets the Australian Qualification Framework (AQF) standards.

WC 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 are also work in their chosen fields/industry.

This Student Handbook provides important information including 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 WC.

## What's in it for me?

WC students receive development that has been tailored to your needs, we are committed to working closely with you as a student, your employer and colleagues as appropriate to achieve agreed outcomes. Students are supported throughout the training in developing skills in specific areas. Students benefit from interaction with people working in the same or similar job role, by sharing their knowledge and experience throughout the learning journey

## Our Commitment to You

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

## Aims and Objectives

1. 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.
2. Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
3. Maintain a friendly and helpful; approach to students / clients.
4. Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
5. Provide services that are efficient and consistent through continuous improvement planning incorporating student/client/ staff feedback.
6. Quality training and assessment trained staff and resources of a high standard.
7. Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, delivery and assessment strategies to accommodate learner needs.
8. Market services accurately and professionally
9. Offer skills recognition (RPL) as an assessment option to all of our clients
10. Recognise nationally recognised units of competency and award credits as applicable
11. Ensure training is appropriate to student/client needs by continual review of scope and delivery
12. Take reasonable care to look after the health and safety of others
13. Respect the privacy and confidentiality of students and client information.
14. Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
15. Provide a fair and equitable process through which students can appeal assessment decisions. This is detailed in the WC Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact WC staff.

## Enrolment of Individual Students

WC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015). WC is required to comply with relevant Commonwealth, State and Territory laws, regarding and including anti-discrimination and equal opportunity. WC 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.

The purpose is to provide fair and equitable process for student enrolment and ensure students and employers are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current students and employers to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.

WC is committed to ensuring all students enrolling in courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

WC will provide prospective and current students and their employer with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective students are provided with all relevant training and assessment information regarding WC, training and assessment products and its services, so that they may make an informed decision about undertaking training and assessment.

## Principles

WC provides accurate, relevant and up-to-date information to students and prospective employers, 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.

- WC maintains an up-to-date website with comprehensive course information [www.wentworthcollege.com](http://www.wentworthcollege.com)
- All marketing accurately represents the services being provided and training products on our scope of registration
- Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO

WC does NOT guarantee that:

- A student will successfully complete a training course;
- 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 student will obtain a particular employment outcome where this is outside the control of WC

## Student Information

WC provides clear information:

Prior to enrolment or the commencement of training and assessment, whichever comes first, WC provides, in print or through referral to an electronic copy at [www.wentworthcollege.com](http://www.wentworthcollege.com), current and accurate information that enables the learner to make informed decisions about undertaking training with WC and at a minimum, information provided to students and prospective employers will include, but is not limited to:

- Course outcomes and pathways
- Training products offered; including services, course content and vocational outcomes, as per scope of registration

- Full code, title and currency of training product, as published in the national register
- Estimated duration of the course
- Expected course location/s
- Training and assessment arrangement, including modes of delivery available;
- Enrolment and selection processes
- Work placement arrangements (as relevant)
- Workplace suitability
- Certification
- Fees and charges, including deposits, payment options and obligations (specifically under government subsidy and financial support arrangements [as applicable] and exemptions (where applicable)
- Refund policy and processes
- Provision for language, literacy and numeracy assistance and support
- Flexible learning and assessment options
- Appeals and complaints procedures
- Recognition of prior learning and Credit transfer arrangements
- Participant responsibilities and expected standards of behaviour
- Materials and resources to be provided by the employer
- Any entry requirements WC requires the student to meet, to enrol and successfully complete their chosen training course, and
- Information on the implications for the student of government funded training and subsidy arrangements
- RTO Provider obligations, student obligations and employer obligations (if applicable)
- Student support

## **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

## **RTOs Obligations**

Quality of the training and assessment in compliance with the Standards for the issuance of AQF certification documentation.

Informing student as soon as practicable any changes to agreed services, for more information see changes to agreed services later in this document

## **Student Rights**

Refer to Complaints and appeals process.

## **Student Obligations**

WC require the student to successfully complete their chosen training course as per their Training and Assessment Schedule

If training and assessment is to be conducted in the workplace then prior to enrolment a workplace suitability agreement is signed by the employer and WC 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 workplace training component

## Government Funding

Students must be fully aware and understand that their qualification/s is being subsidised by the relevant state government or body. Students must understand that enrolling in a funded qualification may affect their future training options and eligibility for further subsidised training

## Review Process, RTOs Provider Obligations

WC systematically monitors its practices to ensure ongoing compliance with Australian Qualification Framework (AQF) standards

Where there are any changes to agreed services, WC will advise students as soon as practicable. All correspondence will be in the form of email

## Inform and Protect Students

Where WC collects fees from the individual student, we provide or direct the student to information prior to enrolment and commencement of training and assessment:

Fees are collected in accordance with the Smart and Skilled policies and procedures, including:

1. fees that must be paid to WC, and
2. payment terms and conditions including deposits and refunds
3. the student rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

## Enrolment of Individual Students

Enrolment into training will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.

Enrolments are subject to but not limited to:





1. availability of places in the training program,
2. Based on the maximum number of students who can be accommodated under the particular circumstances (e.g., safety, capacity of training venue, type of course, learning structures etc. within program)
3. Meeting the entry requirement for the enrolled training course
4. Venue assessment for suitability for training and assessment including but not limited to the student's workplace

## Support Services

- One on one study support on a need's basis
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Flexible scheduling and delivery of training and assessment;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment resources and materials that are contextualised to the workplace; and
- Any other services that WC considers necessary to support learners to achieve competency

## Training and Assessment Process

### Pre-Training Review and Information:

	<ol style="list-style-type: none"> <li>1. Course enquiry</li> <li>2. WC provides potential student/employer with course information via initial phone conversation, email and website</li> <li>3. The Candidate Eligibility form is completed with all personal and required information and details</li> <li>4. The candidate 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 WC representative</li> </ol>
	<p>Candidate is booked for an information session –            Notification via email, SMS, advising of the details including time, venue, what to bring and whom they will be meeting with</p>
	<p>The information session includes but is not limited to:</p> <ol style="list-style-type: none"> <li>1. Candidate eligibility form,</li> <li>2. Pre-training review/entry level</li> <li>3. RPL/Credit Transfer</li> <li>4. Program start dates,</li> <li>5. Student handbook provided,</li> <li>6. Fees and charges and refund policy explained,</li> <li>7. Discuss applicable policies and procedures located in the Student Handbook,</li> <li>8. Workplace requirements and supervisory requirements</li> <li>9. Training and Assessment Schedule</li> <li>10. Complete a LLN Test. This is a requirement prior to commencement of training and assessment, WC representative will inform you of the outcome</li> <li>11. Practical training sessions and assessment requirements</li> <li>12. Learning resources and support materials</li> <li>13. Code of conduct and other applicable policies and procedures such as complaints and appeals, refund policy, training and assessment, durations etc.</li> <li>14. Student has received, read and understood information regarding the course</li> <li>15. Student has received, read and understood information regarding the learning environment and the requirements of the student's workplace/site.</li> <li>16. Student has received, read and understood information regarding WC policies</li> </ol>
	<p><b>Eligible to Commence Training and Assessment</b></p> <p>If the student is eligible and meets all entry requirements, they will then receive the following:</p> <ol style="list-style-type: none"> <li>1. Confirmation of enrolment letter</li> <li>2. Course folder</li> <li>3. Training and Assessment Schedule</li> <li>4. NSW Notification of Enrolment</li> </ol>

