

TRAINWELL



teach well

Client Information 2009

Contents

<i>Page</i>	
3.....	Welcome to TrainWell
3.....	Staff
3.....	Student support
3.....	Student Records
4.....	The enrolment process
5.....	The induction process
6.....	Flexible learning and assessment
6.....	Completing a course
6.....	Assessment and Results
7.....	Recognition of Prior Learning
8.....	Fees and Refunds
9.....	TrainWell Code of Conduct
10.....	Access and Equity
10.....	Attendance
11.....	Compliance with Legislation and Regulatory Requirements
11.....	Discipline
12.....	Complaints and Appeals

©TrainWell 2007

Tel: 0425270286 Fax: 02 47589595

info@trainwell.com.au www.trainwell.com.au

PO Box 174 Woodford NSW 2778

Tafline Gillespie Trading as: TrainWell

RTO Provider Number 91174

ABN: 29 415 496 086

Welcome to TrainWell

TrainWell is a registered training organization run by experienced training professionals providing nationally recognized training vocational education and training sector.

TrainWell aims to teach and develop skills that will enable students to become competent successful professionals in their chosen industry.

Staff

TrainWell students benefit from the services of fully qualified lecturers who have extensive experience in both teaching and working in the vocational education and training sector.

Student support

TrainWell aims to ensure each student achieves the best results possible from the training they receive; to this end, each student will be able to access the support of the academic and administration staff whenever necessary.

The Principal, lecturers and administration staff are always available to students for consultation on academic and personal issues affecting their study. Students can expect help and counsel regarding their progress through a course and career decisions. Students may also receive advice regarding finding work.

It is in the best interest of TrainWell that each student enjoys their studies and achieves the best outcome possible; therefore, students are encouraged to approach the staff for help whenever necessary before and after enrolment in the full confidence that they will be aided to the fullest capacity of the staff.

The staff will have available to them a co-operative executive who have access to external and internal resources as well as comprehensive, accessible policies and procedures designed to create a flexible, fair and accessible training and assessment system designed to benefit every student.

Student Records

Student's records are retained for a period of 30 years as required by law. If students need to view their records they can make an appointment to do so.

The enrolment process

1. Read and understand the information in this handbook (available at www.trainwell.com.au).
2. If deciding to enter a course, provide the information requested on the enrolment application and sign the enrolment application.
The information requested on the enrolment application is required to determine the suitability of the applicant for their chosen course and to ascertain any special circumstances requiring support or guidance the applicant may have.
3. Forward the application including payment to the address given in the information.

Upon receipt, the enrolment application will be reviewed by the Principal and an interview conducted if necessary to ascertain any special circumstances requiring support or guidance the applicant may have revealed.

Once the enrolment application has been reviewed, the applicant will be informed of the status of their application.

If the application is successful:

- The applicant will be informed by telephone
- The applicant will be sent a receipt after the enrolment night for their course
- The applicant will be given further details regarding the course entered including:
Exact location
A timetable for lectures

If the application has been unsuccessful:

- The applicant will be informed of the reason in writing.
- Given suggestions as to steps they may take towards gaining the necessary skills in order to achieve their desired goals.
- All monies paid will be refunded.

The induction process

The induction process begins on the first day of a course before lectures begin.

During induction:

- Students will meet the teachers.
- Students will be given course notes, the student Assessment Pack and OH&S information for the venue the training is held in.
- Students will be given an OH&S induction for the venue the training is held in and taken through an outline of the delivery and assessment process.
- Students will be told of the responsible staff members regarding complaints, RPL requests, comments and any problems they need to discuss.
- Students are encouraged to provide feedback on any of their interactions with TrainWell via TrainWell website or verbally.
- Students are reminded of attendance requirements as per this handbook.
- Course outcomes are discussed, and students are reminded of possible pathways applicable on completion of the course.
- Students are given the opportunity to ask questions.

This concludes the induction process, and the first lecture begins.

