



CLIENT HANDBOOK

Revision 3.4

Contact Us

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Client Handbook

Welcome to Vocational Training Services

Thank you for choosing Vocational Training Services as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible training delivery and assessment, so we provide you with the best opportunity to attain your specific goals.

We hope you are looking forward to enhancing your skills and knowledge and expanding your professional network along the way. We are here to help you reach your goals – Good luck!

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your training journey and future career.

Matthew Dowd
Managing Director
Vocational Training Services

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Vocational Training Services.

Vocational Training Services

Thank you for considering training with Vocational Training Services.

Vocational Training Services is registered training organisation (RTO) registered with the WA Training Accreditation Council (TAC).

Vocational Training Services aims to deliver high quality, innovative and engaging training that is relevant to clients and employers and meets the expectations of industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain a leading RTO.

As an RTO, Vocational Training Services is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Vocational Training Services is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a student-centred approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities through a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Produce competent and confident workers that benefit the community and industry.

SECTION 2 CLIENT RIGHTS AND RESPONSIBILITIES

Vocational Training Services conducts training courses at various venues to suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Vocational Training Services regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Vocational Training Services has policies and procedures in place for dealing with assessment malpractice.

- **Cheating** -
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** -
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.
- **Plagiarism** -
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Attendance

TRAINEESHIP

You are required to attend all Workplace training meetings arranged with your allocated Trainer/Assessor. If you are unable to attend a scheduled appointment, please contact your Trainer directly or the VTS Office on (08) 6216 0165.

CLASSROOM COURSE

Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to be in attendance for all training sessions as they are designed to provide clients the essential knowledge and skills required for relevant units of competency. It is also expected that clients will undertake additional reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Vocational Training Services administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Behaviour

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Vocational Training Services property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;

- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other clients and the trainer/assessor is expected.

Vocational Training Services retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will provide for appropriate break scheduling throughout the training session.

Change of personal details

Clients are required to ensure their personal details recorded with Vocational Training Services are up to date at all times. Should your circumstances or details change please advise our Student Services team via e-mail. admin@vts-trainig.com.au

Dress & Hygiene Requirements

Clients are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

Duty of Care

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and others.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may affect your daily training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Vocational Training Services can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Vocational Training Services in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Vocational Training Services;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Vocational Training Services values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Vocational Training Services has developed feedback forms and electronic surveys for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

Vocational Training Services understands that there may be times when personal issues may affect your ability to undertake your training. Vocational Training Services has identified a number of support services for clients who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Vocational Training Services can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Meals

Vocational Training Services provides meals during selected programs to ensure healthy sustenance is not a barrier to participation. Please speak to the Student Services team to find out if this is available to you.

Transport Services

Vocational Training Services can provide a transport service for clients attending selected programs in regional locations to ensure that access to the training location is not a barrier to participation. Please speak to the Student Services team to find out if this is available to you.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance with asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Learning Materials

Clients receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials may be incurred.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners where required;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off or set to Silent mode during training, as a courtesy to the Trainer/assessor and other clients. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Vocational Training Services accepts no responsibility for any belongings which may be stolen or go missing.

SECTION 3 COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Performance evidence
- Knowledge evidence
- Foundation skills
- Assessment conditions

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit of competency.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation records
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party records
- Question responses

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at commencement of your qualification and throughout your training program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

With your agreement, you will be assessed throughout the training program to determine when you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Assignments.
- Written activities.
- written / oral questioning.
- oral presentations.
- workplace performance
- projects
- case studies.
- role plays/ simulations.
- demonstration of skills.
- online assessments.
- portfolio of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for a course.

Vocational Training Services is required to meet stringent quality requirements in the conduct of all assessments.

Vocational Training Services has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to clients.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting

	the assessment.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learner’s needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fairness	The individual learner’s needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Rules of Evidence and Assessment

Vocational Training Services is required to ensure that all evidence provided by clients, as proof of their competency, meets the following “rules of evidence”.

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the delivery mode (classroom or workplace). Assessment activities and expectations will be explained to clients, and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed if possible.
- Handwritten assessments are acceptable for most units of competency. However, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Vocational Training Services does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- We endeavour to mark all assessments and provide feedback within 10 working days of receipt.
- Clients are entitled to resubmit assessments on two occasions. If the re-submissions are still deemed NYC, further resubmissions must be negotiated with your trainer. Clients who are still deemed NYC must re-enrol in the unit again and may be required to pay the full course fee for that unit again.

Assessment results

Clients may have access to their own records, which will indicate assessments undertaken and the units of competency that the individual has attained. Please advise Student Services if you require access to your student records.

Results of assessment are provided to clients as soon as is practical by way of competency record. Assessment results are confidential at all times and will not be given to any other party without your approval.

Reasonable adjustments

Clients with disabilities are encouraged to discuss with Vocational Training Services any 'reasonable adjustments' to the assessment process, which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may be circumstances where it will not be reasonable or reasonably practicable for the Vocational Training Services to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by Vocational Training Services. Certificates can only be awarded by Vocational Training Services in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Participation** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Certificates will only be posted to clients at their nominated postal address as shown in their student record. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties (schools accepted in the case of auspice qualifications or School Based Trainees), without permission from the client. Duplicate or replacement copies of certificates and statements of attainment incur a fee.

Certificates will be issued within 30 days of completion.

Flexible Course Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Vocational Training Services offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace-based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Vocational Training Services must abide.

Vocational Training Services makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information. You may be required to complete a Pre-Training Language, Literacy and Numeracy Exercise.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. Vocational Training Services can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit transfer (CT); and

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Student Services Manager on (08) 6216 0165 who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Vocational Training Services is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task.