## Courses Offered

Course Code	Course Title	Domestic Students VIC	Domestic students NSW	Domestic students ACT
CHC33015	Certificate III in Individual Support	✓	✓	
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

1. Wentworth College Head Office - 109/181-185 St Kilda Road St Kilda VIC 3181
2. Wentworth College Sydney Workplace and Simulated Training venue:  
Lead Your Life: (for assessing and observing our community care-based students)  
510 Windsor Road Baulkham Hills NSW 2153

*For Employer locations refer to Suitability Agreements*

## Entry Requirements

Prior to the commencement of training a Pre-Training Review will be conducted. This starts with a telephone or personal meeting with a WC representative who will provide comprehensive course information and answer any questions to ensure this is the right course before enrolling

Learners must be assessed as meeting the following criteria:

1. LLN Robot levels – entry at ACSF Level 3 (core skills, reading, writing, listening, speaking, numeracy, digital literacy)
2. Be of at least 18 years of age
3. Have completed Year 12 or equivalent
4. Must be an Existing Worker in either Disability and Mental Health Support Services and/or, Aged Care and Leisure and Health, Health Care or Community Care services
5. Be available to commence Work Placement early into the course
6. Must not have a criminal conviction that will appear on the National Police Check
7. An Immunisation certificate or Vaccination card may be requested
8. Must have basic computing skills and access to a standard computer or laptop
9. Driver Licence or Photo ID
10. Green Medicare card or evidence of residency
11. Unique Student Identifier



## Selection and Enrolment

After a one-on-one conversation with a WC representative, students are asked to complete the Pre-Training Review and LLN Test, to confirm eligibility and suitability for the course. As part of the enrolment process students must also have another conversation with a WC representative to complete the induction process

Enrolment process must be done by completing in full including the DocuSign app and LLN test. Be assured that recruitment of students is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to WC training courses by demonstrating a genuine interest in the vocation 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.

## Capability Requirements

Students need to be able to read, comprehend and discuss in plain English and write simple statements. To be eligible for a government subsidy, you must meet the criteria set by the relevant funding body; which will be explained at the time of sign-up and a suitability declaration must be completed.

## Student Support Services

These services are given to students who require extra help and support 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 Zoom

## Study Options

We offer mixed mode training, includes classroom or via Zoom, simulated and workplace training on the job.

Traineeships are available for eligible students. If WC does not offer a particular need, we can assist you with finding a suitable provider

## Policies and Procedures

### Confidentiality and Privacy Policy

WC is committed to protecting your privacy and the privacy of the personal information you provide.

### Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with WC 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 promote equal opportunity and eliminate discrimination. At WC we support this Act and ensure a training environment that supports the following.

## Protection from Harassment

WC has implemented management practices that maintain high professional standards and safeguard the interest and welfare of students 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 WC students have a right to participate in training in an environment free from intimidation and harassment.

## Disciplinary Procedure

WC has a duty of care to its students, clients/ employers and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. All disciplinary matters will be referred to the CEO

## Workplace Health and Safety

WC 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

## Access and Equity

WC 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. To enable WC to meet the needs of students, any learning disability should be advised to allow for us to consider reasonable adjustment.

## Support Services for Students

WC 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 WC Training manager or Trainers between the hours of 9am to 5pm Monday to Friday.

## Marketing

WC markets its courses with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course.

## Training and Assessment

1. WC adopts policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students.
2. Any student found to be in breach of the WC assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.
3. WC will take into consideration any learning difficulties or disabilities experienced by the student. WC may suspend a student's enrolment and training until all issues are resolved.
4. The student has the right to appeal any decision made by WC as described in this Handbook.

## Shared Responsibility Model of Learning

Student Commitment	Wentworth College Commitment
Be mentally prepared to be assessed and to learn and have a positive and professional attitude	We aim to provide you with an appropriate delivery mode for your learning
Be punctual	Evaluate the effectiveness of assessment and training
Be open to new ideas and share your knowledge with others	Provide the correct resources
Keep your Employer/ Supervisor informed of attendance requirements, class dates and times	Constantly improve our performance through analysing feedback
Inform the WC Trainer and/or WC staff in writing via email or text msg if unable to attend any training sessions or if you leave a training session early	Encourage and foster a positive learning experience
Follow closely and refer to regularly the course Training and Assessment Schedule	Provide a consistently high standard of training
Training and assessment include timetabled class attendance, self-directed learning, workplace hours and completion of assessment tasks	Provide competent learning and assessment Trainers and Assessors
Class attendance and participation is mandatory and all training requirements per unit must be complete prior to commencing assessment tasks	Visit you in your workplace and provide other opportunities for you to learn
During Zoom classes students are required to actively participate including but not limited to asking questions and answering questions	Target training to the right level
During Zoom classes students are required to keep their camera on and mute off as much as possible	Be available for support via phone or email
Ensure that all work submitted is authentic and that no part has been copied from another person	Promptly mark and process paperwork
Fulfill all work placement requirements including logging of hours and observations	Be responsive to communications from students and Trainers
Be fully responsive to all WC forms of communication including email, phone call and text message, within 24 hours	
Review and practice what you have learnt and	
Give feedback and allow others to learn	

## What to Expect

### Induction - (First Day of Training)

- Meet and greet
- Course folder provided
- Training and Assessment Schedule (timetable) provided and explained
- reiteration of course attendance – consequences of falling below 80% and course progress falling below 50%
- reassessment process
- reiteration of complaints and appeals
- Extension of the training and assessment plan, reduction of the training and assessment plan
- Readiness for assessment and assessment task requirements

### Training

#### Theory Training

Theory training and instruction with the aid of the following for each unit of competency:

- Learner Guide
- Theory Training Activity Workbook
- PowerPoint and Handouts

#### Simulated Training

Based on the performance criteria and performance evidence.

