



**Participant  
Handbook  
2009**

**International Institute of Training (Aust) Trading as WYN Training Solutions (TOID21528)**

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## **Introduction**

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Welcome to WYN Training Solutions. We are an organisation that provides excellence in training services for the fitness and massage industry. Our philosophy encompasses first class customer service and the delivery of premium quality training to all of our clients.

We have a philosophy that is committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals within the fitness and massage industry.

Our RTO currently delivers the following qualifications:

SRF30204 Certificate III in Fitness  
SRF40204 Certificate IV in Fitness

21593VIC Course in First Aid Level 2

HLT40302 Certificate IV in Massage  
HLT50302 Diploma of Massage

TAA40104 Certificate IV in Training and Assessment

Our trainers and assessors are highly qualified and have extensive experience. We are here to support you throughout our courses and we hope you have an enjoyable learning experience.

## **The Australian Quality Training Framework (AQTF) Standards**

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You are about to consider becoming a participant in a process that may result in achieving a nationally accredited qualification.

This qualification can only be delivered to you in Victoria by an organisation that has met the requirements of the Office of Training and Tertiary Education (OTTE).

The requirements are arranged into 12 standards labeled standard 1 through to standard 12.

The requirements are defined in the Australian Quality Training Framework (AQTF). OTTE audits Registered Training Organisations (RTOs) to ensure compliance against these standards.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

If you have any questions regarding the AQTF, OTTE or the standard of content please contact WYN Training Solutions' Executive Director who will be able to assist.

## **Participant Complaints**

We will deal with any participant complaints against our decisions in an effective and timely manner.

- Each complaint and its outcomes will be recorded in writing.
- Each complainant:
  - Has the opportunity to formally present his or her case
  - Is given a written statement of the appeals outcomes, including reasons for the decision.
- We will act upon any substantiated complaint.
- An independent mediator will make final decisions in the event a third party mediator is required.

Copies of the Complaints forms are available from WYN Training Solutions' Executive Director.

All complaints and appeals are reviewed at our monthly management meeting and if appropriate, result in a continuous improvements process.

If the participant is still not satisfied with the resolution of the complaint, then they can contact the:

**Disputes Settlement Centre,  
A Division of the Department of Justice.**  
Address: 4/456 Lonsdale Street, Melbourne 3000  
(GPO BOX 4113)  
Phone: 03 9603 8370  
(Free call, STD areas only - 1800 658 528)  
Email: dscv@justice.vic.gov.

A copy of the National Code of Complaints is available from WYN Training Solutions' Executive Director.

Alternatively, international participants can access an inexpensive, independent dispute resolution service through the college.

This service is provided by ACPET, who is the provider of other services to the college. ACPET's contact details are:

**ACPET Victoria**  
Suite 101, Level 1, 126 Wellington Parade,  
East Melbourne, Vic 3002  
PO Box 551, East Melbourne, Vic 8002  
Ph: (03) 9416 1355  
Fax: (03) 9416 1895  
Email vic@acpet.edu.au

### **Participant Appeals**

We will deal with any Participant appeals against our decisions including, assessment decisions, in an effective and timely manner.

- Each appeal and its outcomes will be recorded in writing.
- Each appellant:
  - has the opportunity to formally present his or her case
  - is given a written statement of the appeals outcomes, including reasons for the decision.
- An independent mediator will make final decisions in the event a third party mediator is required.

If an appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

Copies of the Complaints and Appeals forms are available from WYN Training Solutions' Executive Director.

All complaints and appeals are reviewed at our monthly management meeting and if appropriate, result in a continuous improvements process.

If the participant is still not satisfied with the resolution of the complaint, they can contact the Disputes Settlement Centre, as listed over the page:

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#### **Legislative Requirements**

We are subject to a variety of legislative requirements related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation and our obligations to you as our clients, and relates to the industry for which we are conducting training.

This legislation is continually being updated and all staff members are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.dms.dpc.vic.gov.au/>

The legislation that particularly effects your participation in Vocational Education and Training includes:

#### **Commonwealth Legislation:**

- Human Rights and Equal Opportunity Commission Act 1986
- Racial Hatred Act 1995
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants
- Education Services for Overseas Participants Act 2000
- Education Services for Overseas Participants (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Participants Regulations 2001

#### **State Based Legislation**

- Vocational Education and Training Act 1990
- Adult, Community and Further Education Act 1991
- Tertiary Education Act 1993
- Equal Opportunity Act 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulation 2001

#### **Occupational Health and Safety Policy**

The Occupational Health and Safety Act 2004 describes WYN Training Solutions' duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene

- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers
- a clean and suitably designed work place with safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Ensure that safe lifting and carrying techniques are maintained.
- Ensure participant safety at all times.
- Ensure that procedures for operator safety are followed at all times.
- Ensure that all unsafe situations are recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and participants.
- Display first aid and safety procedures for all staff and participants to see.
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### **Harassment and Discrimination Policy**

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and participants feel valued, respected and treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example. We will ensure that all our staff members are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged, with permission, only to those who need to know, except when required by law for official government bodies.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as grounds for discrimination.

