

Student Handbook

Policies & Procedures



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WELCOME

Thank you for choosing Workplace Industry Training. We look forward to working with you to achieve your training goals.

We are committed to providing high quality standards of vocational education and training. We aim to provide a happy and friendly atmosphere in which to learn.

Workplace Industry Training will ensure you receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Workplace Industry Training's policies and procedures, together with forms and documents that you may need to refer to.

We sincerely hope your training with Workplace Industry Training is a memorable and productive learning experience.

Kind Regards,

Mark Hodgins

CEO/Director

1. MISSION Statement

Workplace Industry Training's mission is to provide a high level of training and assessment services in Work Health and Safety and High Risk Work, ensuring:

- Our learners grow personally and professionally through the quality of our services and experienced staff
- Community and environment are better managed through the professional training of our staff
- Workplace accidents are minimised by using experienced and professional staff

2. CODE OF PRACTICE

As a quality training organisation Workplace Industry Training has agreed to operate within the Principles and Standards for NVR Registered Training Organisations 2012. It is our policy to provide equal training opportunities to all eligible students regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference.

Workplace Industry Training further undertakes to provide:

- Qualified, experienced and committed educational and training personnel
- A learning environment which meets all legislative requirements of State and Federal Government
- Quality customer service and a focus on continuous improvement. We value feedback from students, staff and the industry for incorporation into future training programs.
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people in training programs
- A supportive and stimulating learning environment where students may pursue their educational and training goals
- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs
- A referral system for students who experience language, literacy or numeracy difficulties
- A non-prejudicial and plain English assessment dispute procedure which:
 - ◆ Is prompt and courteous
 - ◆ Keeps the aggrieved student informed of what is happening
 - ◆ Protects the confidentiality of both students and staff
 - ◆ Leads to improved services
- Recognition of current skills and experience through Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)
- Marketing and advertising with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.
- A guarantee of privacy concerning records or documents containing personal or sensitive information.

The Chief Executive Officer and Senior Management will ensure that the operations, staff and students of the RTO comply with the requirements of the VET Quality Framework, which includes the following:

- the [Standards for NVR Registered Training Organisations](#)
- the [Australian Qualifications Framework](#)
- the [Fit and Proper Person Requirements](#)
- the [Financial Viability Risk Assessment Requirements](#)
- the [Data Provision Requirements](#).

This applies to all of its operations within the National VET Regulator (NVR) registered training organisation's scope of registration, as listed on the National Register (<http://www.training.gov.au>). (SNR 18.1)

The organisation has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process. These policies and procedures include how the RTO will comply with the following:

- Standards for NVR Registered Training Organisations 2012
 - To provide quality training and assessment across all of its operations (SNR 4/15)
 - To adhere to the principles of access and equity and to maximise outcomes for its clients (SNR 5/16)
 - To be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate (SNR 6/17)
 - Have adequate governance arrangements in place to ensure compliance with the VET Quality Framework (SNR 7/18)
 - Cooperates with the National VET Regulator to ensure compliance (SNR 8/19)
 - Complies with all the relevant legislation for the training industry as well as the industries that the RTO delivers training (SNR 9/20)
 - Have adequate insurance in place (SNR 10/21)
 - Have adequate financial management in place (SNR 11/22)
 - Issue certificates and recognise of qualifications and statements of attainment from other registered training organisations. (SNR 12/23)
 - Ensure the accuracy and integrity of all marketing (SNR 13/24)
 - Transition from superseded Training Packages and expired VET Accredited Courses to ensure currency of training and assessment (SNR 14/25)
- Australian Qualifications Framework:
 - Adhere to the requirements of the AQF Qualifications Issuance Policy (SNR 12/23)
 - Adhere to the requirements of the AQF Qualifications Pathways Policy (SNR 12/23)
- Fit and Proper Person Requirements
 - All senior management, or persons who would have a significant impact on the RTO, are required to complete and submit a Fit and Proper Person form to the National VET Regulator (SNR 9.1/20.1)
- Financial Viability
 - Comply with the submission of a Financial Viability Assessment to the National VET Regulator. (SNR 9.1/20.1)
 - Comply with the Australian Taxation Office requirements by preparing and submitting Australian Company Tax Returns. (SNR 11.1/22.1)
- Data Provision Requirements
 - Collect and store student and training records within an AVETMISS compliant Student management System (DPR 4)
 - Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
 - Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
 - Submit annual reports to the National VET Regulator on data collected (DPR 7)

