

Wentworth College Pty Ltd

RTO # 21938

Student Handbook



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Scope

The scope of this procedure applies to all training delivered on behalf of Wentworth College.

Key Terms and Definitions

Term	Definition
ASQA	<p>Australian Skills Quality Authority</p> <p>The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. The role of ASQA regulates courses and training providers to ensure nationally approved quality standards are met and the reputation of Australia's VET system is maintained through effective national regulation.</p>
RTO	<p>Registered Training Organisation</p> <p>Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications and must adhere to the Standards for Registered Training Organisations (RTOs). National Code No: 90385.</p>
VET	<p>Vocational Education and Training</p> <p>Vocational education and training (VET) refer to education and training that focuses on delivering practical skills and knowledge required for specific industries.</p>
AQF	<p>Australian Qualifications Framework</p> <p>The AQF previously the Australian Qualification Training Framework (AQTF) is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training section into a set of single comprehensive national qualifications.</p>
RPL	<p>Recognition of Prior Learning</p> <p>An assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.</p>
CT	<p>Credit Transfer</p> <p>Credit Transfer recognises your previously completed studies, which may allow for entry into a qualification and/or provide credit towards the qualification</p>
WC	Wentworth College

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.

Introduction

Wentworth College Aims and Objectives

1. Commitment to providing high quality, interesting training that is relevant to students, 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 student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, delivery and assessment strategies to accommodate student 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.

Wentworth College 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
- 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

WC Role Overview

RTO Chief Executive Officer

The role of the RTO Chief Executive Officer is to provide business and educational leadership to all staff and students relevant to products and services offered by Wentworth College. The Chief Executive Officer is ultimately responsible for organisational governance and compliance.

RTO Specialist

The role of RTO Specialist, in conjunction with the CEO, is to oversee the management of Wentworth College's corporate governance and quality systems relevant to products and services offered by Wentworth College. This involves monitoring compliance with quality standards and codes.

WC Training Administration Team

The Training Administration Team Leader is to prepare and deliver safe and effective training and assessment to students enrolled in Wentworth College's RTO programs. They provide suitable training support services to complement students' individual needs.

Providing Quality Training

WC is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations. 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.

Providing Information to Students

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, current and accurate information that enables the student 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

For more information, please refer to the WC Enrolment and Rights Policy

RTO 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

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

Financial Management

WC will provide the registering body with a formal assurance that the RTO has sound financial management standards for matters related to the RTO's scope of registration and scale of operations.

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

Supporting Students

- One on one study support is provided 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 students to achieve competency

Risk Management

The RTO will use a self-audit process to identify risks and mitigations associated with its operation. Internal audits and an independent audit is conducted annually and can be found in the Training procedure documentation under Continuous Improvements. Risks associated with the operations of the RTO will be recorded in a secure library.

Administration and Records Management

Student and training event records shall be kept as per Training Procedure. In addition, student records regarding accredited training and issued national competencies shall be kept in an accessible format for no less than 30 years.

RTO staff records, including but not limited to qualifications and professional development, shall be kept in a secure electronic library, stored in the company's internal drive. All hardcopy records shall be kept in its secure location.

Training & Assessment

Training and Assessment Process

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.

Courses Offered

Course Code	Course Title	Domestic students VIC	Domestic students	Domestic students	All states & Territories
			NSW	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 -
1/959 Glen Huntly Road, Caulfield South, VIC, 3162
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

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 Students

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 students 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 effect, 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.

Training and Assessment Process Explained

	<ol style="list-style-type: none"> 1. Course enquiry 2. WC provides potential student/employer with course information via initial phone conversation, email and website 3. The Candidate Eligibility form is completed with all personal and required information and details 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
	<p>Candidate is booked for an information session –</p> <p>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"> 1. Candidate eligibility form, 2. Pre-training review/entry level 3. RPL/Credit Transfer 4. Program start dates, 5. Student handbook provided, 6. Fees and charges and refund policy explained, 7. Discuss applicable policies and procedures located in the Student Handbook, 8. Workplace requirements and supervisory requirements 9. Training and Assessment Schedule 10. Complete a LLN Test. This is a requirement prior to commencement of training and assessment, WC representative will inform you of the outcome 11. Practical training sessions and assessment requirements 12. Learning resources and support materials 13. Code of conduct and other applicable policies and procedures such as complaints and appeals, refund policy, training and assessment, durations etc. 14. Student has received, read and understood information regarding the course 15. Student has received, read and understood information regarding the learning environment and the requirements of the student's workplace/site. 16. Student has received, read and understood information regarding WC policies
	<p>Eligible to Commence Training and Assessment</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"> 1. Confirmation of enrolment letter 2. Course folder 3. Training and Assessment Schedule 4. NSW Notification of Enrolment