**'Harassment'** - is any unwelcome or uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of WYN Training Solutions.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudice, racial jokes, allocation of least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome or uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about private or sexual life, requests for sexual favours, smutty jokes; inappropriate phone calls, emails, facsimiles or messages; offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment and denial of access to resources or work.

### **Specific principles**

All staff and participants have a right to work in an environment free of any form of harassment and discrimination.

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour and will not be tolerated.
- The management, when informed of any harassment or discrimination, has the right and responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- Wherever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation to achieve an acceptable outcome while minimising any potential damage to our organisation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

### **Privacy**

WYN Training Solutions takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases, as required by law and as required by the AQTF, we will need to make your information available to others, such as the Australian Government's State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek your written permission.

The ten Privacy Principles are defined below:

1. *Collection* – We will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. *Use and disclosure* – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. *Data quality* – We will take all reasonable steps to make sure that the personal information collected used or disclosed is accurate, complete and up to date.
4. *Data Security* – We will take all reasonable steps to protect the personal information held from misuse or loss and from unauthorised access, modification or disclosure.
5. *Openness* – We will document how personal information is managed and when asked by an individual, will explain the purpose of the information held, how it is collected, held, used and disclosed.
6. *Access and correction* – The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up-date information errors described by the individual.
7. *Unique Identifiers* – Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign a unique identifier except where it is necessary to carry out its functions efficiently.

8. *Anonymity* – Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. *Trans-border Data Flows* – The individual's privacy protection applies to the transfer of personal information out of Australia.
10. *Sensitive Information* – We will seek the consent of the individual when collecting sensitive information such as health, racial or ethnic background, or criminal record.

### **Vocational Education and Training Requirements and Policies**

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These are described in more detail in the VET act (Vocational Education and Training Act 1990) but basically confirm the right of OTTE to audit the RTO, apply penalties for non-compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

### **Apprenticeships and Traineeships**

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WYN Training Solutions has the ability to offer training to Apprentices and Trainees.

We will ensure compliance with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education and Training (DET) requirements for funding of the Apprenticeship/Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

### **Working with Children**

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We do accept participants under the age of 18. Due to this we are committed to comply with all current and future legislation in relation to working with children such as the Sex Offenders Registration Act 2004.

If we commence operations in other states, we recognise that we will need to comply with local legislation relating to working with children.

### **Fees and Refund Policy**

Fees are levied on all our training programs.

The fees and charges applicable to each training program are negotiated directly with the participant.

Any fees due must be paid by the method agreed in the course information sheet or as agreed with the participant's employer as per our agreed commercial terms.

All payments will be recorded in the accounting system and receipts are issued.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.

Domestic participants have their fees protected by an ASTAS insurance policy placed with ACPET.

International participants have their fees protected by an OSTAS insurance policy.

### **Cancellations & Refunds**

All our participants are subject to a written agreement between themselves and WYN Training Solutions.

Our refund policy is intended to:

- be clearly understood by all parties including the participant
- be given to the participant before the participant makes any payments
- clearly state how and when a participant should apply for a refund.

If an application for a Student Visa is rejected for an international participant applying for enrolment from **offshore**, then all course fees will be refunded in full provided that documentary evidence is supplied within fourteen (14) days of visa rejection. The course enrolment fee will not be refunded.

### **Conditions under which WYN Training Solutions will refund course fees:**

- If the offered course does not start on the scheduled starting date or an alternative agreed starting day.
- If the course ceases to be provided after the course starts but before the course is completed.
- If a course is not provided fully to the participant because a sanction has been imposed by either the Office of Training and Tertiary Education or DEST under either the AQTF and/or the ESOS Act 2000.

We will pay a full refund to all participants who are affected by the above within two weeks of receiving a written claim from the participant.

We will provide all participants with a statement explaining how the refund amount has been calculated.

This agreement does not **remove the right to take further action under Australia's consumer protection laws**. The participant can also pursue any other appropriate legal remedies.

A participant is not permitted to transfer course fees to another participant.

International participants cannot transfer to another course at another institution within the first twelve months of commencement of a course.

Participants can apply for a refund by applying in writing to the RTO Executive Director citing the reasons for refund, the amount requested and any other relevant details.