3. CODE OF ETHICS

1. Workplace Industry Training shall at all times act with integrity in dealings with all clients, students and members of the community.
2. Workplace Industry Training shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - a) Australian Skills Quality Authority (ASQA) and the VET Quality Framework.
 - b) Commonwealth/State legislation and regulatory requirements.
3. Workplace Industry Training will ensure:
 - a) the employment of qualified staff and the on-going maintenance of staff training sufficient to training and assessment programs
 - b) the accuracy of any marketing and promotional advertising material
 - c) compliance with an acceptable refund policy
 - d) compliance with current Workplace Health & Safety and Duty of Care requirements
 - e) the maintenance of adequate records and security of all current and archival records
 - f) client access to their records upon request
 - g) the maintenance and continual improvement of a Continual Improvement System
4. Workplace Industry Training undertakes to maintain quality training and to uphold the highest ethical standards.
5. Workplace Industry Training undertakes to ensure that all students, agents and representatives are familiar with and agree to comply with this code of ethics.
6. Workplace Industry Training shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

4. CLIENT POLICIES AND PROCEDURES

4.1 Enrolment and Selection

1. Courses are open to all adults 16 years and over, subject to individual course and licensing requirements, or upon parental/guardian permission for students under 16 year of age.
2. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in attending a class.
3. A deposit must accompany enrolment to secure a placement.
4. It is the student's responsibility to note the date, time and location of the course as advertised.
5. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
6. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
7. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
8. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
9. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course or tutor at any time without notice.
10. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the classroom.

4.2 Student Induction

Student Induction is conducted prior to course commencement, this includes a presentation with information on:

- Training and Assessment arrangements; including RPL
- Selection and enrolment of learners
- Client support services
- Legislative and occupational licensing requirements
- Complaints and appeals procedures

4.3 Course Fees, Payments & Refunds

1. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. A non-refundable deposit is required to be paid, prior to course commencement, to confirm a place into a course, unless other arrangements have been made with the RTO. The deposit is outlined on the course flyer.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
4. Deposits are non-refundable (deposits are outlined on each course flyer) but can be transferred to another course or student.
5. Refunds may be made in the following circumstances:
 - a. Participants have overpaid the administration charge
 - b. Participants enrolled in training that has been cancelled by the RTO
 - c. Participant advises the RTO prior to course commencement that they are withdrawing from the course
 - d. If the participant withdraws from a course or program due to illness or extreme hardship as determined by the RTO
6. If a course booking is cancelled
 - a. less than seven (7) days prior to the start of a course, 100% of course costs apply as cancellation fees.
 - b. more than seven (7) days but less than fourteen (14) days prior to the start of a course, 50% of course costs apply as cancellation fees.
 - c. more than fourteen (14) days and less than thirty (30) days prior to the start of a course, 25% of course costs apply as cancellation fees.
 - d. more than thirty (30) days prior to the start of a course, 100% refund will be given
7. No refunds will be issued once the course has commenced
8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, an administration fee of \$80 will be charged.
9. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
10. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
11. In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.

4.4 Fees Paid in Advance

The RTO requires a minimum deposit, which will not exceed \$1000 per individual student, prior to course commencement. If the full course fees are below \$1000, the full fees may be required prior to course commencement. Please refer to the course flyers for deposits and course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

4.5 Flexible Delivery and Assessment

Workplace Industry Training recognises the principles of flexible delivery. Our courses are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by learners with varying abilities.

4.6 Conduct

Today's workplace requires students to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect.

At Workplace Industry Training we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow students
- Take the initiative to make things better
- Lead by example
- Respect the property of the RTO and fellow students
- Not to use or tolerate the use of inappropriate language
- Full attention given during face to face classes with mobile phones switched off



It is the responsibility of all students and staff to ensure that the above mentioned principles are adhered to at all times.

4.7 Client Privacy

Workplace Industry Training recognises every student's right to privacy.

Workplace Industry Training collects information on all our students through enrolment forms; assessment tasks; surveys; and personal interviews. Any information collected is stored within our training database. We utilise this information in many different ways, for example to assess a student's competency level or to analyse our marketing activities for promotional purposes. We may from time to time contact you again to let you know about our future products and services. Where State or Commonwealth funding supports training we are obliged to submit your enrolment and progress details for statistical purposes. When you sign your enrolment you have also signed a release that allows the RTO to forward these details to the appropriate government bodies. We do not share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW *Privacy ACT*.