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

Students 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 15 years of age
3. Have completed Year 12 or equivalent (desirable)
4. Desirable to be an Existing Worker in Community Services Such as a Disability Support Worker, Mental Health Support Worker, AIN in Aged Care, a Lifestyle Officer etc
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

Pre-Training Review

Pre-Training Review and Information:

- Prior to enrolment each student will have a one-on-one meeting with the CEO of WC where advice is given 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 will determine if the predetermined ACSF level is achieved.
- A checklist will be completed by the WC staff member and will be recorded as evidence of the meeting.

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/LLN 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.

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>

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

Student Handbook

Student shall be provided with a Student Handbook detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the student's personnel file.

Student Rights

Refer to Complaints and Appeals Process

Student Obligations, Rights and Responsibilities

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.

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

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.

Probationary Period

Wentworth College has a probationary period, whereby in the first 28 days after commencing training, an enrolment is conditional based on attendance, participation, communication and progress.

During this period, students are required to meet attendance and progress benchmarks, and adhere to the Training Schedule (timetable), to demonstrate their ability to succeed in the course.

Wentworth College reserves the right to not proceed with an enrolment during the probationary period.

Missing classes for whatever reason or any pattern of absenteeism, poor communication, and/or a lack of activity in the student portal, can result in consequences such as exclusion from the course.

For more information, please refer to the WC Monitoring Attendance Policy

Confidentiality and Privacy

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

WC recognises every Students' right to privacy.

WC collects information on all our student through enrolment forms; assessment tasks; surveys; and personal interviews. Any information collected is stored within our training database. We use this information in many different ways; for example, to assess our student' competencies; to analyse our marketing activities; and for promotional purposes. We sometimes contact our student and former student to let them know about future products and services.

In those cases where State or Commonwealth funding supports a student's training, we are obliged to submit their enrolment and progress details for statistical purposes. This does not include providing any student's name or any other personal details. When you sign your enrolment form, you must sign a consent form that allows WC to forward these details to the appropriate government bodies.

We do not share, rent or sell any personal information our student or corporate clients provide to us. The confidentiality of the information we collect is protected under the Commonwealth Privacy ACT 1988 and local State & Territories' current privacy protection acts and regulations.

Student are required to follow the Privacy Act. All students are required to observe verbal or written discretion in their dealings with student, clients and other stakeholders. If we decide we would like to use any information collected for statistical or promotional purposes, we will request the person's written consent first (i.e. editorial, photos for advertising purposes, etc). WC will not disclose any information unless written permission has first been obtained.

For more information, please refer to the WC Confidentiality and Privacy Policy

Plagiarism and Integrity including the use of Artificial Intelligence (AI)

Wentworth College fosters a culture of academic honesty and ethical conduct in learning and assessment. It aims to prevent plagiarism, cheating, and collusion, ensuring that all work submitted by students is their own and reflects their learning. This policy promotes independent learning, protects intellectual property, and upholds the integrity of the RTO's qualifications

For more information, please refer to the:

- *WC Plagiarism and Integrity Policy*
- *WC Academic Misconduct Policy*
- *WC Artificial Intelligence Policy*

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

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.

For more information, please refer to the WC Equal Opportunity Policy

Protection from Harassment

WC is committed to complying with the requirements of the Commonwealth Sex Discrimination Act 1984, the Human Rights and Equal Opportunity Act 1986, the Racial Discrimination Act 1975, the Disability Discrimination Act 1992 and local State & Territories' laws & regulations and expects all students and staff to treat each other with respect. We will not tolerate any form of harassment, discrimination, bullying or victimisation.

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.

Under Australian law, WC must provide a Work and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly. If informed of any harassment or discrimination, we are required by law to take immediate and appropriate action to deal with it.