Flexible learning and assessment

TrainWell employs flexible learning and assessment procedures, which enable it to be as inclusive as possible towards all prospective applicants and enrolled students. Flexible training procedures include delivery of training in a wide variety of locations with a flexible schedule for delivery to be determined through consultation with industry members providing access to those who are more geographically isolated than most. In some cases, smaller classes will be catered to as well as a choice of premises for training delivery. Flexible assessment methods will be employed when necessary including workplace assignment, oral assessment, practical assessment, flexible time and place, RPL options and re-assessment. The flexibility of training and assessment delivery and methods is designed to help TrainWell provide as inclusive a service as possible to its clients.

Completing a course

On successful completion of a course, TrainWell will issue students with the relevant qualification or statement of attainment achieved.

Assessment and Results

Every student, on commencement of a course will be provided with the Student Assessment Pack and taken through an outline of the delivery and assessment process.

All courses will be assessed against the competency standards from the relevant training package.

Students are assessed as 'competent' or 'not yet competent'.

If the student receives a 'NYC' (not yet competent), they will be briefed in private as to where they need to concentrate in order to achieve competency and given further opportunities to undergo re-assessment or more training.

Recognition of Prior Learning

What is RPL?

RPL is recognizing that work, life and study experiences are valuable ways that people build skills and knowledge.

If you have evidence that you have the skills or knowledge that a unit is teaching, you will be able to have these skills or knowledge compared with those needed for the relevant unit and recognition of your competency may be granted.

If you have an AQF qualification or statement of attainment issued by another Registered Training Organisation TrainWell will grant recognition on sighting the original document.

If you are given recognition for a unit, you will not have to complete the unit. You can apply for RPL on or after enrolment but before the unit starts.

How do I know if I am eligible for RPL?

Do any of these apply to you?

- Have I studied this unit previously?
Have I ever done this, and can I still do it well?
- Do I do this at work?
- Can I show evidence to prove I know how to do this?
- Am I confident enough to pass an assessment?

If you answer yes to any of these, you may be eligible for RPL.

The RPL Process

Contact TrainWell for an initial RPL consultation and the RPL handbook for the subject you are interested in.

Fees and Refunds

Refund Applications

- All refund applications are to be made in writing.
- Refund applications will be processed as soon as practicable.
- Refused refunds will be given written reasons.
- Applications for refund must be received before assessment of a course.

Terms and conditions of refunds:

\$300 of the course fee charged is regarded as an administrative fee and is non-refundable unless:

- the course is cancelled
- an enrollment application is unsuccessful

Course fees are pro-rata refundable when:

- A client can provide a medical certificate indicating inability to complete the course.
- A client can prove exceptional circumstances are preventing completion of the course.

Course fees are not refundable where:

- A client withdraws after commencement of course and cannot comply with the conditions set out above.
- A client gives false or misleading information.
- A client fails to comply with satisfactory conduct* requirements and is dismissed from the course.
- Course participation is postponed to a later date for disciplinary reasons.

* Unsatisfactory conduct includes excessive absenteeism, disruptive attitude, non compliance with TrainWell Code of Conduct.

TrainWell Code of Conduct

TrainWell responsibilities

1. TrainWell is impartial in its dealings with staff and students.
2. TrainWell provides a workplace and training environment that is free from discrimination, victimization and harassment.
3. TrainWell is accountable to VETAB and operates under the Vocational Education and Training Act 2005 and within the AQTF.
4. TrainWell is responsive to registering, licensing and legislative bodies, stakeholders and clients in adhering to its policies and procedures and providing professional service.
5. TrainWell operates in a manner that encourages feedback from employees, stakeholders and clients on matters that affect their work and studies and the services TrainWell provides.
6. TrainWell provides a fair, flexible, safe and rewarding training environment and working conditions.
7. TrainWell focuses on high performance, excellent results and continuous improvement of its services and working conditions.
8. TrainWell promotes equal opportunity in employment and training.
9. TrainWell provides a fair appeals process in respect of decisions made regarding its employees and clients.

Staff and student responsibilities

1. Staff and students must behave professionally and in accordance with TrainWell's Code of Conduct.
2. Staff and students must treat everyone with respect and without harassment, victimization or discrimination.
3. Staff must maintain confidentiality regarding information acquired while employed at TrainWell.
4. Staff and students must not give false or misleading information regarding employment or studies.
5. Staff and students must behave in a way that upholds TrainWell's Code of Conduct.
6. Staff and students must behave in a way that promotes the good name of TrainWell.