All students and contractors are required to agree with, and sign, a *Privacy Agreement* in line with the NSW Privacy Act. All students are required to observe verbal or written discretion in their dealings with students, clients and other stakeholders.

If we decide we would like to utilise any information collected for statistical or promotional purposes we will request a written consent from the client first (ie editorial; photo's for advertising purposes, etc). Workplace Industry Training will not disclose any information unless written permission has been obtained first.

4.8 Collecting Personal Information

Workplace Industry Training will take such steps as are reasonable in the circumstances to ensure that, before any information is collected or as soon as practicable after collection, the individual to whom the information relates is made aware of the following:

- (a) the fact that the information is being collected,
- (b) the purposes for which the information is being collected,
- (c) the intended recipients of the information,
- (d) whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual if the information (or any part of it) is not provided,
- (e) the existence of any right of access to, and correction of, the information,
- (f) the name and address of the agency that is collecting the information and the agency that is to hold the information.

4.9 Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner, in order for a student to access their records they are required to forward a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

4.10 Client Health

It is in the interest of all staff and clients that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary illness that is contagious (eg gastroenteritis, influenza and viral infections), should not participate in training until recovered.

It is the responsibility of the student to ensure that they keep up to date with their work. If the student misses a day of training they should ask their trainer what they need to do to catch up. Usually the student will be required to read the text and complete any activities from the training day/s lost.



4.11 Drugs & Alcohol

To ensure the integrity of Workplace Industry Training, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden at all times.

Any student who is affected by the use of substances whilst attending training is breaching a major violation of Workplace Industry Training's policy and guidelines and is subject to severe disciplinary action, this can include suspension, dismissal, or any other penalty appropriate under the circumstances.

4.12 Workplace Health and Safety

Workplace Industry Training is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and students.

The management of the RTO are responsible for ensuring that the level of Workplace Health and Safety is not compromised and recognises its obligations under the federal and State rules and regulations of the NSW Workplace Health and Safety Act (2011).

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of Workplace Industry Training. If you identify a hazard please report it to either your trainer or the administration office, and they will complete a *WHS Incident Report Form*.

It is important students report any injury immediately, by completing a *WHS Incident Report Form*, which the Trainer / Assessor will be able to provide and assist you with completing. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your trainer or a staff member of Workplace Industry Training.

4.13 Access and Equity

Workplace Industry Training is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

Workplace Industry Training prohibits discrimination towards any group or individuals in any form, including:

- gender
- age
- disability
- family and carer responsibilities (dismissal only)
- compulsory retirement
- marital status
- homosexuality and homosexual vilification
- transgender and transgender vilification
- racial vilification
- HIV/AIDS vilification

Programs are designed and wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all students.

In the event of a situation that is considered by staff, clients or students to be in violation of Workplace Industry Training's Access & Equity Policy, staff, clients and students are required to report the situation to the Chief Executive Officer.

All training and assessment materials, either purchased or developed by the RTO, are to meet the needs of a diverse range of learners including:

- Existing industry or enterprise employees
- School leavers and/or new entrants to the workplace
- Apprentices or trainees
- Individuals learning new skills and knowledge
- Individuals changing careers
- Unemployed people
- Clients who have a disability
- Clients who are members of target groups such as Aboriginal and Torres Strait Islanders
- Recent migrants
- Individuals or groups needing to meet licensing or other regulatory requirements

Training and Assessment materials should:

- use plain English
- avoid using words that could invoke stereotypes, are culturally inappropriate or, create other barriers
- include culturally specific competencies where required to achieve a workplace outcome
- ensure range statements are sufficiently flexible to take into consideration differing work environments and individual needs
- include non-discriminatory wording and requirements in evidence guides
- provide advice on reasonable adjustments for people with disabilities.

4.14 Client Harassment Policy

Workplace Industry Training will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive learning environment, this includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age. Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation is contrary to the duty of care to provide a safe environment for work and learning.

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

Examples of Harassment may include:

- 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
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent unreasonable criticism of client work performance
- Student violence against teachers, including physical and verbal, also the threat of violence

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 or the Chief Executive Officer. 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 staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against students or staff, who are found to have harassed other students or staff.

Workplace Industry Training expects all our clients and students to support this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for clients or dismissal of students.