*Note: We will give special consideration to refund of fees in extenuating circumstances following a written application to the GM or CEO*

### **Refunds paid if a participant does not commence or withdraws from the course:**

Refunds shall only be considered upon receipt of a written request and shall only be authorised by the Executive Director in consultation with the Finance Manager. Refunds shall only be considered in the following situations:

- Where a student submits a request in writing for refund over 14 days prior to commencement of a course a full refund will be issued, less \$500 administration fee.
- Where a student submits a request in writing for refund between 7 and 14 days prior to commencement of a course a 75% refund will apply. 25% of the fees will be retained by WYN as an administration fee.
- Where a student submits a request in writing for refund less than 7 days prior to the commencement of a course no refund will be issued and 100% of the course fees will be retained.
- Where a cancellation has been approved and payment for a course has not been made, WYN reserves the right to recover monies as follows:
  - More than 14 days prior to commencement a \$500 administration fee is due and payable.
  - If notice of cancellation is given between 7 and 14 days a payment of 25% is due and payable.
  - Where notice of less than 7 days is given 100% of the course fees are due and payable.

We undertake to make payment of all refunds within 28 days of receipt of a written application for refund.

As a member of the ACPET OSTAS if we are unable to fulfil our obligations to complete a course, the international participant will be offered a no cost enrolment into another ACPET OSTAS member college.

With regard to international participants we will comply with the refund requirements of Section 29 of the ESOS Act 2000 and **refund the required amount as defined below within four weeks of the participant not commencing the course on the scheduled date.**

### **Deferral Policy**

Deferrals shall only be considered upon receipt of written request. All deferrals from the course stated on the enrolment form will incur a \$500 deferral fee. This fee is payable upon approval of deferral. If this fee is not paid, the deferral is not valid and the student will be required to continue with the originally agreed course start date and will be liable for all remaining course fees.

### **Non-course Fees and Charges**

Late payment fee	20% of total course fees
Recognition of Prior Learning application	\$150/hour of review
Private tutorial	\$100/hour
Late assignment fee	\$150
Certificate re-printing	\$ 20
Course deferral fee	\$500

### **Participant Training Records Policy**

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising the confidentiality of the records or your privacy.

Individual participant records will be stored in our computer system and in our locked secure office area. It is the responsibility of our administration staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

Our electronic records are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

We conduct a weekly backup of our computer systems onto CD and an external drive (laptop). This is the responsibility of our Customer Service Manager.

Our software and hardcopy systems will retain participants' results, copies of qualifications and sufficient evidence of completion for no less than 30 years. In the event that we cease to operate as an RTO we will transfer all records to OTTE in an appropriate format and details as specified by OTTE at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of seven years.

Should we be required to submit statistical data on our participants in the future (**AVETMISS**)(?) we will invest in a suitable software package.

We will ensure that any confidential information acquired by us, or by individuals, committees or organisations acting on our behalf, is safeguarded.

Access to individual participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants with whom they are working
- management staff as required to ensure the smooth and efficient operation of the business
- officers from the Department of Education and Training, the Office of Training and Tertiary Education or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

- people permitted by law to access these records (e.g. subpoena, search warrants, social service benefits, evidence etc).

Or

- participants authorising release of specific information to third parties in writing
- the participants themselves, after making application in writing.

Participants requiring access to their own records will need to complete an application form, available from any RTO staff member.

International participants' records will be retained onsite in our college for a minimum of two years.

### **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by WYN Training Solutions.

These qualifications will be recognised and where appropriate could be used to reduce any course being offered by us.

### **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis including:

- women where under-represented
- people with disabilities
- people from non-English speaking backgrounds
- indigenous Australians
- and rural and remote learners.

All participants have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our courses. Where our courses have a limited number of available places, these will be filled in order of completed bookings.

Any issues or questions raised regarding access and equity can be directed to our Executive Director.

### **Client Selection**

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Students must be at least 16 years of age when starting our courses.

Please note:

- that you cannot be registered with Kinect Australia or Fitness Australia as a Gym Instructor, Group Fitness Instructor or Personal Trainer until you are 18 years of age. However you will be able to gain employment in the Fitness Industry in the areas of administration, sales and marketing.
- that you can not register with AAMT and various other registration bodies as a Massage Therapist or Remedial Massage Therapist until you are over 18 years of age.

Some of Wyn Training Solutions qualifications have qualification pre requisites for course entry. Please contact our head office for further information.

### **Employability skills**

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Employability skills are non-technical skills which play a significant part in contributing to an individual's effective and successful participation in the workplace. Employability skills are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies. In Australia the employability skills are:

- Communication skills
- Teamwork skills
- Problem-solving skills
- Initiative and enterprise skills
- Planning and organising skills
- Self-management skills
- Learning skills
- Technology skills

A summary of the employability skills developed through the qualifications offered at Wyn Training Solutions can be downloaded from <http://employabilityskills.training.com.au>.

*This information has been taken from Training Packages @ Work team (Australian Government project) 13 November 2008.*

## **Enrolment**

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All participants are required to complete an enrolment form prior to the commencement of any training offered by us.

Participants should be aware that the information provided by participants can in some circumstances be required to be passed onto government departments.

Any participant concerned about this should:

- firstly review the privacy legislation referenced in this manual, and if still concerned
- contact the Executive Director to discuss further the nature of their concern.