Simulated training and instruction with the aid of the following for each unit of competency:

- Learner Guide
- Simulated Training Activity Workbook
- PowerPoint and Handouts

#### Self-Directed Learning

Based on the performance criteria and performance evidence, SDL is guided by the following for each unit of competency:

- Learner Guide
- Theory Training Activity Workbook
- Simulated Training Activity Workbook
- PowerPoint and Handouts
- Relevant Websites and Apps

#### On the Job Workplace Training

On the job at your place of employment or Host Workplace

Components required to be demonstrated will be observed by the assessor (as per the training and assessment schedule and/or by appointment).

- On the Job Workplace Training with the aid of the Reflective Journal for each unit of competency

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

During the enrolment process students were informed of their work Placement requirements and the necessary arrangements they require, which forms part of the Pre-Training Review. A suitable Host Agreement will be organised for each individual student within 30km of their home in the first instance. Note students may utilise work hours as an alternative to undertaking a work placement however strict suitability conditions apply.

Students' responsibility is to avail themselves as per their Training and Assessment Schedule

## RTOs Responsibility

### Communicating with students and employers

It is the Wentworth College's duty to manage all communication with students and employers.

#### Before the placement begins - if you require a Host organisation:

- Collating the pre-placement documentation
- Finding the placement and having an appropriate student host within 30km of the student address
- 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 monitored a Supervisor and WC staff
- Visiting the workplace – to conduct monitoring visits and assessment visits
- Communicating by email or phone
- Providing support and troubleshooting

#### At the end of the placement:

- Organising a final workplace observation and exit meeting/ session, with student, host supervisor/ representative, WC assessor and support staff

### Reflective Journals (Student Work Placement Logbook)

Recording the workplace training hours/ placement hours in the Reflective Journals - refer to Reflective Journals for more detailed instructions

Students are required to keep a record of hours completed to contribute to the mandatory hours of the workplace training/ placement requirement of the qualification. 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.

### Supervisors Report

Students are required to have their supervisor sign a tick sheet report for each unit of competency

### Final Assessment

Allocated timeframes and task requirements are reflected in the Training and Assessment Schedule (timetable). Students are provided with instructions for each individual task. Instructions to the assessor are provided to guide the student.

Before commencing assessment tasks, students must complete and submit the Record of Participation in Training and Learning for the unit being undertaken, to confirm 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 as necessary.

## Assessment Policy including re-Assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. At WC, our approach to these situations is to 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 as arranged by WC staff, assessor and student.

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 WC. 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. 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.

## Recognition of Prior Learning (RPL)

The assessment process will cover the following:

- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- 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.
- 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 \$250.00 per unit

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

## Credit Transfer and Guidelines

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.

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

- 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
- Credit transfer may only be awarded for whole units of competence where the unit code and title are an exact match

## Procedure

The following procedure is to be applied by WC 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 WC:

- Credit Transfer Application Form
- a certified copy of the qualification or Statement of Attainment; and
- USI Report to verify the unit(s)

### 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

Verified copies of qualifications and Statements of Attainment used as the basis for granting credit transfer must be kept on the student file.

### Step 5

Students will be notified and provided with an individualised Training and Assessment Schedule identifying confirmed credit transfer units.

## 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 review by WC. 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. 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) along with a USI Report.

## Fees and Refunds

In accordance with the applicable funding source WC may charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials (learning resources), administration and training and assessment services (tuition fees).

Course fees include all materials and tuition fees.

Course fees also include up to 3 attempts at assessment per unit.

On acceptance of an offer in the program, participants are required to pay the enrolment fee (if applicable) as per the agreed Instalment Payment Plan

Participants who have difficulties in paying by the due dates are encouraged to contact WC accounting to arrange an alternative payment option.

## Schedule of Fees and Charges

WC an approved Training Provider for NSW Smart and Skilled funding, our training and assessment services in NSW are subsidised by the NSW Government

The NSW Department of Education and Communities sets out Enrolment fees for Smart and Skilled funded training. The enrolment fee is a mandatory student contribution attached to accessing NSW Smart and Skilled funded training - and is calculated based on individual circumstances.

Enrolment fees must be settled in full by the completion of training.

As a minimum, the enrolment fee (if applicable) is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;



- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by WC to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- 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
- The WC refund policy

### Fee Payment Arrangements

- Payment of no more than \$1,500.00 from each individual student prior to the commencement of the course.
- Regarding payment plans - monies received for an individual student will not exceed \$1500.00 at any given time.
- In accordance with the Standards for RTOs 2015, WC 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
  - WC reserves the right to suspend a student's training 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.

### 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.

WC 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 For Service Schedule

RPL Fees and charges	\$250.00 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 WC head office

Replacement of Certificate or SOA	\$50.00 Before issuing the complete a 'Replacement Certificate Form' and submits to admin with payment. This can be requested by contacting the WC 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	\$350.00
Course variation fee	\$200.00
Re-assessment	The student is given 3 attempts free of charge.
Extension of Training and Assessment beyond 24 months	A \$350.00 cost will be incurred to extend the training program beyond 24 months (6 months max)

## 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 unauthorised 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 WC. The student may appeal the decision of the CEO in accordance with the WC Appeals Policy.

## Unique Student Identifier

USI (Unique Student Identifier) requirements include but are not limited to:

- All students 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 <https://www.usi.gov.au/>

- WC 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 WC 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 WC 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, WC 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 WC Schedule of Fees and Charges.

### Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. WC 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.

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.

### Refunds

The following refund policy will apply:

- WC reserves the right to retain the amount of administration fees incurred
- WC 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 \$110.00 (GST inclusive) is not refundable*

### No Refund

WC 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 CEO 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 CEO 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.

Note. If for any reason WC is unable to fulfil its service agreement with a student, WC must refund the student's proportion of fees paid for services not delivered  
 See table of refunds below

### TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All FEES minus the NON-REFUNDABLE application fee of AUD\$200.00	Refund Request
	Less than 28 days before commencement of the course	50% of FEES minus the NON-REFUNDABLE application fee of AUD\$200.00	Refund Request
	After the course has commenced	Nil	Nil
Default by WC includes:	The course does not begin on the agreed commencement date, or	Full Refund	Nil
Default by WC 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	<ul style="list-style-type: none"> <li>The student failed to pay an amount he or she is liable to pay in order to undertake the course.</li> <li>The student breached a condition of his or her student enrolment</li> <li>Misbehaviour by the student</li> <li>If a student fails to attend a course after the start of the Course.</li> </ul>	Nil	Nil

	<ul style="list-style-type: none"> <li>In the event that the student seeks and is granted approval by WC to transfer to another provider prior to completion of six months study of the principal course</li> </ul>		
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 WC for services already rendered	Nil

### Protecting fees being paid in advance

WC 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 WC adopts the option to accept payment of no more than \$1,500.00 from each individual student prior to the commencement of the course.