5. COMPLAINTS AND APPEALS (STANDARD 2.7)

The RTO recognises that differences and grievances can arise from time to time and believe that the quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

5.1 Complaint

Definition: *an expression of discontent, regret, pain, censure, resentment, or grief; against another person or against the systems set by the RTO.*

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student to student grievance
- b) Staff to Student grievance
- c) Student to work placement employer/supervisor grievance
- d) Staff to work placement employer/supervisor grievance
- e) Staff to staff grievance

5.2 Appeal

Definition: *an earnest request for an appeal against a result given by a Trainer/Assessor, as the student believes that the result given was unfair or unjustified.*

This policy and procedure is relevant to all Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor
- b) Student wishes to have their result reviewed by another Assessor
- c) Student wishes to be re-assessed for the same unit
- d) Student believes that they were discriminated against by the Assessor

5.3 Procedure for submitting a Complaint and/or Appeal

1. As soon as a grievance or appeal arises, it will be raised and discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.
2. Grievances should be kept confidential, in order to protect the complainants, and documented on a *Complaints and Appeals Form*.
3. All *Complaints and Appeals Forms* are to be submitted to the RTO Manager, no matter the outcome, for review at the monthly Meeting.
4. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under “Recommended Action Required for Improvement”.
 - a. An initial meeting should be held within 7 days
 - b. If further investigation is required, this should be completed within a month
5. Each appellant:
 - a. Has an opportunity to formally present his or her case
 - b. Is given a written statement of the appeal outcomes, including reasons for the decision
6. If a solution cannot be found the matter is brought before the RTO Manager for resolution, agreeable to all parties.
7. If the RTO Manager is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the Chief Executive Officer.
8. If a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.
9. The RTO is responsible for acting upon the subject of any complaint found to be substantiated. Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the Complaints & Appeals Register.

All Complaints and Appeals Forms are to be reviewed during the monthly Quality & Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the Australian Skills Quality Authority (www.asqa.gov.au).

6. CONTINUOUS IMPROVEMENT FORMS (ELEMENT 1.1; 3.2)

The RTOs' continuous improvement approach is systematic, involves stakeholders and staff, and uses data to determine the need for improvements to training and assessment. In order to continually improve our practices the RTO collects and analyses data on a monthly basis utilising a range of continuous improvement forms, details of these forms are outlined below.

6.1 Enrolment Form

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, emergency contact details, whether there is any recognition of current

competency or recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The back of the enrolment form outlines the conditions of enrolment information, including student's rights and responsibilities. Students are required to sign the back of the form to acknowledge their agreement with The RTO's terms and conditions. Trainers are responsible for ensuring each student has completed an enrolment form prior to course commencement.

6.2 Complaints & Appeals Form

Refer to 8. Complaints and Appeals

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with the RTO Manager. The RTO administrative staff will make themselves available at a mutually convenient time if a client wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints & Appeals Form, which is accessible from the RTO office. Once the form has been completed, the form should be submitted to the RTO Manager for actioning.

Complaints and Appeals Forms are actioned by the appropriate staff member and filed into the Complaints and Appeals Folder. Each form is then reviewed at the monthly Quality & Compliance Meetings.

6.3 Complaints Report Form

This form is to be completed by all staff, Trainers and Students in the following circumstances:

- For recording additional information that cannot be included in the *Complaints and Appeals Form* due to lack of room; or
- For recording counselling of a Complainant

This form is to be attached and submitted with the *Complaints and Appeals Form*.

6.4 Training Evaluation Form

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers' skills and training ability, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the completion of each training program a Training Evaluation Form is to be handed out to the participants for completion. The Training Evaluation Forms are to be collected and submitted to the Administration Office by the trainer.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, learners and other community bodies to identify future needs in training. The RTO Manager will report both positive and negative feedback to the relevant people for discussion. These discussions are to assist in the revision and adjustment of training materials and delivery methods, and the professional development of our trainers.

Any complaints or issues that are identified from feedback are to be recorded in an Opportunity for Improvement Form for action. Once action has been taken the Opportunity for Improvement Form

is to be filed into the Opportunity for Improvement Register. Forms filed into the folder are reviewed at the monthly Quality & Compliance Meetings.

All Trainers will be given a Trainer's Course Evaluation Form for review and feedback on training materials and delivery methods.

6.5 WHS Incident Report Form

The WHS Incident Report is utilised to record injuries and incidences that occur within the RTO/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the injured party and further action to be undertaken.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details. Once completed the form should be given to the RTO Manager for actioning and review i.e. reporting it to the workers compensation; so that if there is anything that may be ongoing they are aware of it from the beginning. The RTO Manager, once any requirements are actioned, will file the form into the Injury Report Register for review at the monthly Quality & Compliance Meeting.