A copy of an acknowledgement form to be provided at course induction can be found at the back of this booklet. The one provided to you at induction is to be signed and return to WYN Training Solutions' Executive Director. This acknowledgement will then be kept within your individual participant file.

## **Induction**

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Once all participants have completed the enrolment session they will complete an induction program which will cover:

- introduction to the WYN Training Solutions training staff
- location of amenities, exits, safety marshalling points, contact details etc.
- confirmation of the course to be delivered
- training and assessment procedures, including method, format and purpose of assessment
- qualifications to be issued.

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

## **Language, Literacy and Numeracy (LLN) Assistance**

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Our course standard material contains written documentation and very limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE College.

## **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our courses.

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their trainer, or our participant counselor.

**Course Counseling:** If at any time you have a problem with any of the theory or practical subjects, you should first discuss the problem with your teacher. If the problem is not resolved you can discuss it with our "student contact officer" or our Executive Director.

**Personal Counseling:** If at any time you have a problem of a personal nature, or you are feeling stressed and need to talk to someone, please feel free to talk to your teacher, Customer Service Manager or Executive Director. If you would prefer to consult an alternative professional counselor, the following are some local names and numbers to contact:

### **Counseling 24 hour assistance lines:**

- Life Line 13 1114

- Salvation Army 1300 36 36 22
- Anglicare Victoria 9412 6133

### **Participant Counselor**

If you are from overseas or interstate a counselor will be able to help you adjust and hopefully learn to love living in Melbourne.

Our counselor will help your transition run smoothly and will assist you to become familiar with the local area and the college. During your studies the counselor will be willing to help you with any problems.

These may include:

- o issues relating to orientation to living in Australia, and the course you are studying
- o your academic progress
- o options on further study either at WYN Training Solutions or at other educational institutes throughout Australia
- o additional options for accommodation to those offered already in the provided information.

If you are concerned about your academic progress our members of staff will make the full resources of the RTO available to help you achieve the required level of competency in all accredited courses.

If your needs exceed our capacity we will refer you to an appropriate external agency.

### **Flexible Delivery and Assessment Procedures**

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WYN Training Solutions recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods can achieve good results. WYN Training Solutions will make any necessary adjustment to meet the needs of a variety of participants.

The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment material to the participant, and having someone record the participant’s spoken responses to assessment questions.

WYN Training Solutions undertakes to assist participants to achieve the required competency standards where it is within our ability.

Where we cannot assist a participant we will refer them, where possible, to an appropriate agency.

Any further questions can be referred to your trainer or the Executive Director.

### **Discipline**

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WYN Training Solutions attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- warn the participant that their behaviour is unsuitable
- ask a participant to leave the class, without refund or acceptance into another course
- cancel the participant’s involvement in the class immediately.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and the Executive Director and the appropriate action will be taken.

### **Recognition of Prior Learning Policy (RPL)**

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WYN Training Solutions recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the courses offered by WYN Training Solutions should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the course reduced.

Participants can make an application for Recognition of Prior Learning at any time during the course.

An RPL application form is available from WYN Training Solutions Executive Director.

Evaluation of RPL applications is charged at \$120 per hour.

### **Credit Transfer Policy**

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Credit Transfer is available to all participants enrolling in any of our courses on our scope of registration.

**Credit Transfer** – Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

### **Assessment Standards**

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All assessments conducted by us will comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration.

- We will ensure that competency assessment is determined by a vocationally competent holder of the BSB401A, BSZ402A and BSZ403A Units of Competency from the BSZ40198 qualification or the TAA04 equivalent qualifications.
- All our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the nationally endorsed Units of Competency in the applicable training package.
- All our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess.
  - **Reliable** - Assessment procedures will be reliable, that is, they will result in consistent interpretation of evidence from the learner and from context to context.
  - **Fair** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate
    - involve procedures in which criteria for judging performance are made clear to all participants
    - employ a participatory approach
    - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- careful design of the assessments
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions.

### **Assessment Criteria**

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## **Assessment Methods**

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Our assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- task skills (actually doing the job)
- task management skills (managing the job)
- contingency management skills (what happens if something goes wrong)
- job role environment skills (managing your job and its interaction with others around you).

We will ensure that we assess you in sufficient detail to determine that you have attained competency.

Staff members will be available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks will consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

## **Student Feedback**

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WYN Training Solutions is committed to the continual improvement of its policies, procedures and systems. Students are encouraged to be involved in this improvement by completing feedback surveys at the commencement of the course and at completion of their course. We also value suggestions and feedback made via the General Feedback & Suggestion Form. This form is made be obtained from the Head Office. Comments are recorded on the form and submitted to the Trainer or handed in to the Admin Office.