Following the course commencement WC 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 \$1,500.00 installment/payment.

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.

### Student complaints about fees or refunds

Students who are unhappy with WC arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with WC complaints policy and procedure

### Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment WC undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on the enrolment form
- payment terms, including the timing and amount of fees to be paid and any non-refundable administration fee
- the nature of the guarantee given by WC to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- 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
- The WC refund policy

### Transition of Training Packages Procedures

WC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, WC is required to transition scope of delivery and clients to new Training products in a timely manner.

WC is committed to ensuring you have access to, and attain a qualification that most closely represents the current skill needs of industry.

WC ensures that it has effective and efficient practices in place:

- To monitor currency of training products;
- To maintain currency of its scope of registration;
- For the transition of training products
- For the transfer of clients to upgraded Training Package qualifications and VET Accredited courses.

## Plagiarism Policy

WC delivers programs which are nationally recognised. WC 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 WC 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. 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 WC scope of registration.

The objectives of the WC 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 WC 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
- 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

WC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015). WC Complaints and Appeals Policy and related procedure have been developed to ensure that WC responds effectively to individual cases of dissatisfaction. This policy outlines WC 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 induction and orientation.

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

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

The objective of this policy is to ensure that WC 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 - WC 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 WC.

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

In doing so, WC:

- 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, and clients;
- ensures that all necessary documentation and resources are in place to enable students to submit a complaint;
- ensures that each complaint and its outcome is recorded in writing; and
- Ensures that student complaints and their outcomes are fed into continuous improvement initiatives.

In managing complaints, WC 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
- 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 students 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.
- All complaints are formally acknowledged 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.

- 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 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 WC 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.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training.

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

- The selection processes
- 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 WC
- The way someone has been treated.
- The actions of another student
- The actions of any WC staff

WC 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 procedure that is student focused and helps WC 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.

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 WC. All records relating to complaints and appeals will be treated as confidential and will be covered by WC 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.

Making a complaint 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 ensure WC can 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.

Upon receiving the complaint, the Training Manager will conduct an investigation into the matter and ensure that WC has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other parties about the issue which may be done in writing, over the phone or face-to-face.

WC 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 WC. 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.

### 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

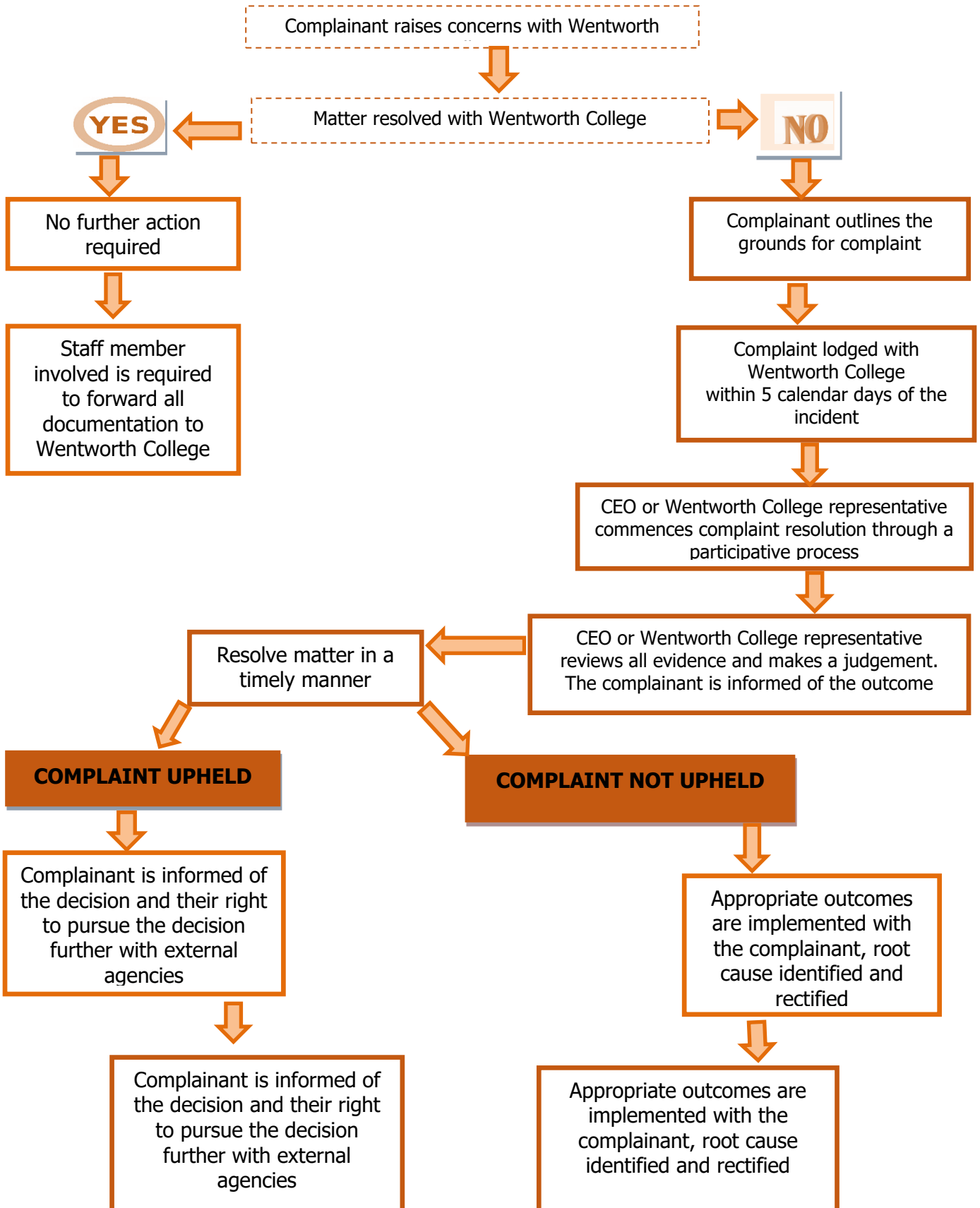
Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