For further information on Recognition, please see Vocational Training Services Recognition policy.

Mutual Recognition

Vocational Training Services recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. With Mutual Recognition clients are not required to undertake learning in the unit/s again, the client is exempt.

Special Needs

Clients intending to enrol for training with Vocational Training Services are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Clients with disabilities or impairments are encouraged to discuss with Vocational Training Services any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

Vocational Training Services, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

SECTION 4 POLICIES

Access and Equity

Vocational Training Services is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. Vocational Training Services will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Vocational Training Services abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Vocational Training Services Access & Equity Policy.

Appeals

Vocational Training Services has an appeals policy to manage requests for a review of decisions, including assessment decisions made by Vocational Training Services or a Third Party providing services on the RTO's behalf.

The specific requirements and process of appeals is outlined in the Vocational Training Services Appeals Policy and Procedure, which is available on the VTS website [FAQs | VTS Vocational Training Services \(vts-training.com.au\)](https://vts-training.com.au).

Client Enrolment

To enrol in a training program simply do so via our website or contact the Administration Office on 08 6216 0165 and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session
- Complete additional enrolment documentation, where required

Tentative Enrolments

Should enrolment numbers for classroom based training program reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Vocational Training Services will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All clients receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Client Induction

Induction for all new clients includes the provision of this manual. All clients must complete and return the *Induction Checklist*, which can be found in *Appendix 1*.

Client Records

Vocational Training Services maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. Access to this file is available to you upon request.

In accordance with Privacy laws and confidentiality requirements, your file is kept in locked storage. Only those Vocational Training Services personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact VTS Student Services Manager.

Complaints

Vocational Training Services has a fair and equitable process for dealing with client complaints about our services.

The specific requirements and process of appeals is outlined in the Vocational Training Services Complaints Policy and Procedure, which is available on the VTS website [FAQs | VTS Vocational Training Services \(vts-training.com.au\)](#).

Course Fees

Vocational Training Services has developed a fair and equitable process for determining course fees, refunds and payment options for its Fee for Service course offerings.

Funded Training Program Fees are charged in accordance with the current DTWD VET Fees and Charges Policy.

Current fees are published on VTS Website [Fees and Charges | VTS Vocational Training Services \(vts-training.com.au\)](#)

The DTWD Fees and Charges Policy is available on the DTWD website www.dtwd.wa.gov.au

Payment options

Vocational Training Services accepts Direct Deposit payment for all course fees.

Funded students only may be eligible for payment by instalment/s or financial hardship.

Please contact our admin team for eligibility requirements on 08 6216 0165 or admin@vts-training.com.au

Qualification enrolments

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Clients who wish to withdraw/cancel/defer/amend their course should discuss their options with VTS Student Services or their Trainer/Assessor. Depending on circumstances, client fees may be transferable or refundable.

Please see the Refund Policy, available on the VTS Website [Refund-Policy.pdf \(vts-training.com.au\)](#) for further information.

Client Transfers

- a) **Transfer to another “Course date”** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- c) **Transfer to another “Delivery mode”** – Should a client, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
The transfer is subject to course availability.

Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

- d) **Transfer to another “Client”** – Prior arrangement no later than one week prior to the course. An administration free is applicable for all transfers to another client.

RTO Cancellation of courses

Vocational Training Services reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a client for the course will be made within seven (7) days. Vocational Training Services has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Vocational Training Services.

Equal Opportunity

Vocational Training Services is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Vocational Training Services has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Vocational Training Services is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. Vocational Training Services is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Vocational Training Services will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the VTS Managing Director should be contacted.

As a client of Vocational Training Services, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.

- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and clients have an equal opportunity to work and study. Vocational Training Services will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

Sexual harassment

Vocational Training Services will not tolerate sexual harassment in the learning or work environment.

Vocational Training Services deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Vocational Training Services abides by the Australian Privacy Principles (APPs) and Privacy Act 1988.

Vocational Training Services is committed to respects clients, staff and trainer/assessors' right to privacy.

As an RTO, Vocational Training Services is required under Australian Law to collect certain personal information and is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records to be used solely for the purpose of its collection.

Vocational Training Services is also required to report student records to government, funding and regulatory bodies from time to time, in accordance with the VET Regulatory Framework and certain funding contracts.

Vocational Training Services collects information (name, email address or contact number) from clients upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. Vocational Training Services may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Vocational Training Services will only disclose information to other parties not already identified, as required by law, or as otherwise allowed under the Privacy Act 1988.

Confirmation of information disclosure requirements and the VTS Privacy Policy is outlined in the Privacy Notice, provided to you for agreement at enrolment.

We will also seek your permission via our Photo Release Form to allow us to use images of you from time to time.

For further information, see VTS Privacy Policy on its websites. [FAQs | VTS Vocational Training Services \(vts-training.com.au\)](#)

Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the VTS Refund Policy, which is available on the VTS Website [FAQs | VTS Vocational Training Services \(vts-training.com.au\)](#).

Workplace Health and Safety (WHS)

Vocational Training Services is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Vocational Training Services encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Vocational Training Services recognises its responsibility under the Workplace Health and Safety and related regulations. The Managing Director has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Vocational Training Services is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

Vocational Training Services Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Vocational Training Services Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Vocational Training Services WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Vocational Training Services will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Vocational Training Services is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The Managing Director is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Managing Director will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Managing Director.
- Once action is approved, communicates outcomes and planned actions.

Appendices

Appendix 1 – Client Induction checklist