All staff and students are required to be safety aware and report all incidents, including any identified hazards or injuries that have occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer or to the administration office at the RTO.

6.6 WHS Attendance Register

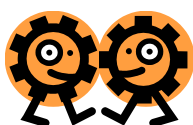
The WHS Attendance Register is utilised to record who is onsite at any given time. Students, staff and visitors are required to sign in upon arrival to the office and on departure from the office, this includes departure for lunch or tea breaks and arrival back from breaks. This data collection is used in emergency situations to ensure the safety of our staff and students.

6.7 Opportunity for Improvement Form

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement. An Opportunity for Improvement Form can be collected from the RTO office. Once the form has been completed, the form should be submitted to the RTO Manager for actioning. The implementation of the actions will be reviewed at the Monthly Quality & Compliance Meetings and any outstanding points are raised on an Opportunity for Improvement Form.

6.8 Client counselling services and support

Workplace Industry Training caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.



All clients should make an appointment with the RTO Manager if they wish to ask about any vocational education and training or personal counselling services.

Workplace Industry Training provides suitable resources to help you identify your learning needs, and is committed to providing clients requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, the RTO provides client vocational counselling to improve and extend training

outcomes. Students are advised to make an appointment *with their trainer* in the first instance, they can then make a time to see the RTO Manager.

Additional support and services include:

- Education and Career Counselling
- Assistance when applying for RPL and RCC

Personal counselling services are available to all clients and staff. This may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include, but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

6.9 Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for your need. This list can be found on page 26 of this Handbook and includes website addresses and phone numbers to access these services.

If you are unsure of the service you require, please do not hesitate to contact your trainer or the RTO Manager to discuss further.

6.10 Language, Literacy and Numeracy

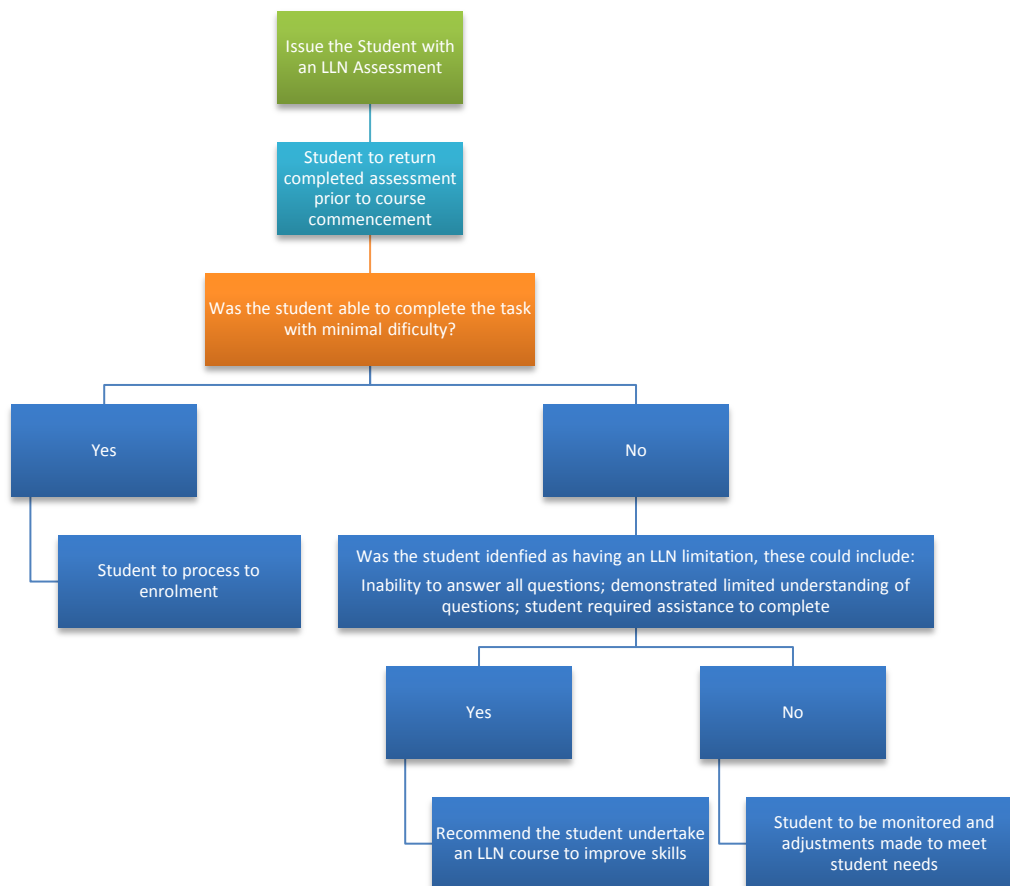
Language, Literacy and Numeracy (LLN) support is available to provide clients with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support should be identified upon enrolment. Many Trainers have a background in language learning and teaching and are able to offer clients case by case support in this area.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, Students need to have basic skills to:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training may need to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above.