Harassment should not be confused with legitimate comment, criticism or advice that is given appropriately by WC's management or trainer/assessors, or by students to each other during formal classroom discussions. WC will not tolerate any form of discrimination towards any group or individual on the grounds of their gender, sexual preference, marital status or pregnancy, race, colour, nationality, ethnic or national origin, age, disability, family or carer responsibilities.

If a student considers that discrimination, harassment or bullying has occurred, they should report it immediately to the Chief Executive Officer.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of harassment include	Examples of victimisation include	Examples of bullying include
<ul style="list-style-type: none"> • unwelcome physical contact • repeated unwelcome invitations • insulting or threatening language or gestures • continual unjustified comments about a client's work or work capacity • jokes and comments about someone's ethnicity, colour, race, etc • pictures, posters, graffiti, electronic images, etc that are offensive, obscene or objectionable 	<ul style="list-style-type: none"> • unfavourable treatment like aggression • refusing to provide information to someone • ignoring a person • mocking a person's customs or culture 	<ul style="list-style-type: none"> • coercing someone through the use of strength or fear • behaviour that intimidates, degrades or humiliates a person • aggression, both verbal and physical, violence or threatening behaviour • constant 'put-downs' • persistent, unreasonable criticism of a person's work performance

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer/assessor or the delegated Manager. All complaints will be promptly investigated.

The privacy of anyone filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

For more information, please refer to the WC Protection from Harassment Policy

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

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 students 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.

For more information, please refer to the WC Access and Integrity Policy

Drugs and Alcohol

WC is a drug and alcohol-free RTO.

To ensure the integrity of WC, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden.

Any student who is affected by alcohol or illicit drugs while attending training may be in breach of the WC discipline policy and appropriate action will be taken.

For more information, please refer to the WC Drug and Alcohol Policy

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

Theory Training

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

- Student 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:

- Student 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:

- Student 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

For more information, please refer to the WC Work Placement Policy

Requirement to Submit Own Work

All evidence submitted by a student must be your own work,

For more information, please refer to the WC plagiarism and Integrity Policy

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.

For more information, please refer to the WC Assessment Policy

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.

For more information, please refer to the WC Recognition of Prior Learning Policy

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.

For more information please refer to the WC Credit Transfer Guidelines

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.

For more information, please refer to the WC Monitoring Progress Policy

For more information, please refer to the WC Intervention Strategy for Performance Policy

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	

RTO's Responsibility

Management of Student' Training Records

WC is committed to maintaining and safe guarding the accuracy, integrity and currency of our records and to ensuring their confidentiality and our student's privacy. This is a key requirement of the National Standards for RTOs.

All student records, such as your personal details and records of training and assessment are kept in a secure area. Our electronic records are stored in our database, are protected by password access and up-to-date virus, firewall and spyware protection software, and are backed up off-site. The only people who will have access to your records, apart from you, are our staff and any government officials that may access them under specific legislation (as explained below).

As required by the National Standards, all Student results are retained for 30 years.

Under particular circumstances, RTOs are also required to report statistical information to the National Centre for Vocational Education Research (NCVER). This is only statistical information that meets the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements. When we report this information, it is only statistical data: your personal details are not revealed.

As an RTO, we undergo audits by the Australian Skills Quality Authority at regular intervals. This involves a sampling of our student records by ASQA. Therefore, you need to be aware that ASQA and some other government authorities have a right at law to access our student records. This includes respective State and Territory government's educational departments and funding agencies.

For more information, please refer to the WC Record Management Policy

Quality Improvement through Client Feedback

As an RTO, WC is required to report statistical data such as enrolment numbers, and students' perceptions of the quality of the training, assessment and support services we provide.

This is why we regularly ask for particular information on the application/enrolment form and ask you to complete evaluation forms at various times throughout your training.

The statistical information we collect helps us monitor, maintain and improve the quality of vocational education and training. Indeed, we value and welcome constructive feedback from all of our corporate clients, students and staff.

So, we can provide management with relevant feedback you will be asked periodically to complete a Course Evaluation Form about the services you receive.

Continuous Improvement

Continuous Improvement Records may be opened by any member of the RTO staff in response to an assessment appeal, a specific complaint or an identified trend in student and employer feedback.