### Enrolment status during complaints and appeals process

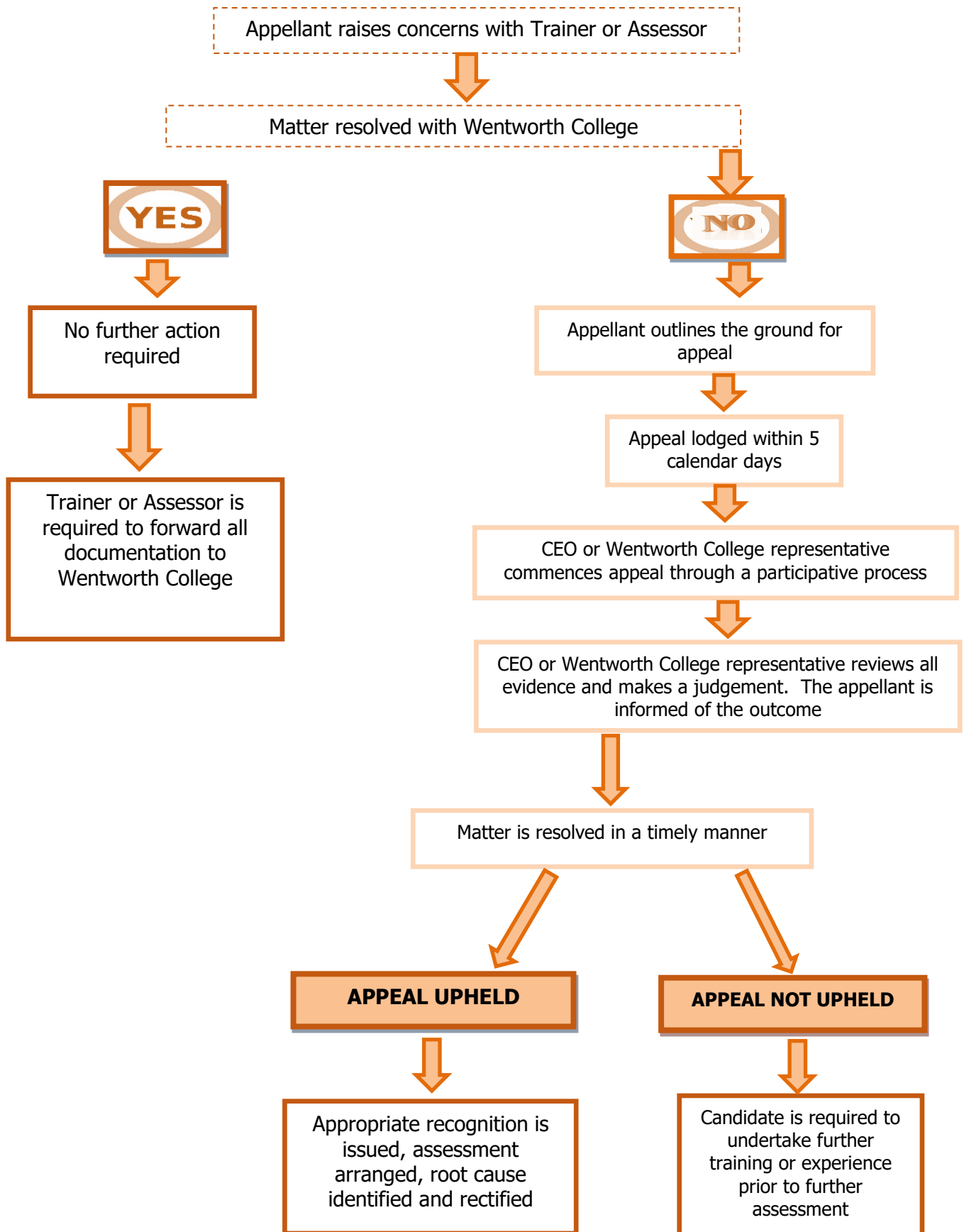
- Wentworth College will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Wentworth College maintains the student's enrolment as follows: If the appeal is against Wentworth College decision 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.
- If the appeal is against Wentworth College decision to defer, suspend or cancel a student's enrolment due to non-participation and/or 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.

### Complaints Process



## ANNEX B: Appeals Process



## Feedback

Wentworth College is continuously striving to improve the quality of training & assessment hence it is extremely useful to receive feedback from our students and their employers.

Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning, please do not hesitate to contact the team at our office. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted for audit purposes

## Student Identifier

- 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.

## Duration, Extensions and Reduction Process

### Reduction in the Training and Assessment Planned Duration

The duration may be reduced for an individual student 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 the credit transfer section of the enrolment forms, and attach the evidence. 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 revised training and assessment schedule will be provided once approval of credit transfer is granted

### RPL (Recognition of Prior Learning)

Students can apply for RPL. The student must lodge an RPL application form. Please note the workload for RPL is similar to undertaking the training and assessment for the new version of unit and costs \$250.00 per unit (non-funded). 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 schedule will be amended accordingly

### Extension to the Training and Assessment Schedule / Course 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 course duration, then the student must advise Wentworth College in writing. The request will then be sent to the CEO for approval

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 re-submitted 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 (max 3 months)
- Work commitments impacted on training and assessment schedule (e.g., work placement delayed)
- Rescheduling of assessment to fit in with the workplace
- Personal commitments impacting the volume of learning requirements
- Cancelled appointments
- Missed classes
- Any other unforeseen circumstances

## Maintaining your Enrolment and Course Progress

You must meet course progress requirements. These course progress requirements will be clearly explained to you during the enrolment and induction phase. WC 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, intervention strategies may include:

- Closely monitor attendance for each and every class
- Provide students with regular progress reports and trainer feedback
- Arranging extra learning support i.e., one on one tutorials with your trainer
- Providing advice regarding study habits (i.e., maintaining required class attendance)
- Providing opportunities for students to attend catch up classes, support sessions or re-submit assessments

If after providing you with this support, you do not meet course progress requirements, i.e., satisfactory attendance and be reasonably up to date with the submission of assessments 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 you will be withdraw from your course

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

- 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

- 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

## 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, catch up classes, and any support we can offer you to meet requirements.

- The process for warning you that you are not meeting attendance requirements is as follows:
  - 1st warning: Unsatisfactory Attendance - you are now identified as [not attending 95% of classes] and this is your first strike with regards to missed classes
  - 2nd warning: You are now identified as [not attending 94% - 85% of classes] and this is your second strike with regards to missed classes
  - 3rd warning: Attendance is Unsatisfactory, below 80% recorded, action required
  - 4th notice: Notice to cancel your course for unsatisfactory attendance

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.