If necessary the comments will be addressed immediately. Otherwise, all General Feedback and Suggestion Forms will be discussed at the next scheduled monthly WYN Training Solutions staff meeting. Required actions will be agreed on and implemented by appropriate staff. Feedback will be provided to the student who submitted the feedback.

## **External Training Venues**

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WYN Training Solutions utilises the external training venues such as various Gymnasiums.

It is a condition of the course and entry into the training venue, that you abide by and follow all of the rules and conditions of entry of at each premises. External training venues reserve the right to remove or ban any participants that is in breach of any of the rules or conditions of entry.

# International Participant Addendum

## **Important Information for International Participants**

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Participants who have been issued a Student Visa and are studying in our college as international participants are subject to a number of special requirements that are not applicable to Australian resident participants.

These requirements form part of the conditions of your Visa and are thus extremely important if you wish to remain in Australia. Failure to comply with these requirements will ultimately lead to you leaving Australia without your qualification.

Thus please read these carefully and if you have any questions please contact a member of staff who will be able to assist you in understanding the requirements.

## **Course Structure and Required Attendance**

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Our courses must be delivered full time, and cannot be delivered part time or by distance.

An exception will be made for participants enrolled in their final semester and required to repeat a unit of study.

Participants are not permitted to repeat a unit of study more than once (exceptions do apply, see the Executive Director).

While we have a variety of commencement dates for our courses, our academic year consists of 36 weeks of study, with each week of study containing at least 20 hours of class contact time.

Class contact time is the time that a participant is being supervised by a trainer; this may include classroom teaching, practical work in the kitchen, supervised private study or research time and assessment time. It does not include time away from the college completing assessments or homework.

20 hours' contact time is determined as an average of each semester or term, and does not include any period of work-based training, as it is not a mandatory requirement of the course.

If a participant falls behind in one week of the semester, the lost time shall be made up in subsequent class or private study periods.

## **Relocation of Premises**

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It is a requirement of the national code, that we provide three (3) weeks' notice of our intention to relocate premises to both our participants and OTTE.

## **Ethical Marketing**

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The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants requires that we conduct our marketing activities accurately and ethically.

We will not make any false or misleading comparisons with any other provider or their courses. We will not make any inaccurate claims or association with any other provider or organisation, or give inaccurate advice as to acceptance into any other course.

## **Ethical Practices**

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We will not at any time engage in conduct that is false, misleading, deceptive or otherwise unconscionable. This applies to our refund policy and all other practices within our International College.

## **Fees and Refunds Policy for Participants on Student Visas**

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Fees are levied on all courses; the details of which are contained in the course information sheet, available directly from the college website or from the administration office.

Where fees are paid in advance, our payment records will ensure that the participant's payments are recorded separately within the accounting system.

The WYN Training Solutions management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the participant record management software system.

We cannot accept fees from an overseas participant or potential overseas participant unless we have provided them with a copy of the refund policy.

The refund policy is detailed in the paragraphs below.

If a participant has not received a copy of the refund policy, or is unsure if they have received it, we will provide them with a complete copy of the Participant Handbook.

### **International Participant Cancellations & Refunds**

WYN Training Solutions will comply with all aspects of the Educational Services for Overseas Participants Act 2000 and the Educational Services for Overseas Participants Regulations 2001.

All our participants are subject to a written agreement between themselves and WYN Training Solutions.

Our refund policy is intended to:

- be clearly understood by all parties including the participant
- be given to the participant before the participant makes any payments
- clearly state how and when a participant should apply for a refund.

If an application for a Student Visa is rejected for an international participant applying for enrolment from **offshore**, then all course fees will be refunded in full provided that documentary evidence is supplied within fourteen (14) days of visa rejection. The course enrolment fee will not be refunded.

#### **Conditions under which WYN Training Solutions will refund course fees:**

- if the offered course does not start on the scheduled starting date or an alternative agreed starting day
- if the course ceases to be provided after the course starts but before the course is completed
- if a course is not provided fully to the participant because we have had a sanction imposed by either by Office of Training and Tertiary Education or DEST under either the AQTF and/or the ESOS Act 2000 and the participant has not withdrawn before the default day.

We will pay a full refund to all participants who are affected by the above within two weeks of receiving a written claim from the participant.

We will provide all participants with a statement that explains how the refund amount has been calculated.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue any other appropriate legal remedies.

A participant is not permitted to transfer course fees to another participant.

Participants cannot transfer to another course at another institution within the first twelve months of commencement of a course.

Participants can apply for a refund by applying in writing to the Executive Director citing the reasons for refund, the amount requested and any other relevant details.

***Note: We will give special consideration to refund of fees in extenuating circumstances, following a written application to the Executive Director***

#### **Refunds paid if a participant does not commence or withdraws from the course:**

If a participant withdraws from a course and supplies WYN Training Solutions with written notification more than 27 days before the course commencement date, 80% of the total course fees paid will be refunded. The course enrolment fee will not be refunded.