Instructions on how to open and process a record should be sought from the RTO specialist. Continuous Improvement activities will be recorded in the RTO Continuous Improvement Register. A schedule of validating units for continuous improvements can be found in the training procedure.

For more information, please refer to the WC Continuous Improvement Policy

Marketing and Advertising

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.

WC ensures its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

WC will ensure marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

WC will ensure that:

- A client's written permission will be gained if the RTO intends to use information about them in any marketing materials.
- It provides clients with full details of conditions in any contractual arrangements.
- It accurately represents its training and assessment products and services to prospective clients.
- All advertising and marketing material such as flyers, brochures, media advertising and any online/ digital website, social content must be audited before the material is released to the public.

Controlled copies of all advertising materials is maintained in our Quality Manual. These policies also apply to any third-party organisations who may be engaged to promote the course on our behalf.

If one or more of the requirements listed in the checklist is not met, the material cannot be approved until the issues identified are fixed.

For more information, please refer to the WC Marketing and Advertising Policy

Industry Engagement and Consultation

Wentworth College undertakes a range of Industry Engagement and Consultation activities to ensure that our Training and Assessment Strategies are providing high quality graduates. Feedback is captured using Industry Engagement Record and reviewed at the Quality Improvement Meeting.

If a complaint is raised and relates specifically to the training and/or assessment services Wentworth College is providing, the RTO Specialist and CEO must be notified and the complaint is managed in accordance with Appeals, Grievances and Complaints as documented.

If the complaint relates to Anti-Discrimination, Harassment, Bullying and Equal Employment Opportunity, Wentworth College Grievance Management and Investigation Process must be adhered. Contact the RTO to discuss.

External Review

RTO training staff will be required to involve industry in the provision of its training and assessment services. Industry involvement will be maintained primarily through the external monitoring and audit process performed by ASQA. In addition, the RTO will make use of the following channels to involve industry in the delivery of its training and assessment services:

- Participation in the evaluation of National Training Packages with ASQA if required.
- Participation in the evaluation of specific activity areas with other industry representatives if required.
- Membership of the Skills Councils.
- Direct consultation with other industry groups (Distributors, other Transmission Authorities etc.).

For more information, please refer to the WC Audit Policy

Internal Monitoring and Review Process

Internal monitoring and reviews are documented and recorded in the appropriate corporate systems. The RTO training staff will:

- Participate in the annual review of the training and assessment strategies.
- Participate in the auditing of the RTO training and assessment functions as required.
- Provide stakeholders with feedback.
- Review feedback at the conclusion of a training program and incorporate any modifications and revisions.

For more information, please refer to the WC Audit Policy

Accountability

Title	Responsibilities and Accountabilities
CEO	<ul style="list-style-type: none"> • As RTO Chief Executive Officer, provide business and educational leadership to all staff and students relevant to products and services offered by Wentworth College. Responsible for organisational governance and compliance
RTO Specialist	<ul style="list-style-type: none"> • As the RTO Compliance Officer, oversee the management of Wentworth College corporate governance and quality systems relevant to products and services offered by Wentworth College. • Monitors compliance with quality standards and codes, student administration and records management, reporting requirements
WC Training Administration Team	<ul style="list-style-type: none"> • Prepare and deliver safe and effective training and assessment to students enrolled in Wentworth College programs. • Adhere to the Trainer/Assessor responsibilities as set out in the RTO Trainer & Assessor Handbook
Students	<ul style="list-style-type: none"> • Actively participate in training activities. • Adhere to the student responsibilities as set out in the RTO Student Handbook.

Intervention Strategy for performance and conduct

Any student who disrupts a class or other learning environment and does not respond to a request from their trainer/assessor or any other staff member to behave and consider others will be referred to the delegated Manager.

Intervention action will be taken against any student who acts in disregard of any of the WC policies and procedures. Depending on the severity of the matter, this may result in suspension or cancellation of enrolment.

For mor information please refer to WC Intervention Strategy for performance and conduct

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.

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 and ACT Skilled Capital funding, our training and assessment services in NSW and ACT are subsidised by the 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

For more information refer to 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, 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)

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 (GST inclusive) is not refundable

Students who give notice to cancel their enrolment 14 business days or more prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment 13 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by WC is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid in advance. An exception to this policy is where WC fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Where refunds are approved, the refund payment must be paid to the Student within 30 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.