## Student Orientation and Support

Services that we can offer to you include:

- Mentoring and from appropriately qualified educators.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- F2F or online one on one support.
- Computer and technology support.
- Printed learning or digital format available;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Flexible scheduling and delivery of training and assessment;
- Learning materials in alternative formats, for example, in large print;

## Suspension and Cancellation

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

All documentation relating to the assessment of student 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:

*Suspension* is the temporary postponement (max 3 months) of enrolment during the course.

*Cancellation* is the cessation of enrolment in the 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.

## WC Initiated Suspension or Cancellation

WC may suspend a student enrolment in the following instances.

- Student misbehaviour as outlined in the Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.

WC 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 or continuous absence from scheduled classes (unsatisfactory attendance).
- Non-payment of outstanding fees.
- A Student who ceases attending a course for 3 consecutive classes or does not return from leave and is non-contactable will be deemed to have 'inactively' advised WC of his/her failure to continue studying. In this case, WC 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 WC, students will be notified and given 20 working days to access WC internal complaints and appeals process (see Complaints and Appeals Procedure).

## Student Initiated Suspension or Cancellation

Students may temporarily suspend their enrolment during their course in the following limited circumstances.

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

### *For all students:*

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

- Students need to submit in writing i.e., via email to Temporarily Suspend or Cancel Studies, together with all supporting documentation to the CEO.
- 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 amended Training and Assessment Schedule.
- Students who wish to cancel enrolment in their course must obtain approval from WC.
- Students need to submit in writing i.e., via email an Application Cancel Studies 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.

- Note withdrawing from subsidised training may impact on your ability to access funding for future training as all results and outcomes appear on your USI VET Report

## 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
- A traumatic experience

The above are only some examples of what may be considered compassionate and compelling circumstances. WC 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. WC will keep copies of these documents in the student's academic file.

## Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with WC 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 WC 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, please email the team at WC. There is no charge to access your records

## Amendment to records

- If a student considers the information that WC 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.
- **Note please advise the team at WC immediately if you move home address or any of your contact details change, to ensure there is no disruption to your training.**

## 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.

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

WC complies with the following Commonwealth and State/Territory legislation in respect to its operations as an RTO:

- Privacy Act 1988;
- Copyright Act 1968;
- Workplace Relations Act 1996.
- Work Health and Safety Act 2011
- National Vocational Education and Training Regulator Act 2011
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- 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
- 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 2020
- Financial Viability Risk Assessment Requirements 2011

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.

### Health and Safety Policy

Under the Work Health and Safety Act 2011, WC 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.

WC has policies and procedures in place to ensure your safety. As a student, you 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 during class.
- Complete an incident report as required.
- Ensure you are familiar with your emergency evacuation procedures in the case of an emergency.
- Do not smoke or drink alcohol during class.
- Observe basic hygiene practices

With regards to Workplace Health and Safety, WC 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 Policy**

WC 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 WC students have a right to participate in training in an environment free from intimidation and harassment.

WC acknowledges harassment is against the law in any workplace context, including 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.

WC is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. WC 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 WC Complaints and Appeals procedure and detailed in this Handbook.

### **Equal Opportunity Policy**

Equal Opportunity Acts 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 and the training environment. The Acts also aims to promote equal opportunity and eliminate discrimination. At WC we support this act and ensure a training environment that supports equal opportunity.

The principles and practices adopted by WC aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with WC. All people will be treated courteously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

WC 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.

### **Confidentiality and Privacy Policy**

Wentworth College is committed to protecting your privacy and the privacy of the personal information you provide.

This policy sets out the way Wentworth College handles personal information that includes its use and disclosure, as well as the rights of learners to access their personal information.

This information is in accordance with the Privacy Act 1988 and the Standards for Registered Training Organisations 2015.

Registered Training Organisations are required to collect personal information about you (the student) and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

We collect a range of personal information contained on the Pre-Training Review, Enrolment form, training activity data, and other enrolment and training activity-related information, and disclose that Personal Information to the NCVER. Prospective students must be made aware of, and consent to, the disclosure of their personal information where this likely to occur under relevant legislation, regulation, training contract or recommended practice.

Personal information may be used or disclosed by Wentworth College for statistical, quality assurance, regulatory, where required by law and research purposes.

Wentworth College may disclose your personal information for these purposes to third parties, including State and Commonwealth government departments and authorised agencies such as but not limited to ASQA, Smart and Skilled.

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 fulfill our WC responsibility to the student. We take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure back up of data.

Individuals are entitled to access relevant personal records held by the college. This may include retained emails and correspondence, competency evidence or other relevant items provided that access is requested in writing and proof of identity may be required

Students can make a complaint directly to Wentworth College about a breach of privacy by following WC Grievance Policy & Procedure. Complaint can also be raised with NSW Privacy Commissioner or ASQA however we encourage students to speak with us first to try and resolve the issue.

All persons with access to or involved in the processing of private or confidential information, including Wentworth College employees, contractors, students or visitors, are responsible for protecting the integrity and confidentiality of that information in accordance with this policy and with relevant legislation.

## **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 retaining your employment, 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.

## **Guidance Services for Learners**

WC 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. To enable WC to provide a service to meet your needs, you need to advise of any learning disability or mental health issues, so reasonable adjustment may be made. WC will work with you to make a plan to assist you to complete the qualification. For each of the disabilities nominated, a discussion of the disability, its affect, and suggested workplace modifications, to minimise the disability's impact on your training and assessment. Having access to this information will assist the trainer/assessor in considering assessment adjustments.

If you are employed, WC will work with your employer to develop these reasonable adjustments.