If a participant withdraws from a course less than 28 days before the course commencement date, 60% of the total course fees paid will be refunded. The course enrolment fee will not be refunded.

If a participant withdraws from a course at anytime after the commencement date of the course **No Refund** will be made.

We undertake to make payment of all refunds within 28 days of receipt of a written application for refund.

As a member of the ACPET OSTAS if we are unable to fulfil our obligations to complete a course, the international participant will be offered a *no cost* enrolment into another ACPET OSTAS member college.

**In the event of there not being a written agreement between the Participant and WYN Training Solutions or, in the event that our written agreement with the participant is deemed not in accordance with the National Code:**

- We will comply with the Refund requirements of Section 29 of the ESOS Act 2000 and refund the required amounts as defined below within four weeks of the participant not commencing the course on the scheduled date.
- We will refund the total course fees we received from the participant paid prior to either the course commencement date or the participant withdrawal date, less in the case of a participant withdrawal:
  - 20% of the course fees if we receive more than 27 days notice of withdrawal
  - 40% of the course fees if we receive less than 28 days notice of withdrawal.

If a participant withdraws from a course at anytime after the commencement date of the course **No Refund** will be made.

We will provide all participants with a statement that explains how the refund amount has been calculated.

**International Participant Course Application Evaluations**

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Each application to our college will be evaluated on its individual merit.

International applicants will have their qualifications and proficiencies evaluated by suitably qualified trainers and assessors under the direct supervision of the Executive Director.

The Executive Director will ensure that the trainer qualified to deliver the specific course unit will be responsible for evaluating the application.

**English Language Requirements**

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For international participants whose first language is not English, the minimum level of English language proficiency required is IELTS of 5.5.

WYN accepts verified scores not greater than twelve (12) months old on IELTS.

Information on these proficiency levels may be obtained from:

IELTS: [www.ielts.org](http://www.ielts.org)

DIMIA: [www.immi.gov.au](http://www.immi.gov.au)

**Recognition of Prior Learning Policy (RPL) for International Participants**

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WYN Training Solutions recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills will be considered valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the courses offered by WYN Training Solutions should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the course reduced.

This RPL application will need to be signed by the applicant.

International participants should realise that where RPL is granted prior to the issuance of an Electronic Certificate of Enrolment (eCOE), the net course duration, as reduced by RPL, will be stated on the eCOE.

Should the RPL application be accepted after the issuance of the eCOE, the resulting change to the course duration will be reported to DIMIA via PRISMS.

Where RPL has been granted international participants will be required to increase their course load through additional private study, assignments or other relevant additional work to ensure they achieve the minimum course requirements of 20 hours per week by 36 weeks per year.

Participants can make an application for Recognition of Prior Learning at any time during the course.

An RPL application form is available from WYN Training Solutions' Executive Director.

Evaluation of RPL applications is charged at \$120 per hour.

### **Deferment or Suspension of Studies**

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Deferment or suspension of studies is only available to participants on medical grounds (with a doctor's certificate) or in exceptional compassionate circumstances. Please consult with the Executive Director in relation to this area.

Deferment or suspension of studies on any other grounds will result in the participant being reported to DIMIA via PRISMS as not complying with their visa conditions.

### **Minimum Age of Participants**

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We do not accept local participants under the age of 16 years, or international participants under the age of 18 years old.

If we were to change our policy on this we would have to comply with all current and future legislation in relation to working with children.

If we commence operations in other states, we recognise that we will need to comply with local legislations relating to working with children.

### **Participant Personal Details**

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Participants are required to maintain up to date records of their personal contact details (both local and international) including residential address, personal email address and telephone number.

In the event of a change in personal contact details we request that we be notified of changes within seven (7) days.

We will update this information in the participant records retained in the government record keeping systems PRISMS.

### **Use of Personal Details**

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As a participant, you need to be aware that Australian Law, ESOS Act 2000 and the National Code, requires us to provide personal information about you to:

- Commonwealth and State agencies
- and Fund Manager of the ESOS Assurance Fund.

WYN Training Solutions is also required, under s19 of the ESOS Act 2000, to tell the Department about:

- certain changes to the participant's enrolment
- and any breach by the participant of a Student Visa condition relating to attendance or satisfactory academic performance.

We are required to notify the Australian Department of Education, Science and Training (DEST) within 14 days of accepting an international participant, of their individual details, including:

- full name, gender, date of birth, nationality and country of birth
- amount of money paid before confirmation of enrolment

- whether premiums have been paid for health insurance
- an estimate of the total amount the participant is required to pay to undertake the course
- the number of the visa if the participant holds an Australian visa
- the office where the participant's application for a Student Visa was made or is expected to be made
- the participant's passport number if the participant was in Australia when he/she became an accepted participant
- the CRICOS course code
- any English language proficiency test undertaken and the score achieved
- the starting date for the course
- the date the accepted participant is expected to complete the course
- any termination of studies by an accepted participant before completion of the course
- any changes in identity or duration of an accepted participant's course
- any other prescribed matters.