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:	<p>The course ceases to be provided at any time after it commences but before it is completed, or</p> <p>The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.</p>	<p>Pro rata refund</p> <p>The refund amount = weekly tuition fee x the number of weeks in the default period</p> <p>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.</p> <p>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</p>	
Default by student	<ul style="list-style-type: none"> The student failed to pay an amount he or she is liable to pay in order to undertake the course. The student breached a condition of his or her student enrolment Misbehaviour by the student If a student fails to attend a course after the start of the Course. In the event that the student seeks and is granted approval by WC to transfer to another provider prior to completion of six months study of the principal course 	Nil	Nil
Student paying by instalments	If a student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan	No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the 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

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.

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.

For more information refer to the WC Deferral, Suspension and Cancellation Policy

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. 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.

Study Guidelines - Points to Remember

Class Attendance	<ul style="list-style-type: none"> Students are expected to be regular and punctual in attendance at all classes in the courses in which they are enrolled Students are required to immediately advise their trainer by email if they are unable to attend classes Students are required to attend 80% of all classes and sessions set in the Training Schedule Students may be withdrawn from the course if overall attendance drops below 80% at any time Students are required to attend catch up classes for any missed classes Attendance is compulsory for assessment sessions and the work placement information session Students are required to attend the full duration of the class, part attendance will be considered as non-attendance Students that are absent for three consecutive classes without notification, will be automatically withdrawn. Students must: <ul style="list-style-type: none"> Be engaged and actively participate in class Camera must remain on for all Zoom classes Follow conveyed etiquette for use of the mute button in Zoom sessions Be respectful to their trainer Be respectful to fellow students
Fee Payment	<ul style="list-style-type: none"> Students can pay the fee in full, (maximum \$1500.00 per instalment), or apply for a Wentworth College Payment Plan Payment Plans are not available for concession fee paying students Students falling in arrears with instalment payments may be unable to continue their course In the event that a student fails to pay any part of the course fees as and when it falls due for payment, Wentworth College reserves the right to: <ul style="list-style-type: none"> Withhold the provision of course materials Restrict access to training sessions Withhold grading of assessments Withhold work placement arrangements Withhold certificates or statement of attainments
Study Guidelines	<ul style="list-style-type: none"> Trainer will be the first point of contact for all training matters Students must: <ul style="list-style-type: none"> Pre-read the student guide before attending the class for the unit Commit to self-direct study, approximately 4 - 8 hours per week for the duration of the course Reply to emails from Trainer and Wentworth College work placement support staff within 48 hours Must have access to a computer and the internet Make themselves available for tutor support when deemed necessary by the trainer or Wentworth College personnel
Assessment Guidelines	<p>Students:</p> <ul style="list-style-type: none"> Must submit assessments by the due dates in accordance with the Training Schedule Must retain a copy of each assessment before submitting their work to the assessor Assessments submitted after the due date will have to be approved by the trainer 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 Will not be deemed eligible for placement where their assessments are reasonably not up to date
Work Placement Guidelines	<ul style="list-style-type: none"> Students must be proactive in arranging work placements Wentworth College can arrange work placement for students that: <ul style="list-style-type: none"> Have paid enrolment fee or is up to date with payment plan Have a strong attendance record, and Are reasonably up to date with assessments

SMART AND SKILLED - Training 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 ie 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 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

Students 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 15 years of age
3. Have completed Year 12 or equivalent (desirable)
4. Desirable to be an Existing Worker in Community Services Such as a Disability Support Worker, Mental Health Support Worker, AIN in Aged Care, a Lifestyle Officer etc
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

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 ie 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>

Skilled Capital - Training subsidised by the ACT Government

Skilled Capital is an ACT Government funded training initiative offering a comprehensive range of services and subsidies to provide Canberrans the support they need to complete the training that is right for them.

Skilled Capital offers an opportunity for the Canberra community to access quality training and fill critical skills needs areas across a range of industries such as community services, information technology, health and construction.

Please see courses offered by Wentworth College under the Skilled Capital initiative.

Further information about Job Trainer is available at

<https://www.act.gov.au/skills/registered-training-organisations/skilled-capital>