## Study Guidelines - Points to Remember!!!!

<b>Class Attendance</b>	<ul style="list-style-type: none"> <li>• Students are expected to be regular and punctual in attendance at all classes in the courses in which they are enrolled</li> <li>• Students are required to immediately advise their trainer by email if they are unable to attend classes</li> <li>• Students are required to attend 80% of all classes and sessions set in the Training Schedule</li> <li>• Students may be withdrawn from the course if overall attendance drops below 80% at any time</li> <li>• Students are required to attend catch up classes for any missed classes</li> <li>• Attendance is compulsory for assessment sessions and the work placement information session</li> <li>• Students are required to attend the full duration of the class, part attendance will be considered as non-attendance</li> <li>• Students that are absent for three consecutive classes without notification, will be automatically withdrawn.</li> <li>• Students must:             <ul style="list-style-type: none"> <li>• Be engaged and actively participate in class</li> <li>• Camera must remain on for all Zoom classes</li> <li>• Follow conveyed etiquette for use of the mute button in Zoom sessions</li> <li>• Be respectful to their trainer</li> <li>• Be respectful to fellow students</li> </ul> </li> </ul>
<b>Fee Payment</b>	<ul style="list-style-type: none"> <li>▪ Students can pay the fee in full, (maximum \$1500.00 per instalment), or apply for a Wentworth College Payment Plan</li> <li>• Payment Plans are not available for concession fee paying students</li> <li>• Students falling in arrears with instalment payments may be unable to continue their course</li> <li>• 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:             <ul style="list-style-type: none"> <li>• Withhold the provision of course materials</li> <li>• Restrict access to training sessions</li> <li>• Withhold grading of assessments</li> <li>• Withhold work placement arrangements</li> <li>• Withhold certificates or statement of attainments</li> </ul> </li> </ul>

<p style="text-align: center;"><b>Study Guidelines</b></p>	<ul style="list-style-type: none"> <li>• Trainer will be the first point of contact for all training matters</li> <li>• Students must: <ul style="list-style-type: none"> <li>• Pre-read the learner guide before attending the class for the unit</li> <li>• Commit to self-direct study, approximately 4 - 8 hours per week for the duration of the course</li> <li>• Must have access to a computer and the internet</li> <li>• Reply to emails from Trainer and Wentworth College work placement support staff within 48 hours</li> <li>• Make themselves available for tutor support when deemed necessary by the trainer or Wentworth College personnel</li> </ul> </li> <li>• Trainer will be the first point of contact for all training matters</li> <li>• Students must: <ul style="list-style-type: none"> <li>• Pre-read the learner guide before attending the class for the unit</li> <li>• Commit to self-direct study, approximately 10 – 15 hours per week for the duration of the course</li> <li>• Must have access to a computer and the internet</li> <li>• Reply to emails from Trainer and Wentworth College work placement support staff within 48 hours</li> <li>• Make themselves available for tutor support when deemed necessary by the trainer or Wentworth College personnel</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Assessment Guidelines</b></p>	<p>Students:</p> <ul style="list-style-type: none"> <li>• Must submit assessments by the due dates in accordance with the Training Schedule</li> <li>• Must retain a copy of each assessment before submitting their work to the assessor</li> <li>• Assessments submitted after the due date will have to be approved by the trainer</li> <li>• 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</li> <li>• Will not be deemed eligible for placement where their assessments are reasonably not up to date</li> </ul>
<p style="text-align: center;"><b>Work Placement Guidelines</b></p>	<ul style="list-style-type: none"> <li>• Students must be proactive in arranging work placements</li> <li>• Wentworth College can arrange work placement for students that: <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> </li> </ul>

## **SMART AND SKILLED** - *This training is subsidised by the NSW Government*

***Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.***

<https://smartandskilled.nsw.gov.au>

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Please refer to the below information with regards to eligibility for NSW Smart and Skilled subsidised training.

- Additional eligibility restrictions may apply depending on individual circumstances.
- All applicants are assessed for funding eligibility prior to enrolment.
- WC will follow the following procedures when enrolling students in Smart and Skilled training courses.
- WC will check your eligibility for the qualification.

All students must meet the following criteria to be eligible for NSW Smart and Skilled subsidised training:

- be 15 years old or over
- no longer attending school
- live or work in NSW
- must be an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

Further concessions apply for unemployed, disabled or Aboriginal people and students eligible for Skills for Recovery funded training.

*If you are not sure of your eligibility status, please discuss it with us.*

You will be asked to provide proof of eligibility and will be informed of what type of evidence is accepted. Wentworth College will take you through a Pre-Training Review prior to enrolment.

This starts with a telephone or face to face meeting with our Training Manager who will provide comprehensive course information and answer your questions to ensure this is the right course for you before you enrol.

You will be required to provide various documentation and sign a disclosure of personal information statement.

**1. Declarations:** *You will also be required to sign the following documents (paper or digital):*

- Consent to Use and Disclosure of Personal Information
- Pre-Training Review form
- Enrolment form

**2. Pre-Training Review (pre-enrolment information):**

Prior to enrolment you will be provided with the following information:

- Student Handbook

- Course entry requirements
- Enrolment process, USI and LLN test
- NSW Smart and Skilled funding and enrolment fee/ fee waiver information
- Student cohort
- Student obligations and expectations i.e., class attendance and the submission of assessments
- Flexible mixed mode training and assessment
- Work placement requirements and site visits
- Credit Transfer and RPL information
- Student support during training

### 3. Notification of Enrolment:

The following process applies to the notification to the Department of the enrolment in Subsidised Training of eligible Prospective Students. WC must adhere to the eligibility criteria for students, outlined in the Smart and Skilled Student Eligibility Policy. WC must only carry out notifications of enrolment via the NSW State Training Services Portal.

Wentworth College must first obtain the consent of the Prospective Student to the Department's use of the Prospective Student's information by the Prospective Student signing a disclosure of personal information statement. If the Prospective Student does not provide their consent, Wentworth College cannot proceed with the Notification of Enrolment Process.

Wentworth must use the Provider Calculator in the STS portal, to validate eligibility, input details of any Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any Loadings (if applicable).

Wentworth College must provide the Prospective Student with details of the Fee chargeable

Wentworth College will generate and maintain a hard copy or electronic copy of the Notification of Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.

Wentworth College will confirm that the Prospective Student has signed or electronically accepted a declaration confirming all information provided in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way

Wentworth College will confirm that a Notification of Enrolment process has not concurrently been completed for the same qualification and/or the same units of competency for the same or other qualification(s) and the Prospective Student had been provided with the details of the Fee chargeable and the Student Information

Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID. The Notification of Enrolment Process must be carried out simultaneously with the Wentworth College enrolment process and must be completed before the commencement of any Training.

Once students have completed the enrolment forms and provided all supporting documentation, Wentworth College will commence the Notification of Enrolment Process via the Training Services NSW STS online provider calculator to notify of the student enrolment. This process will be completed in advance of a student commencing training.

The process will:

- Validate eligibility of the student
- Add details of Credit transfer or RPL



- Generate details of the student fee chargeable, subsidies and loadings

In order to complete the above process Wentworth College will complete the following steps:

1. Confirm student eligibility:
  - a) A quote ID will be issued for the prospective enrolment. A quote ID will only be issued if the student is eligible, which means that the individual is eligible to undertake the Smart and Skilled subsidised qualification.
  - b) A quote ID will expire after seven days from the date of issue if the Notification of Enrolment is not undertaken before then.
2. Complete additional information required for the Notification of Enrolment. This will not be completed if the student is ineligible.
3. A Notification of Enrolment is issued by the Department; a copy will be kept on the student's file and a copy given to the student for their records.
4. Once the Notification of Enrolment process has been completed, students or payable parties will be issued an invoice reflecting all fees payable (if applicable) and the schedule of payments.

#### 4. Process for obtaining a USI

The USI number is a combination of ten numbers and letters. This creates a secure online record of the students recognised training and qualifications gained in Australia, from all training providers in which the student completed training. Students can register for a USI number at [www.usi.gov.au](http://www.usi.gov.au) if they do not already have one.

The student will be required to include their USI number as part of the enrolment process which will be verified upon enrolment. Information on the additional support that we offer students who experience disadvantage, including students with a disability.

Wentworth College's enrolment process identifies any support needs and possible matters which may impact training and assessment. Contextualisation and additional support needs are reviewed for reasonable adjustment and implementation prior to training commencement.

Support, progression and adjustments are reviewed throughout the nominal duration of the training.

All students are consulted in relation to their training throughout the enrolment process and guided by the Wentworth College representative.

#### 5. Wentworth College Enrolment Process:

A Wentworth College representative will conduct a Pre-Training Review with each eligible student to commence the enrolment process.

This starts with a telephone conversation or face to face meeting with a Wentworth College representative, who will provide comprehensive course information and answer any questions. This is to ensure suitability for the course, before progressing the enrolment

Learners must be assessed as meeting the following criteria:

- LLN Robot levels – entry at ACSF Level 3 (core skills, reading, writing, listening, speaking, numeracy, digital literacy)
- Be of at least 18 years of age
- Have completed Year 12 or equivalent
- Must be an Existing Worker in the relevant job role i.e., Lifestyle Officer or AIN or Disability Support Worker, Mental Health Support Worker etc OR
- Be available to commence Work Placement early in the initial stages of the course
- Must not have a criminal conviction that will appear on the National Police Check
- An Immunisation certificate or Vaccination card may be requested
- Must have basic computing skills and access to a standard computer or laptop

Students will be required to provide various documentation and sign a disclosure of personal information statement.

The following is a summary of the enrolment process, all parts of the process must be complete to commence government subsidised:

- Pre-Training Review form
- LLN Test
- Enrolment form
- Consent to Use and Disclosure of Personal Information

Complete the Pre-Training Review (pre-enrolment information):

Prior to enrolment students must engage in a telephone conversation or meeting with a Wentworth College representative, and be provided with the following information:

- Student Handbook
- Course entry requirements
- Enrolment process, USI and LLN test
- NSW Smart and Skilled funding and enrolment fee/ fee waiver information
- Student cohort
- Student obligations and expectations i.e., class attendance and the submission of assessments
- Flexible mixed mode training and assessment
- Work placement requirements and site visits
- Credit Transfer and RPL information
- Student support during training

Complete the Enrolment form

Forms of evidence that the student must provide - Below is a list of suitable forms of evidence students must provide to complete the enrolment process:

Students are required to provide ONE form of evidence from each of the headings below, please upload documents to the DocuSign digital enrolment pack or otherwise WC accept paper-based documentation.

### ***LIVING IN NSW***

Provide one of the following:

- NSW Driver Licence or
- Any Commonwealth or NSW Government issued document providing evidence of living in NSW or
- Centrelink income statement or
- Health care card with current address

### ***AUSTRALIAN CITIZENSHIP OR PERMANENT RESIDENT***

Provide one of the following:

- Green Medicare card or
- Australian Passport or
- Certificate of Australian Citizenship or
- Certificate of Permanent Resident status

### ***NEW ZEALAND CITIZENSHIP (only if not Australian Citizen or Permanent Resident)***

Provide one of the following:

- New Zealand birth certificate
- New Zealand Passport
- Green Medicare Card

### ***HUMANITARIAN VISA HOLDER & PARTNER VISA HOLDER (only if not Australian Citizen or Permanent Resident)***

Provide one of the following:

- Visa documentation
- ImmiCard (where appropriate)

Smart and Skilled Fee exemption / concession eligibility evidence requirements

Below is a list of suitable forms of evidence you can provide to verify fee exemption or concession in the above list.

### ***COMMONWEALTH GOVERNMENT BENEFIT OR ALLOWANCE RECIPIENT OR DEPENDANT***

Evidence types:

- Centrelink Income statement
- Health care card

Suitable Benefit and allowance types below:

- Age Pension
- Austudy
- Carer Payment
- Exceptional Circumstance Relief Payment

- Family Tax Benefit Part A - Maximum Rate
- Farm Household Allowance
- Jobseeker Payment
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Widow Allowance
- Widow B Pension
- Wife Pension
- Youth Allowance

### ***DEPENDANTS***

Evidence types:

- Centrelink Income statement or
- Health care card detailing allowance type

Evidence must clearly demonstrate that Centrelink recognises the student as the dependant for one of the above allowance or benefit types.

### ***PERSON WITH A DISABILITY OR DEPENDANT OF A PERSON WITH A DISABILITY***

Evidence types:

- Centrelink Income statement
- DSP health care card
- Letter from service provider confirming receipt
- Supporting statement from a Disability Service Provider confirming training needs due to disability.

### ***DEPENDANTS (child, spouse or partner of a recipient of a Disability Support Pension)***

Evidence types:

- Centrelink Income statement

acceptance prior to proceeding to the Notification of Enrolment (NOE) stage. This will allow you or a third party to consider applicable student fees.

- DSP health care card
- Evidence must clearly demonstrate that Centrelink recognises the student as the dependant.

### ***REFUGEE OR ASYLUM SEEKER (and their partners)***

Evidence types:

- Visa documentation or Immicard (where appropriate) which states that:

They and their partner if applicable, hold one of the visas specified on page 29 of the 'Smart and Skilled-Student Eligibility Policy' found [here](#).

### ***OUT-OF-HOME CARE***

Aged between 15-17 years and currently in out-of-home care or aged between 18-30 years and previously in out-of-home care.

Evidence types:

- WC will contact for further evidence if required

### ***FEE-FREE SCHOLARSHIP (Other circumstances)***

For further information please refer to page 29 in the Smart and Skilled website via the link below:

[NSW Smart and Skilled Fee Information](#)

Additional Smart and Skilled Information is available by following the below website links:

[Smart and Skilled Fee Administration Policy](#)

<https://smartandskilled.nsw.gov.au/about/prices-and-fees>