Access and Equity

TrainWell recognizes that some groups experience disadvantage and unequal training outcomes and therefore, aims to provide non-discriminatory access to its services and equitable training outcomes to all groups in society and to include and value students from diverse backgrounds.

TrainWell will institute procedures, which will ensure the provision of accessible and equitable training and outcomes.

A summary of these procedures:

1. Promotion of our services in a manner that will ensure that all prospective students will be aware of options TrainWell will provide to meet their individual training needs.
2. Assessing students to identify learning support needed and referring those we consider unable to successfully complete the course to relevant organizations and provide any advice possible to help clients gain their desired outcomes.
3. Ensuring that disadvantaged groups have the opportunity to participate and achieve equitable outcomes by creating an inclusive learning environment in all our classes and employing inclusive measures including flexible learning and assessment strategies.

Attendance

Consistent attendance is required at all classes and exams. Inconsistent attendance could lead to poor assessment outcomes and cause difficulty for TrainWell to declare competence in an area of study.

A minimum of 95% attendance is recommended. Inconsistent attendance will result in valuable lesson time lost making poor assessment outcomes likely.

If a problem meeting the attendance requirements exists, it should be discussed with the principal or lecturers who will discuss options to remedy the situation.

Compliance with Legislation and Regulatory Requirements

TrainWell ensures that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and compliance is maintained.

The following legislation is relevant to TrainWell operations and can be accessed at: www.legislation.nsw.gov.au.

- Vocational Education and Training Act 2005 No 100
- Occupational Health and Safety Act 2000 No 40
- Privacy and Personal Information Protection Act 1998 No 133
- Child Protection (Prohibited Employment) Act 1998 No 147
- Apprenticeship and Traineeship Act 2001 No 80
- Anti-Discrimination Act 1977 No 48

Discipline

TrainWell is an adult learning environment, and students are therefore expected to behave in an appropriate manner. This is important to each student who will benefit from association with deferent, respectful colleagues during their study period as well as after study in the work place where relationships can continue.

TrainWell aims to encourage a professional environment where students can achieve their personal best; to this end, disciplinary procedures are in place including course postponement or dismissal. If a student gives false or misleading information or fails to comply with satisfactory conduct requirements, that student will be counselled to display appropriate behavior. If it is considered necessary by the executive, the student may be dismissed from the course or a course postponement may be suggested.

In the case of postponement for disciplinary reasons, course fees will be retained by TrainWell and considered payment for ultimate completion of the course.

In the case of dismissal for disciplinary reasons, no refund of fees is applicable.

Postponement of course participation gives the option to participate and conclude a course of study at a later date when current circumstances causing problems to a student may not be in effect.

Complaints and Appeals

TrainWell aims to ensure that complaints and appeals are properly acknowledged, administered, recorded, resolved and when necessary, investigated.

Summary

- Clients are treated in a fair, reasonable and consistent manner when lodging a complaint.
- Clients understand how to make a complaint, the complaint resolution process and the appeal process.
- Wherever possible, complaints will be resolved immediately and informally.
- If the complaint cannot be solved immediately, the matter will be passed on to the appropriate person the same day or the next working day.
- All information and documentation regarding a complaint will be kept strictly confidential and will only be disclosed on a need-to-know basis.
- Clients understand that the victimization of complainants and respondents is not tolerated.
- Complaints will be requested in writing when they relate to discrimination, harassment or unlawful behaviour or when there is a dispute regarding the facts of a matter.
- Complainants can seek initial advice in confidence.
- If a complainant's identity is to be revealed or action taken, it will be done with the complainant's consent.
- In general, no action is taken on anonymous complaints.
- Outcomes regarding complaints can be appealed by the complainant or the respondent to the complaint.
- Appeals will be heard by an independent person.
- Complainants and respondents will be treated fairly and by the same standards.
- If necessary, disciplinary action will be taken by TrainWell.