### **Overseas Student Health Cover (OSHC)**

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All international participants are required to pay Overseas Student Health Cover (OSHC). It is the participant's responsibility to check the conditions of this health cover. A Medibank brochure is available from WYN Training Solutions' office.

This fee is not payable to WYN Training Solutions but to Medibank Private direct. We can make arrangements for this cover if you produce a completed application form and a bank draft or bank cheque payable to Medibank Private for the appropriate premium.

You will then be issued with a membership card upon processing of the application by Medibank Private. OSHC for a single is \$342 per year\*, and for a family \$684 per year\*. These fees are payable annually in advance.

*\*These prices are determined by Medibank Private and may be subject to change. For further information visit Medibank Private on the web at: [www.medibank.com.au](http://www.medibank.com.au)*

### **Attendance and Punctuality**

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All participants are required to maintain a level of attendance of 80% or above at all times. Lecturers will mark the class roll for each class that participants attend. If any participant leaves a class early or arrives late, this will be recorded on the roll books.

The National Code of Practice requires full time study (minimum of 20 contact hours per week) for at least 36 weeks per calendar year. DIMIA also requires all overseas participants to attend a minimum of 80% of each term or semester period. Any participant unable to reach at least 80% attendance of a term or semester will be automatically reported to DIMIA, which may result in the cancellation of the Student Visa.

The attendance rolls will be reviewed fortnightly to ensure that the required attendance of participants is maintained.

Any participant with attendance issues may contact us at any time to arrange an interview in relation to attendance. The purpose of this interview is to ensure that the participant is fully aware of their responsibilities regarding attendance while also providing the participant with the opportunity to discuss and determine a solution to any issues or circumstances that may affect their attendance.

Any participant who cannot attend a class is requested to submit an explanatory note as soon as is practicable.

Any participant who does not attend for **five consecutive days** without approval, or who has not consistently attended class, shall be contacted and counseled by our participant support officer who will attempt to assist with class attendance.

### **Breaches of Student Visa Conditions**

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In the event of a participant breaching their visa conditions relating to attendance or satisfactory academic performance, the College will contact the participant as soon as practical in writing to:

- note the particulars of the breaches
- advise the need to speak with an officer within 28 days to explain the breach
- advise the need to bring photographic identification
- set out the effects of the Sections 137J and 137K of the Migration Act 1958.

The college is also required to notify DEST as soon as practical of the failure to meet the minimum attendance and academic performance standards.

# OUR CODE OF PRACTICE

## **1. EDUCATION STANDARDS**

WYN has adopted management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies, practices, and professional standards are designed to safeguard the interests and welfare of all students.

We will maintain a learning environment that is conducive to the success of all students. We will deliver the nominated courses, provide adequate facilities and use appropriate methods and materials.

## **2. SALES AND MARKETING**

WYN markets all vocational education and training products with integrity, accuracy, and professionalism. It is our policy to avoid vague and ambiguous statements, and when providing information no false or misleading comparisons are drawn with any other training provider or course.

## **3. STUDENT INFORMATION MANAGEMENT**

WYN provides accurate, relevant and up to date information to all students prior to commencement of the course, as detailed earlier in this handbook.

## **4. ENROLMENT & EQUAL OPPORTUNITY PROCEDURES**

The enrolment of students in WYN training programs is conducted at all times in an ethical and responsible manner, consistent with the requirements of the curriculum and course objectives.

It is WYN's policy that appropriately qualified staff members assess the extent to which students are likely to achieve the competency standards and stated outcomes of the course, based upon the student's qualifications, proficiencies, and prior experience. WYN's policies ensure that all enrolment decisions comply with equal opportunity legislation.

## **5. GRIEVANCE AND APPEALS PROCEDURES**

WYN has fair and equitable processes for dealing with students' grievances and appeals in relation to any decisions made during the course. It is policy that any such grievance or appeal is handled at the highest level, and in the event they cannot be resolved internally, such students will be advised of the appropriate legal body to be contacted for further assistance.

## **6. LITERACY AND NUMERACY SUPPORT**

WYN will refer students identified with literacy and numeracy deficiencies to high quality educators who can train, tutor and support them for the duration of the course to assist such persons to achieve the desired objectives.

## **7. REFUND POLICY**

WYN has a refund policy that is considered to be fair and equitable.

## **8. INTERNAL AUDIT PROCESS**

WYN conducts internal audits against the Australian Quality Training Framework Standards for the provision of recognised training. This review process is continuous and covers all aspects of course delivery.

## **9. GUARANTEES**

WYN will honour all guarantees outlined in this Code of Practice. It is clearly understood that if we do not meet the obligations of this code, or support all regulatory requirements, our registration as a training provider may be at risk of being withdrawn.

## **10. CONTINUOUS IMPROVEMENT**

WYN recognises that it has a responsibility to ensure that all policies, procedures and systems are continually reviewed to identify and implement improvements.

Regular reviews allows WYN to manage risk, improve the efficiency and effectiveness of key activities, improve staff morale and motivation by involving staff in the identification and implementation of workplace improvements, and improve its service to students.

WYN also recognises the importance of involving both staff and students in the review and improvement of policies, procedures and systems.

## STUDENT CODE OF BEHAVIOUR

The following Code of Behaviour is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit them or WYN. Any act which seriously interferes with the basic purposes, necessities and processes of the community, or which denies the essential rights, health and safety of any other member of the community, is prohibited.

**1. Health & Safety**

Students are required to observe any lawful directions given by a staff member of WYN in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the OH&S Legislation.

**2. WYN Property**

All property of WYN, as well as that of individuals, shall be respected. The unauthorised entry into, use, theft, damage, or destruction of WYN buildings, equipment or property is prohibited.

**3. Smoking, Alcohol, Drugs, Gambling & Theft**

Smoking is not permitted in any WYN building. The appropriate authority will be enlisted to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft or any other infractions that may be carried out.

**4. Possession of Dangerous Items**

Students may not use or carry prohibited and/or dangerous articles/weapons whilst training unless under the direct supervision of an educator.

**5. Disruptive Behaviour**

The appropriate authority will be enlisted to deal with students who:

- obstruct or disrupt any official meeting, ceremony or other activity
- refuse to leave a property after being reasonably requested to do so
- assault or attempt to assault any person whilst training.

A formal discipline/warning system exists, and continued disruptive behaviour may result in students being expelled.

**6. Attendance**

Students are required to attend all classes. If students will be absent, they are required to inform the administration office by telephone. If the reason for absence is sickness in excess of two days, a medical certificate must be provided.

**7. Phone Calls**

Students are not to receive phone calls during training hours. Important messages are to be left at reception. **Mobile phones and pagers must be turned off before training commences.**

**8. Hygiene standards of dress or grooming**

Students are to be dressed appropriately whilst attending courses at WYN, including appropriate footwear. For hygiene purposes deodorant must be worn, issues with body odour must be effectively addressed and smokers must ensure that breath, hands or clothes do not smell of smoke. Any one having difficulties meeting the standards needs to talk to a trainer. Personal situations will be dealt with in confidence.

**BEHAVIOURAL STANDARDS AGREEMENT**

I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of WYN Training Solutions and that I have also received induction into my course at WYN Training Solutions.

Students must agree to abide with all WYN Regulations / Code of Behaviour.

Students are reminded to conduct themselves in a manner suitable to the training environment and industry standards.

It is the student's right to be trained in a safe working environment and to be given the opportunity to acquire the skills specified in the course that they are being assessed.

The student responsibilities are as follows:

- To behave in an appropriate manner
- To treat confidential material as private
- To maintain communication with the training provider
- To abide with workplace health and safety, equal opportunity and other workplace requirements

A signed copy of this agreement will be kept on each student's file at WYN.

**Important Terms and Conditions**

**Payment:** Full payment is due or a payment plan must be entered into prior to the commence of the of the course

**Refund:** Once you commence the course there is no refund given. We do understand that circumstances arise that may prevent students from continuing the course. If a situation does arise please outline your circumstances in writing to the executive director who will review your situation.

**Deferral of Course:** As WYN Training Solutions only takes 16 students per course it is difficult to transfer students from one course to another.

Students needing to transfer from one course to another will incur \$500 transfer fee.

**Late Assessment Fees:** Students are advised as to the due dates of all course work required throughout the course. Students who hand in work after the set due date, without prior approval, will incur a \$150 late assessment fee.

Students who do not attend assessment days, without prior approval from WYN, will incur a \$150 assessment fee if assessment needs to be arranged outside of a prescheduled assessment day.

Students not completing any work within 30 days of the assessment day of the course will be deemed not yet competent of the units of competency not completed.

Students deemed to be not yet competent in any units of competency after the second assessment will be required to re do the unit/s at their own cost.

Private tutoring can arranged through reception at the cost of \$100 per hour.

**STUDENTS FAILING TO MEET MINIMUM SAFETY AND HYGIENE  
STANDARDS OF DRESS OR GROOMING WILL NOT BE PERMITTED TO  
PARTICIPATE IN CLASS**

I agree to abide by the code of behaviour, code of conduct, the dress and grooming standards and minimum industry and hygiene standards set out in this information handbook. I also agree to adhere to my obligations under the Workplace Health & Safety Act. I further understand that if I do not comply with any of the above, I will not be permitted to enter WYN's training facilities. Furthermore I acknowledge that there is NO refund of course fees once I have commenced the course. Commencing a course includes receiving manuals, textbooks, written notes or attending lectures practical sessions or gym training sessions.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
RTO Representative

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