6.11 LLN Assessment Process



6.12 Recognition of Prior Learning (RPL) / Recognition of Current Competencies (RCC)

RPL and RCC are sometimes used interchangeably. Recognition of Prior Learning is granted as a result of identifying and assessing your previous and current informal education and training, work experience and/or life experience and knowledge. Your previous learning and the evidence you supply is measured against pre-determined performance standards.

Recognition of Current Competence is the assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

To prepare for recognition of prior learning you should indicate your decision to apply for skills recognition as soon as possible following the induction and orientation program. Following is an outline of how to prepare for recognition of prior learning:

In consultation with your trainer you should:

- Decide which units(s) you would like to have recognised
- Provide an Evidence Portfolio in line with an agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' your skills and knowledge

Evidence for recognition of prior learning may include:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview & questions
- Simulations

Students should initially self-assess against the performance criteria and critical aspects of evidence for each unit.

RPL students must document their claim for competency in sufficient detail to enable the assessor to make clear judgements. If you require further information please ask your trainer.

Students are required to sign an Assessment Agreement, which outlines the requirements of the evidence required for proof of competency. Your Assessor will develop an Assessment Plan to enable you to develop a portfolio.

6.13 RPL Kit

The RPL Kit Form is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL Kit:

1. Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
2. RTO to supply the RPL Kit and explain the process for RPL
3. RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
4. Student to submit to the Assessor all the required evidence and the completed RPL Kit
5. Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the RTO for Certificate issue

6.14 Credit Transfer

Nationally recognised *Units of Competency* and *Statements of Attainment* issued by other Registered Training Organisations (RTO) are recognised by Workplace Industry Training. This enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer the student should complete the following steps:

1. Complete the "Credit Transfer Form"
2. Attach a certified copy of the transcript from the other RTO and highlight the units you wish to have applied to your current enrolment
3. Submit completed "Credit Transfer Form" and transcript to the RTO

Once a Credit Transfer Form has been submitted the RTO will:

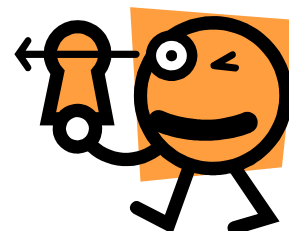
1. Consult with the relevant trainer to review and confirm whether that student is eligible for Credit Transfer
2. If the student is eligible, the result of RCC will be applied to the unit within the Student Database
3. Advise the student in writing of the outcome of the credit transfer application:
 - a) Student is eligible for RCC and the result has been entered into the Database
 - b) Student is not eligible for RCC and the reason why.

6.15 Attendance procedures

Daily Attendance

All students are required to:

- Attend all sessions as scheduled by WIT
- Return from any scheduled breaks as requested
- Participate in all activities
- Complete all tasks and assessments as per schedule
- Notify the trainer/RTO if they are unable to attend any sessions due to illness or personal reasons.



Trainers are required to:

- Record student attendance and advise RTO of any absenteeism
- Keep students on track with their training

7. TRAINING DELIVERY AND ASSESSMENT

7.1 Training

Training is delivered and assessed by qualified trainers. All students are required to attend each scheduled session as required. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include:

- group discussions
- practical exercises
- written assessment
- team activities

7.2 Assessment

Assessment tasks and strategies include a wide range of methods and may include:

- specific written assessments
- formal questions (including multiple choice)
- practical demonstrations

Classroom assessments have two or three assessment tasks for each unit of competency.

7.3 Workplace training

Some programs contain mandatory workplace training, which is assessed in the workplace.

Apart from the mandatory assessment of workplace training, Workplace Industry Training offers no supervision whilst the actual workplace training is being undertaken. Supervision is to be provided by the employer who has offered to participate in work placement.



Whilst a student is undertaking work experience with Workplace Industry Training as part of their course requirements, they are covered by Workplace Industry Training's work placement insurance.

7.4 Assessment Policy and Procedure

7.4.1 Assessment policy

Workplace Industry Training acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.

Workplace Industry Training aims to provide students and training/assessment staff with an assessment system that is as fair and equitable as possible. Workplace Industry Training assessments are competency based and are designed to determine whether the candidate can demonstrate the targeted competencies. Students who are unable to demonstrate competency at a given time or who successfully appeals their assessment results may be reassessed at an appropriate date. Reassessment may attract a reassessment fee.

Workplace Industry Training assessments are set to meet the assessment criteria of the training package or accredited course on which the program is based. Assessments may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to meet student needs and program delivery methods.

7.4.2 Assessment procedure

Students are notified in advance of assessment dates and times by the assessor/trainer responsible for the assessment.

The following conditions apply to assessments:

1. Students who are absent on the day of an assessment or are unable to submit an assessment by the due date, **must notify** the RTO of their inability to complete the assessment.
2. Students who know in advance that their assessment tasks cannot be met must inform their trainer prior to the due date.
3. Students who have missed an assessment for any reason covered under conditions 1 and 2 must apply to be reassessed.
4. If a student has previously attempted an assessment and has been deemed not yet competent they may apply for reassessment, which may attract a fee.



7.5 Assessment appeals process

All students/candidates have the right to appeal any assessment decision made by Workplace Industry Training if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with your Trainer in an attempt to reach a suitable outcome.

If you are still not happy, you are then entitled to lodge a formal complaint by completing a “*Complaints & Appeals Form*” within 7 days of the initial discussion. Once a formal appeal is

lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either part in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

If a satisfactory solution is not reached you can appeal to the Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/>

You have the right to a support person to be involved at all times during the appeal process.

8. CERTIFICATION

In determining whether a client is competent/or not yet competent, the client is assessed against the requirements of the qualification, including the units of competencies and the elements within the units of competency.

Clients are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Package. The testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification with the words *“The qualification is recognised within the Australian Qualifications Framework”*.

The testamur will contain sufficient information to identify correctly the:

- Issuing organisation
- Graduate who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation and
- Authenticity of the document, in a form to reduce fraud, will be utilised in the form of a watermark of the logo or unique stamp or seal

All Certificates and Statements of Attainment identifies the RTO by its national provider number from the National Register and includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use as set by the Australian Quality Framework requirements (Policy 2.1, AQF Qualifications Issuance Policy)

The RTO will endeavour to issue Certificates and Statements of Attainment within two weeks of course completion.

9. NATIONAL UNIQUE STUDENT IDENTIFIER

On 1 January 2014 the National Unique Student Identifier will be implemented nationally, once the requirements for issuing a Unique Student Identifier is implemented the RTO will ensure a policy and procedure is in place for managing compliance against SNR 23.5. In the meantime the following procedure is followed to ensure a Student Number is issued to a student upon enrolment:

1. All clients are to complete an Enrolment Form
2. Completed enrolment forms are entered into the Student Management Database creating a client record within the database.
3. Upon creation of a client record, the database creates a unique student identifier number, which will identify the client as a student of the RTO.
4. The client record will be retained within the Student Management System with all records of attainments of units or competency or qualifications in an accessible format for a period of thirty (30) years.

5. This unique student number will be activated each time a student undertakes further training with the RTO.

If a student is a registered trainee, the State Government also automatically activities a unique student trainee identification number which the RTO nominates when communicating with the State Government.

10. WHAT ARE COMPETENCIES?

A competency is a statement about the skills, knowledge and attitudes a student needs to complete. These statements are contained in each *unit*, with each *unit* often made up of several *elements*.

The assessment of your competency means; that you must be able to demonstrate and give evidence that match the requirements of the units and elements for the course. This evidence is measured against a set of key performance competencies and nationally set standards.

Demonstration of competency includes:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

11. YOUR RESPONSIBILITIES AS A STUDENT

All students are provided with information about the course structure, the training and assessment strategies and the assessment tasks or evidence required in demonstrating the student is competent.



11.1 Competency assessment processes

There are three types of assessments that occur at different stages for each unit.

1. Initial assessments to identify what competencies you already have. (Overall self-assessment.) This occurs during induction/orientation.
2. Progressive assessment during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
3. Final assessments, which will occur when the trainer decides the student is ready.

11.2 How are competencies assessed?

Assessment may attract both direct (show and tell) and indirect (show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate your skills and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, case studies, third party reports, written and oral questions.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’. Broadly it’s simply a matter of whether you are competent (‘C’) or not yet competent (‘NYC’) to demonstrate your skills and provide supporting evidence to the performance standard, unless you have been issued with a Recognition of Current Competencies or Recognition of Prior Learning. If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

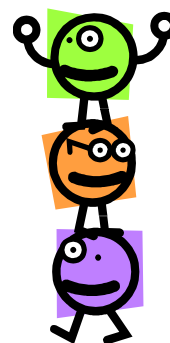
11.3 What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units. This recognition is a *Statement of Attainment* and Transcript will identify the qualification name, units of competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

12. YOUR TRAINER’S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of competency is clearly outlined and indicates what is expected of you during the learning phase.
3. To ensure a safe learning environment.
4. To ensure they are kept up-to-date with current industry requirements, according to their industry being taught and the training industry.



13. GENERAL INFORMATION

13.1 Client dress code

All students are required to dress according to the industry they are training for, example: long pants, long sleeve shirt, safety boots and a Hard Hat or Safety Helmet are required for all days.

13.2 Organisation’s property

During your term of enrolment students may be issued with resources to aid them in their studies, these resources remain the property of Workplace Industry Training and are only on loan. Students are required to return the Organisation’s property within the time specified by the issuing staff member.

13.3 Accidents (Reporting)

1. A First Aid Kit is located in the Administration Office at the RTO premises.
2. In the Trainers Folder is an Incident Report form. If there are any accidents during class please notify the **RTO Manager** as soon as possible and complete the incident form to record the details.
3. If assistance is required for an emergency situation outside Administration Office hours, the **RTO Manager** may be contacted by mobile.

13.4 Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand down wind or downhill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

13.5 Evacuation Procedure

In the event of an emergency situation eg: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner, and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

14. CLIENT FEEDBACK & CONTINUOUS IMPROVEMENT

Workplace Industry Training collects regular statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our clients, students and staff concerning educational and service improvements or changes that would improve our existing educational and client services provided by Workplace Industry Training.

To provide management with this feedback you will be asked to complete a Training Evaluation Form which will either be distributed after induction, orientation or during your training. Please complete these Training Evaluation Forms and provide your feedback on our training and assessment procedures. Once completed please return the form to your trainer or other designated Workplace Industry Training employee.

Students and clients wishing to provide additional feedback on any issues or areas for improvement are encouraged to complete an *Opportunity for Improvement* Form located from your Trainer or at our Administration Office.

15. LINKS FOR FURTHER INFORMATION

15.1 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:

www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm

15.2 Industrial Relations Act 1996

The principle objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/>

15.3 Anti-Discrimination Act 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MIT, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

15.4 Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practises, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

15.5 Commission for Children and Young People and Child Guardian Act 1998

The object for Commission for Children and Young People and Child Guardian Act 1998 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information visit:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+146+1998+cd+0+N>

*“Thank you for choosing
Workplace Industry Training Pty Ltd”*

SUPPORT SERVICES LIST

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Just Ask Us! (Post Traumatic Stress Disorder)	www.justaskus.org.au	1800 422 899	Available on website	For clients who are suffering from post-traumatic stress following an event that has affected their lives
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/			Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues
The Reading Writing Hotline	http://www.literacyline.edu.au/	1300 655 506	info@literacyline.edu.au	If a clients is having difficulty with reading, writing and numeracy who require training to assist them.
NA- Narcotics Anonymous	www.naoz.org.au	0466 663 979	Info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	(02) 4924 6333	Available on website	To assist clients who have been raped
Workplace Bullying Helpline	www.workershealth.com.au	(02) 9749 7666	crew@reachout.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	www.menslineaus.org.au	1300 78 79 78	talkitover@menslineaus.org.au	For male clients who have male related health issues
Wesley Mission Aust. (Poverty Helpline)	www.wesleymission.org.au	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues
National Council for Single Mothers and their children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments

Salvo care line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facsw.nsw.gov.au	Support for family, ageing, disability or home care
National Disability Abuse and Neglect Hotline	http://www.disabilityhotline.net.au/	1800 880 052	hotline@workfocus.com	For clients who have a disability who may have suffered abuse or neglect
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues