Student Handbook

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CEO's Message

Welcome to Wave Learning.

It is our job to help you find the right course that will develop the skills you need to gain employment and/or create a successful career in your chosen field.

Wave Learning prides itself on the knowledge and expertise our staff have in the courses we offer, and the genuine interest and care all we take with our students.

All Wave Learning students enjoy a personalised service and feel secure in the knowledge that they have a single contact person who is always responsive to their needs and questions.

We hope you enjoy studying through Wave Learning and look forward to not only helping you achieve your goals, but celebrating your accomplishments with you.

Meredith Yates
CEO

Code of Practice

Educational standards

Wave Learning maintains high standards in the provision of vocational education and training and other student services. We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our students.
At Wave Learning we maintain a learning environment that supports the success of our students and have the capacity to deliver the nominated course(s) using experienced trainers and assessors, and use methods and materials appropriate to the training being delivered. Wave Learning ensures that the following are the minimum elements of our Code of Practice:

- Guarantee
- Legislative Requirements
- Quality Management Focus
- Language, Literacy and Numeracy Support
- Marketing and Advertising
- Access and Equity
- Assessment Criteria
- Issue of Certificates
- Student Services, Welfare and Guidance
- Working With Children Policy
- Unique Student Identifier (USI) Policy
- Refund Policy
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- Recognised Prior Learning (RPL/Credit Transfer)
- Training and Assessment Standards
- Enrolments
- Fees and Charges
- Privacy Policy

Quality Management Focus

Wave Learning is committed to providing a quality service with a focus on continuous improvement. We value feedback from students, trainers and industry representatives. Wherever possible, we design training and assessment strategies specific to student needs.

Marketing and Advertising

At Wave Learning we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students has no false or misleading comparisons with any products or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

Guarantee

Wave Learning will honour all guarantees outlined in our code of practice, and all prices that are quoted at the time of enrolment.

Student selection and enrolment

Entry Requirements

Please check the Wave Learning website or contact the office if you are unsure about the entry requirements for a specific course.

Wave Learning employs access and equity principles in its procedures for selecting, enrolling and inducting students. There are no barriers to any specific groups or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background. Delivery modes and training and assessment materials have been developed to meet the needs of a diverse range of students.

Wave Learning systematically selects its students based on the following procedure:
1. Wave Learning welcomes enquiries from all members of the community regarding its courses and qualifications;
2. All applicants are considered and final selections are made by the Operations Manager
3. Prior to enrolment, each student is provided with information regarding Wave Learning in the form of a Student Handbook which outlines the relevant policies and procedures, including:
   o Refund policy
   o Student selection, enrolment and induction/orientation
   o Recognition of qualifications issued by other RTOs
   o Customer complaints, grievances and appeals
   o Access and equity
   o Competency in delivery and assessment
   o Strategies for learning and assessment;
   o Summary of relevant legislation
4. All students must complete an enrolment form outlining personal details, requests for consideration of RPL, and a declaration stating that the student understands his/her responsibilities and the responsibilities of Wave Learning.

The needs of a diverse range of students are identified and catered for through the following procedure:

1. An enrolment form is completed by the students, where they are asked to state whether or not they believe they have any barriers to learning (eg, visual impairment, hearing impairment, learning difficulties, physical disabilities).
2. A Language Literacy and Numeracy Assessment is completed by all students so that current skills and needs can be identified and considered when a training plan is developed, should enrolment be granted.
3. Trainers are provided with this information so that delivery methods may be tailored to suit the individual needs of students (eg., the use of visual learning aids, ensuring that visual prompts are read out loud during the learning sessions, allowing for the provision of recording devices).
4. Learning materials and assessment tools may be customised for individual students to cater for specific circumstances.

Student Support

Wave Learning uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results, and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing.

On the enrolment form, students must identify any barriers to learning that may affect their ability to attain competency in any of the modules, including Language, Literacy and Numeracy (LLN) needs. Based on this information, along with information provided by the student during the course, Wave Learning will identify any individuals or groups with special training needs and will endeavour to provide support to these students. Wave Learning supports the student during the course through:

- The provision of one on one training;
- Allowing practical, hands-on experiences as part of the activities;
- The use of graphics to support learning materials;
- Allowing the students to record the sessions for further study; and
- The provision of handouts;
- Allowing for verbal answers and practical demonstration of skills.

In the first instance, if students are experiencing difficulties, they are encouraged to seek support from the trainer. Following this, the trainer may refer the student to external welfare and guidance agencies, such as:

- Centrelink 13 10 21 www.centrelink.gov.au
- Disabled Persons Resource Centre (02) 4626 8266
- Macarthur Community Options (02) 4628 3143
- Salvation Army Welfare Centre (02) 4625 0803
- Macarthur Personnel (02) 4628 6016
- Skillshare (02) 4626 3833
- Care Force Welfare Services (02) 4625 4666

Language, Literacy and Numeracy

Wave Learning recognises the importance of basic skills in English language, literacy and numeracy (LLN). Language, literacy and numeracy requirements form part of each of the components of the courses offered at Wave Learning. These requirements will develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance. Improving basic skills will assist in breaking down barriers presently facing participants.

To achieve this, Wave Learning will:

- ensure that all participants enrolled in training courses are given the opportunity to learn based on the individual's current competencies in LLN;
- identify individual levels of competencies in LLN for the purpose of identifying further vocational training or educational needs; and
- where possible, tailor training programs to suit individual needs;
- ensure that the LLN skills required in each of the courses are consistent with the specific workplace demands. Various industry bodies have been consulted in relation to the specific skills associated with each course.

Working With Children Checks

All students undertaking training with Wave Learning, in a course that requires practical hours in a child care centre, will be required to submit proof they have undertaken the appropriate check in their State or Territory. Until such time as Wave Learning has received the appropriate documentation showing the student is clear to work with children, students will not be able to commence their practical hours.

It is the student's responsibility to ensure this check is completed prior to enrolment, and no refund will be given for students who commence the course, but cannot produce their working with children documentation.

All checks are completed at the student's own cost, and Wave Learning reserves the right to refuse training to any student who cannot produce the appropriate documentation showing they are clear to work with children.

NSW: The Working With Children Check is a prerequisite for paid and unpaid child-related work. Under Par 2, section 6 of the Child Protection (Working With Children) Act 2012, child related work is defined is defined as work in a specific, child-related role or face-to-face contact with children in a child-related sector. Additional roles are identified in the Child Protection (Working with Children) Regulation 2013. Any student studying a child related course with Wave Learning will need to visit www.kidsguardian.nsw.gov.au, and follow the instructions to gain proof they meet the requirements of a person who is able to work with children.

For other States and Territories, please visit the following websites for more information:
ACT: www.ors.act.gov.au Under Community; Working with Vulnerable People (WWVP)
VIC: www.workingwithchildren.vic.gov.au
QLD: www.bluecard.quld.gov.au
SA: www.dcsi.sa.gov.au/services/screening
TAS: www.justice.tas.gov.au/working_with_children
NT: www.workingwithchildren.nt.gov.au
WA: www.checkwwc.wa.gov.au

Apprenticeships and Traineeships

An apprentice or trainee is a person employed under a training contract. Apprenticeships and traineeships undertaken through Wave Learning will be offered through Employment based delivery. Each party involved in an apprenticeship or traineeship has responsibilities which they must fulfil. For full details of the responsibilities of an apprentice or trainee, the employer, or the RTO please contact Wave Learning or you can go to this website: www.training.nsw.gov.au

Vocational Outcomes

When graduates have completed their studies with Wave Learning, a register of the competencies achieved by the graduate will be maintained for future reference and evidence archived.

Students commencing or continuing study after 1st January 2015 will be required to provide Wave Learning with a Unique Student Identifier (USI) which will allow them to access records of the study they have completed with Wave Learning by logging onto their USI account. Please see the next section for more information.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of letters and numbers. It will give every student access to an online account, which collects all National Vocational Education and Training (VET) data, allowing an individual to see all their training results from all providers, including all completed training units and qualifications.

The introduction of the USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. Finally it will allow students to grant access for training providers to view their prior learning, and thus grant recognition without the student needing to print a document, find old records or contact previous providers.

A USI only needs to be obtained once and is allocated to a person for life, not unlike a tax file number. It is free to obtain a USI and only takes a few minutes.
As of the 1st January 2015 any student who is commencing or continuing any form of VET training will need to obtain a USI and provide their training provider with this number upon enrolment.
After this date no student can be issued with a Statement of Attainment or Qualification without one.

Before any student can commence training with Wave Learning they will need to obtain a USI, if they have not already secured one.

For more information on Unique Student Identifiers, or to apply for one, go to www.usi.gov.au, or you can find detailed instructions on the Wave Learning website, or contact us to have the instructions sent or emailed to you.

Fees and Charges

A copy of fees and charges can be obtained by contacting Wave Learning.

Apprenticeships and Traineeships

Student contribution fees are an apprentice/trainees contribution to the cost of tuition and must be paid in line with policies set down by State Training Services in NSW.

The contribution fee may be paid by the employer on behalf of the student.

Under the Smart and Skilled system which comes into effect on the 1st January 2015, fees for Apprentices and Trainees will be based on:
- The course the student is enrolled into
- Any credit transfers or RPL the student applies for and is granted
- If the students is entitled to any fee exemption or concession

Wave Learning uses an Ezidebit system to allow students to pay their student contribution over the course of their training.

Please contact Wave Learning for more information on fees, exemptions or concessions, or more information can be found at www.training.nsw.gov.au

Refusal to provide services

Wave Learning has the right to refuse to provide services (including training, assessment, and course materials) to students who have outstanding accounts. Wave Learning shall not be liable for any failure to provide services.

Refund Policy

Fee for Service Enrolments
Any person requiring a refund of fees paid must do so in writing in accordance to the refund policy outlined below. The $257 administration fee is non-refundable in every case.

When a student has enrolled in a course Wave Learning will refund part of a course payment when:
1) A student cancels their enrolment more than 7 days prior to the commencement of the course. In this case the student will receive 100% of the fees paid as a refund
2) A student cancels their enrolment before the course commences, but less than 7 days prior to commencement. In this case the student is entitled to 50% of the fees paid as a refund.
3) Once a course has commenced no refund will be given to students, however they are entitled to defer their studies.

Definition of Commencement: The date of the first scheduled class or the day a distance or blended student receives their learning materials.

The above conditions apply to the commencement of the course as a whole. No refunds will be made if the student chooses to exit the course before their completion. In this case, Statements of Attainment will be issued for those units of competency which are completed.

No refund will be made to any student who has enrolled, but fails to produce documentation showing they are clear to work with children (see the section on Working with Children Checks). It is the student's responsibility to have their documentation before enrolment takes place.

Application for a refund can be made in writing at the reception desk by completing the Application for Refund Form found in the Appendix of this Student Handbook.

Short course refund

First Aid/CPR

A full refund will be given if Wave Learning cancels a class and can not provide the student with a suitable alternative date.

No refund or transfer will be given once the class has commenced.

Any student who fails to attend their booked class, cancels or changes dates within seven working days of their nominated course will forfeit the entire course fee. Should a student have paid their fee and needs to change their course date more than 7 days prior to the chosen date, a $25 moving fee will be payable to Wave Learning.

Wave Learning reserves the right to cancel courses up to 24 hours prior to the commencement of a course.

It is the student's responsibility to inform Wave Learning of any eligibility for a discounted rate, or organise with their workplace to pay their fees. Once payment has been received by Wave Learning no full or part refunds will be given unless the course is cancelled by Wave Learning.

Students have 2 weeks after the attendance of the practical day to complete their online component or their enrolment can be cancelled without refund.

CHCPRT001

Students who enrol in this unit have 6 months to complete the unit. Any student who fails to complete in this timeframe will be charged an admin fee of $25.

Course Reschedule/Cancelation

Wave Learning may need to cancel, postpone, or reschedule a course when necessary due to low enrolment or due to extraordinary circumstances. If this occurs the students will be offered an alternative date or a full refund.

Apprenticeships and Traineeships

All students undertaking funded training through the Apprenticeship or Traineeship program have the right to withdraw from their course without penalty by a set cut-off date. **For all students their cut-off date is 24 hours prior to their first scheduled appointment with their trainer**. Should a student choose to withdraw before their cut-off date all student contribution fees paid will be refunded to the payee.

Should a student be granted Credit Transfers or Recognition of Prior Learning (RPL) after the commencement of their course, and thus after they have commenced paying their fees, Wave Learning will decrease their fees by the appropriate amount and amend their payment plan to reflect the new amount due, or refund any overpayment of fees.

Once a student has commenced training, should their employment or traineeship be cancelled, the payment plan in place will be stopped immediately so no further payments are collected. However no refund will be given for fees paid up to and including that date. **Please note, it is the student's responsibility to ensure they notify Wave Learning of their cancellation, by emailing their trainer or info@wavelearning.com.au**

Should a student be training with Wave Learning, but Wave Learning is no longer able to offer the training they have been enrolled in, Wave Learning will refund any fees collected in advance of training delivered, and issue a statement of attainment in all units where competency has been achieved.

Access and Equity

Wave Learning believes that education is the foundation of an informed and just society. Wave Learning is building a high quality and fair training system. Our vision is for all people from all backgrounds and circumstances sharing access to knowledge, skills and understandings they need to improve their qualifications and future prospects. As such, Wave Learning applies the following principles:

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and life long learning. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
2. In the allocation of resources, priority is given to narrowing those gaps in education and training outcomes that reflect the need and prevailing social inequalities.
3. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
4. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

To ensure a coherent linkage between resources, access, delivery, participation and outcomes to achieve equity, these principles will be applied in three main ways:
   o Equity principles will be built into all services provided by Wave Learning;

o Available resources will be clearly linked to the achievement of better and more equitable participation and outcomes; and

o Specific measures will continue to be provided to assist all learners and groups to maximise their outcomes from education and training.

This charter will be reflected in all Wave Learning policies and activities. Wave Learning will monitor and report on progress towards more equitable outcomes from training.

Wave Learning wishes to inform students that our office is wheelchair friendly.

Wave Learning's access and equity principles are enforced through:

- outlining access and equity responsibilities in the organisational chart and duty statements;
- the provision of support for students with identified learning needs in the planning, delivery and assessment of training;
- the inclusion of this policy in student and staff handbooks;
- the dissemination of information to each student regarding:
  - student selection, enrolment and induction (See Student selection, enrolment and induction/enrolment policy);
  - course information;
  - fees and charges (including Wave Learning's Refund policy)
- student support employed by Wave Learning including:
  - practical, hands-on experiences throughout training;
  - the use of graphics to aid presentations;
  - allowing audio recordings of the sessions to be made;
  - providing handouts to students;
  - if necessary, referring students to external agencies to assist students (eg., TAFE, Community Colleges, etc.);
  - having students self-assess their literacy and/or numeracy levels on the enrolment form (See enrolment form)
- flexible learning and assessment procedures, which can be modified to cater for each individual student's needs. Reasonable adjustments will be made in compliance with each particular unit of competency;
- referring students, who have a self-identified need, to external services and agencies where appropriate;
- implementing the "Customer complaints, grievances and appeals policy";
- recognising prior learning completed by each student (RPL).

Competency and strategies in delivery, learning and assessment

Wave Learning is committed to employing competent staff members who are involved in training, assessment or student service. All Wave Learning training methods and assessment tools meet the requirements and follow the Assessment Guidelines of the endorsed components of the relevant Training Packages. Wave Learning's assessments lead to the issuing of a Statement of Attainment or Qualification under the Australian Qualifications Framework. Assessments will always comply with the principles of validity, reliability, fairness and flexibility.

To ensure **validity**, Wave Learning's assessment tasks assess what they claim to assess. They sample a sufficient range of skills and performance and the tasks assessed resemble those in the workplace, both in theory and practice. Multiple approaches to assessment are used. Wave Learning will provide the training for the skills which are being assessed, and students will, at all times, be aware of when the assessment is to be conducted, how it will be marked and the criteria required to demonstrate competency. This is achieved through the learning guides, which clearly outline the criteria for each task and through the feedback received from the assessors. **Valid** assessments contain a variety of methods and strategies in order to collect evidence and make judgements. The purpose of the assessment is to confirm whether an individual can perform to the standard expected in the workplace. Wave Learning ensures the **validity** of its assessment procedures by:

- conducting validation meetings, where assessors meet and review the evidence collected, study examples of materials used in the assessment process, compare and evaluate assessment tools and analyse the evidence contributing to judgements against the same competency standard. The information gathered at such meetings will be documented in an appropriate format and recommendations will be included in the continuous improvement register.
- using the guides from the Training Package, including the Assessment Guidelines (see following points for specific details) ;
- consulting with various industry bodies, organisations and professional assessors in the field.
- practicums, which are relevant to the particular qualification being sought. Consultation with the organisations ensures that the theoretical and practical assessments chosen focus on the application of knowledge and skill to the standard of performance required in the workplace. Many of the bodies which have been consulted are the workplace settings in which the students will complete various practical assessment tasks. The Practical Assessment Handbooks include the task skills, task management skills, contingency management skills and job role environment skills which are assessed to determine competency in these areas. As such, industry standards are always met, as Wave Learning only enters agreements with accredited centres. Practicum time frames are negotiated with the centres and always allow for the student to spend sufficient time honing their skills prior to the assessment being carried out.
- offering RPL (Recognised Prior Learning) and RCC (Recognised Current Competencies) to all students on enrolment. The trainers will guide the students to the type of evidence that may be appropriate for the particular Unit of Competency or Qualification. They will then study the student's portfolio of evidence and conduct an interview if required. Verification of the student's prior learning and current competencies will occur to validate the student's application. The trainer will make recommendations about the RPL/RCC that will be accepted and the particular Units of Competency that are considered to have been met.
- informing the students of the context and purpose of the assessment and the assessment process within the learning guide for each module;
- clearly stating the criteria needed to complete each assessment and including the marking sheet in the learning guide;
- the collection of sufficient evidence to enable judgements to be made about whether competency has been attained, using a variety of assessment methods, including written assignments, resource folios, workbooks, short answer responses, observations, scenarios, role plays and practical tasks carried out during the practicums (where appropriate);
- compiled and analysing course evaluation information (feedback) from participants. A report is complied and submitted to the CEO for consideration as to where areas for improvement require action, as part of the continuous improvement strategy. This occurs at the completion of each course.
- throughout the course, trainers and assessors document any inconsistencies or problems arising with the learning and assessment strategies on the continuous improvement matrix. Changes are suggested and these are considered by the Operations Manager. This process ensures the quality and consistency of the assessments. The documentation is completed as an ongoing process and forms part of the organisation's continuous improvement strategy. This information is also gathered from practicum supervisors at the various centres to ensure that all practical tasks remain relevant and of a high quality.
- recording any action taken to improve or review the quality or consistency of an assessment tool on the Document Register and the creation date of the new document will be noted on the footer of the pages.

Wave Learning ensures that all assessments are **reliable** through the demonstration of consistent results from one assessment to the next. **Reliability** is achieved through:

- the collection of evidence from different times and locations, especially during the practicum settings. Supervisors and assessors observe the students over the course of the entire practicum and make judgements only after the student has been given sufficient time to hone their skills and demonstrate their competency;

- the use of a number of different assessment methods, including written assignments, resource folios, workbooks, short answer responses, observations, scenarios, role plays, internet responses and practical tasks carried out during the practicums;
- where possible, the comparison of the results of two or more assessors regarding similar assessment items, to ensure that marking standards are consistent. Where this is not possible, (ie., where only one assessor is being used) further consultation with industry standards will be carried out.
- ensuring that trainers and assessors within Wave Learning meet regularly to ensure consistency between assessments and to compare processes;
- ensuring that students who are deemed Not Yet Competent on several occasions in a task are re-assessed by alternative assessors employed by Wave Learning;
- ensuring that students who are deemed Not Yet Competent on several occasions in a task are brought to the attention of the CEO to allow for assessment review;
- annually reviewing the delivery and assessment strategy of each course as part of the continuous improvement strategy and the review of the risk assessment matrix.

Wave Learning understands the importance of **flexible** assessment procedures. Flexibility is achieved through:

- ensuring accessibility to learners, so that they can proceed smoothly from one competency standard to another.
- the provision for the recognition of competencies no matter when, where or how they were acquired. To this end, Practical Assessment Handbooks have been developed by Wave Learning so that supervisors may recognise competency in different units at any time throughout the practicum sessions. RPL and RCC are also offered here, so that recognition may be given to students who have had relevant previous training or experience.
- the provision for assessments to be made when the student feels ready. Due dates are flexible and can always be negotiated with the assessors.
- allowing assessments, within reason, to be customised or modified after negotiation with the assessor. This provision ensures that all assessments are equitable and allows for students' individual circumstances and experiences to be taken into account. Wave Learning understands that the learner characteristics of the participant must be taken into account when developing assessment tools. Modification is only acceptable after the student and the assessor have reached an agreement about how the assessment will be changed, prior to the commencement of the assessment task.

To ensure **fairness** in assessment tasks, Wave Learning stipulates that the assessor and the learner work together, in collaboration, to achieve success and equitable conditions for the learner. Fairness is achieved through:

- ensuring that the student being assessed clearly understands what is expected of her/him. Each learning guide has been developed so that each assessment item is clearly and unambiguously outlined, has a clear purpose and relates directly to the desired skills and knowledge of the unit of competency. The tasks are clearly defined, with the type of assessment outlined, how the assessment is to be carried out, and the length that written assignments are to be;
- making the students aware of what the criteria for judging performance are. Included in each learning guide is the marking criteria, so that the student has a very clear understanding about what the assessor is looking for in each task and what criteria must be met before competency can be granted.
- ensuring that the learner is ready and prepared for the assessment, through the development of appropriate training techniques and through communication with the student. Access to trainers and assessors is available to all students through direct emails and telephone.
- ensuring that the students have access to the appropriate environment and resources throughout the training and assessment processes. To be fair, assessments must be carried out only after students have been provided with the necessary tools to gain to maximum level of

knowledge and skills appropriate to each unit of competency. These include manuals, learning guides, text books, practicum settings, trainers'/assessors' experiences and competencies, and institution based activities.

- ensuring that each student receives written feedback about the assessment task, whether competency has been achieved or not. The student and the assessor both sign and date this feedback once they are satisfied with the result. Should competency be withheld, the student will be provided with information and guidance about their future options in how to go about gaining competency, in both written and verbal form. This may include advising the student about how to improve their existing submission, revisiting the performance criteria with the student, and/or offering suggestions about further activities which may increase the student's knowledge base or skill level. The student is then able to resubmit the assessment task and try again to demonstrate their competency in that unit.

- providing opportunities for appeal and review of the assessment decision. If a student disagrees with an unfavourable decision, they may follow Wave Learning's appeal process.

Assessment Presentation

Written assessment documents including answers to all questions, scenarios and assessment tasks must be typed and handed to a trainer in hard copy with the accompanying marking guide. It is the student's responsibility to ensure that all assessments have their name clearly marked on both their assessment and the marking guide.

It is a Wave Learning requirement at all students retain a copies of all assessments, either in hard copy or electronically, until they have completed their course and received their qualification, or until they have formally withdrawn from training with Wave Learning.

In the event a student is granted permission to email their assessment, the marking guide must be scanned and attached to the email with their assessment.

Feedback to students regarding assessments

Wave Learning assessors provide feedback to students regarding their assessments. Both written and practical assessments have "Assessor Marking Guides". These guides outline the criteria which must be demonstrated in order to achieve competency and have a comments section. This comments section allows the assessor to provide feedback to the student regarding:
- positive aspects of the assessment tasks;
- gaps in evidence;
- areas for improvement;
- how to demonstrate competence; and
- advice on future options.

Each student receives written feedback about the assessment task, whether or not competency has been achieved. Should competency be withheld, the student will be provided with information and guidance about their future options in how to go about gaining competency, in both written and verbal form. This may include:

- advising the student about how to improve their existing submission;
- revisiting the performance criteria with the student; and/or
- offering suggestions about further activities which may increase the student's knowledge base or skill level.

The student is then able to resubmit the assessment task and try again to demonstrate their competency in that unit. Students are provided with two opportunities for resubmission. Should the students be deemed "Not Yet Competent" after two resubmissions, they may be asked to negotiate to re-enrol in that subject. If the student believes that the "Not Yet Competent" finding is unjustified, there is provision for appeal (See Appeals policy).

Apprenticeships and Traineeships

At the commencement of an apprenticeship or traineeship the student is provided with a training plan which outlines, where, when and how training is to take place.

If an apprentice or trainee exceeds or does not meet the requirements of the proposed training dates, then the training plan must be revised and signed by all parties.

Trainees are provided with a report, in addition to the trainer comments and feedback. Upon the completion of either written or practical assessments Wave Learning will generate a report showing dates associated with all completed assessments to date. Copies of these reports are sent to both the employer and the apprentice or trainee after every update.

Recognition of Prior Learning (RPL) and Credit Transfers

Recognition of qualifications issued by other RTOs

Wave Learning recognises the NQF Qualifications and Statements of Attainment issued by any other RTO and this is available to all students in order for appropriate Recognised Prior Learning to be considered.

Students may be entitled to a credit transfer in the following circumstances:
- Completed units of competency from a relevant National Training package
- Approved units of competence from a National Provider
- Successful RPL application.

Wave Learning will recognise the NQF Qualifications, Statements of Attainment and related RPL previously achieved by its students. As such, the Operations Manager will ensure that an appropriate designated person:
- accurately checks that the Qualification or Statement of Attainment has been issued by a registered RTO and that is has an AQF number;
- authenticates prior learning by ringing the issuing body (eg. university, TAFE, College, DET etc.);
- maintains student records which outline the implementation of RPL;
- disseminates this information through the student handbook.
- informs the student, and trainer where appropriate, of any RPL or credit transfers granted so that training plans can be amended.

Recognised Prior Learning and Recognised Current Competencies

Students who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the unit of the course may be granted credit upon substantiation of that claim. Students who believe this applies to them, may make an application for RPL or RCC.

Wave Learning offers all students the opportunity to undertake the RPL and RCC process upon enrolment. The 'performance criteria' of the course units set the RPL benchmark and evidence for credit of prior learning include, but are not limited to:
- Evidence of current competencies
- Performance, demonstration and skills tests
- Workplace observation
- Portfolio of work samples

There are a number of stages in the RPL process. These include:

- Information stage
- Initial support and counselling stage
- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

A student may appeal an unsuccessful claim (see complaints and appeals)

Suitable, qualified, and experienced Wave Learning staff will manage the RPL process. A student may receive recognition for all competencies required for a unit, or recognition of high standing. High standing recognition indicates that some but not all competencies for the unit have been attained.

Evidence considered for assessment is the RPL application form, plus a wide range of supporting documentation or other evidence. RPL kits are available for all students at their request or as indicated on the enrolment form, and trainers will work with students to guide them through the process. Evidence will be considered and assessed by both the contact trainer/assessor and the Operations Manager.

If further evidence is required then this is negotiated with the student. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. Students are always given the opportunity to try to collect further evidence to meet the competencies identified as being 'not yet competent'. Students are also provided with the opportunity to blend the forms of delivery ie, Students may choose to complete some units of their course through RPL, while completing an assessment method for other units.

Completion and procedure for issuing certificates

A student will be issued with a certificate and transcript on completion. If a student completes more than one unit, but not all the units for a complete qualification, a Statement of Attainment will be issued.

Before certification is issued the CEO verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the CEO will authorise issue of the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the student management system.

At the end of an apprenticeship or traineeship, all parties share the responsibility of ensuring the qualification is issued and notification is given to State Training Services and The Department of Education and Communities, for the issue of the completion certificate.

Complaints and Appeals

Complaints
In the event of a complaint, the student is required to follow the following procedures to ensure the issue is resolved:
- The complainant must try to resolve the problem with the person concerned
- The complainant must seek assistance of their Wave Learning trainer

Should the problem still be unresolved, the following procedure must be followed:
1. Complete the complaint form contained in the appendix of this Student Handbook
2. Submit the completed form to the Wave Learning Operations Manager with any supporting material relevant to the complaint
3. Upon receipt, Wave Learning will address the issue
4. The student will receive a written report outlining the outcome of the Operations Manager's assessment of the complaint and any proposed resolutions within 14 days of the complaint being received

All records of any complaints are kept on file. If the complaint is still unresolved, Wave Learning students may lodge a complaint with the Australian Skills Quality Authority (ASQA): 1300 701 801 or via email to complaintsteam@asqa.gov.au

Appeals
Wave Learning seeks to prevent appeals by ensuring students are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealings with students.

Should a complaint about an assessment be made, it will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analysed by the Operations Manager and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of the student receiving their feedback.

Should a student wish to make an appeal the following procedure must be followed:
1. Complete the appeal form contained in the appendix of this Student Handbook
2. Submit your completed form and the assessment you are appealing to the Operations Manager at Wave Learning
3. Upon receipt, the Operations Manager will seek to have the assessment in question re-marked by a second assessor, and in some cases a third. Feedback from all assessors will be collated and a decision made as to the validity of the appeal
4. The student will receive a written report outlining the outcome of the Operations Manager's assessment of the appeal within 21 days of the appeal being received

External Complaints or Appeals
For assistance with lodging an external complaint or appeal please contact the Australian Skills Quality Authority (ASQA): 1300 701 801 or email complaintsteam@asqa.gov.au. If ASQA finds your complaint is justified, the conclusions will be reported to you.

Students' Code of Conduct

Students enrolled with Wave Learning have certain rights and responsibilities and must abide by the appropriate policies and this Code of Conduct.
When a student signs the declaration they agree to abide by the following rules.

Students' rights

Students have a right to:
- be treated fairly and with respect;
- learn in a supportive and safe environment, free of discrimination and harassment;

- have personal records kept private, subject to statutory requirements;
- have access to personal records on request;
- be given information about assessment procedures at the beginning of a unit;
- receive feedback on your academic progress;
- appeal academic decisions or procedural matters;
- make a complaint to or about any staff member without fear of victimisation; and
- have complaints dealt with fairly, promptly, confidentially and without retribution.

Students' responsibilities

Communication: When communicating with Wave Learning staff by letter, fax, telephone, email or in person, students have a responsibility to:
- treat people with respect and fairness;
- not do anything that could offend, embarrass or threaten others;
- not harass or disrupt others in the performance of their duties; and
- show concern for others by not using obscenities or making offensive remarks;
- make contact with Wave Learning or directly with their trainer should they not be able to attend planned and agreed upon training sessions or appointments.

Study: Students should also:
- achieve satisfactory progress with their studies through participation or attendance as required;
- complete all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances;
- complete all assessment tasks and examinations honestly, without any form of cheating; and
- not submit and claim as their own, work derived from another source or work done by another person.

Safety: When on Wave Learning premises, students have the additional responsibility to:
- follow any safety practices required and follow directions, both written and spoken, given by Wave Learning staff;
- not damage or steal property;
- not enter Wave Learning premises with illegal drugs, alcohol, weapons or under the influence of drugs or alcohol;
- not smoke on Wave Learning's premises; and
- sign the attendance register.

Please note: Students have a responsibility to be on time for training, or make contact with the office or their trainer if they are unable to make their scheduled class or appointment. Wave Learning maintains the right to refuse to admit students who arrive to class more than 15 minutes after it has commenced, without refund.

Plagiarism

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them.

Unintentional plagiarism arises due to student confusion over how and where to reference, poor information literacy skills and confusion over the difference between copyright and common knowledge information.

Intentional plagiarism involves the deliberate act of presenting someone else's work/ideas as if it is your own. Current technology make such responses easy e.g. with cut and paste.

Wave Learning does not condone, nor does it tolerate, plagiarism committed by students and reserves the right to undertake disciplinary action against any student known to have committed plagiarism.

Disciplinary action can result in expulsion from the course being undertaken, without refund.

Discipline Policy

Students at all times must maintain appropriate behaviour and follow Wave Learning's code of conduct. Penalties for breaches of this code or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of a major or repeated breach, penalties may be imposed immediately and the student may be expelled from their course, without refund.

The CEO of Wave Learning will oversee all disciplinary matters.

Drug and alcohol awareness policy

Wave Learning has a responsibility to provide students and staff with a safe learning and working environment. The use of alcohol and other drugs is an Workplace Health and Safety concern. It can be the cause of accidents, undesirable behaviour, nuisance to others and damage to property. It is often illegal, and may be a risk to your health.

Alcohol and other drug use during Wave Learning activities is not permitted, nor is attending class if you are under the influence of alcohol or illicit drugs. Action will be taken if alcohol and other drug use is detected.

Cigarette smoking is only permitted in some designated outdoor areas of Wave Learning and you must observe all 'No Smoking' warnings. You always have a responsibility to ensure that your behaviour is not disturbing other people, is not a breach of Wave Learning discipline and that you comply with any directions from staff.

Alcohol

You will be in breach of the Wave Learning Student Code of Conduct if you:
- Consume alcohol in any area other than where it is clearly indicated to be permitted.
- Are under the influence of alcohol at Wave Learning classes.
- Consume alcohol on Wave Learning grounds or on Wave Learning activities before you turn 18.
- Supply alcohol to anyone under the age of 18 on Wave Learning grounds or activities.

Illicit Drug Use

Detection of any of the following activities will be acted on. All are breaches of the Wave Learning Student Code of Conduct, and are not permitted:
- Being under the influence of any illicit drug while at Wave Learning.
- Use, possess or supply a prohibited/illicit drug or substance (this is also against the law).
- Use a phone or computer to communicate about the supply of a prohibited drug (this is also against the law).

Prescription Drugs

Prescription or over-the-counter medications may impair your judgement. While you are affected by medication, you may not be able to safely use equipment or handle chemicals. It is your responsibility to discuss this with the Operations Manager, or your trainer, at Wave Learning. They have a duty of care to you and your fellow students and may need to know of your condition so that they can ensure safety arrangements. You have a right to privacy and while your trainer may need to inform the Operations Manager, it is against the law for them to tell anyone else without your permission.

Privacy Policy

Wave Learning complies with the Privacy ACT 2001. Information collected on students is only used for the purpose of delivery of our services.

Use and disclosure of personal information
Sensitive and personal information will only be collected, as required, from students. Such information is treated as confidential within Wave Learning and is used for the purpose for which it was collected or for a related purpose. This includes:
- Providing the training services
- Informing students about additional or upcoming courses available

Wave Learning does not disclose sensitive personal information to other third parties without the permission or instruction form the student unless required by Law to do so.

Receiving marketing material
With student's consent, Wave Learning may provide them with information from time to time about new courses available to them.

Student's consent to this is implied unless they notify Wave Learning that they do not wish to receive this information. You may do this by advising the Operations Manager in writing that you do not wish to receive marketing information.

Security of personal information
In line with new technology Wave Learning continually improves the security of personal information collected. Wave Learning takes all reasonable steps to protect the personal information of persons by:
- Securing all files with personal information in locked offices
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to day virus software
- Password access to the computer system
- Not releasing information to a third party without prior written authorisation

Rights to access information
Under the Privacy Act, students have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require Wave Learning to amend the information.

To access the information and course progress students are required to contact the Operations Manager in writing requesting access. The Operations Manager must verify the student's identity through either presentation of appropriate identification or answering a series of specific security questions. Both student and Operations Manager, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of u to 7 days before access is granted.

To obtain further information about the Privacy policy or access to personal information please contact the Operations Manager.

Staff Confidentiality
Staff must be aware of the Privacy Act 2001, and its requirements, and must at all times ensure student information remains confidential.

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised third parties

Students may nominate third parties they wish to access their records. Nomination must be put in writing addressed to the Operations Manager. The details of the third party will be stored on the student's file in the student management system.

Any staff member who receives a request for information from a person claiming to be authorized must verify this authorization and any related conditions through either a password or questions check prior to releasing any information.

Legislation
Wave Learning is committed to complying with relevant State and Territory laws including Commonwealth or State legislation. If you would like more information on how legislation affects your participation in education and training please contact Wave Learning. Legislation we are subject to includes, but is not limited to:

- Work Health and safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Anti-Discrimination Act 1991
- Australian Consumer Law (ACL) 2011
- Competition and Consumer Act (CCA) 2010

These various acts are accessible on the internet at the Australian Legal Information Institute web site www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletin and notice boards.

Consumer Protection Policy
Wave Learning maintains compliance with the national *Competition and Consumer ACT 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the ACT and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Wave Learning has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients.

Guarantee:

As a course service provider, Wave Learning supplies services and guarantees that these services will be:

- Provided with due care and skills
- Fit for specified purpose; and
- Provided within a reasonable time.

Wave Learning ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Wave Learning Training Obligations:

Wave Learning ensures it:

- Provides the training and support necessary to allow students to achieve competency
- Provides a quality training and assessment experience for all students
- Provides clear and accessible feedback and consumer protection system
- Maintains procedures for protecting consumers' personal information
- Has an established, documented and accessible consumer feedback and complaints policy and procedure
- Provides clients with details of these pathways for resolving or escalating complaints

Clients Rights:

Wave Learning clients have the right to:

- Expect the quality of your training meets the standards, regulations and requirement set down by Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable)
- Be informed about the collection of personal information and be able to review and correct that information
- Access Wave Learning's complaints process

Consumer Protection Complaints:

If an individual feels that Wave Learning has breached its obligations in the undertaking of marketing or sales activities, they may raise a complaint. We encourage individuals to discuss the situation with Wave Learning directly through contacting the Operations Manager.

If the individual is still not satisfied they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

- ACT Office of Regulatory Services (02) 6207 3000 fair.trading@act.gov.au
- NSW Office of Fair Trading 13 32 20 www.fairtrading.nsw.gov.au
- NT Consumer Affairs 1800 019 319 consumer@nt.gov.au
- QLD Office of Fair Trading 13 74 68 www.fairtrading.qld.gov.au/lodge-your-complaint
- SA Office of Business and Consumer Services 1318 82 www.cbs.sa.gov.au
- TAS Consumer Affairs & Fair Trading 1300 654 499 www.consumer.tas.gov.au/fair_trading
- Consumer Affairs Victoria 1300 558 181 www.consumer.vic.gov.au
- WA Department of Commerce 1300 304 054 www.commerce.wa.gov.au

Application for Refund

Applicant's Name:_____

Applicant's Address:_____

Applicant's Phone No._____ Work Phone No._____

Date:_____ Company Name:_____

Please complete the following correctly so that your refund can be processed quickly.

Payment of a refund is subject to the Wave Learning Refund Policy.

1. Name of the course the applicant was enrolled in:

_____

_____

2. Starting date of the course the applicant was enrolled in._____

3. Proof of payment produced. Yes / No.

4. Receipt Number_____ Date of Payment_____

5. Total amount of money paid for the course. _____

6. Reason for withdrawal from the course. _____

_____

_____

_____

_____

Office use only

Application for refund accepted.   No   Yes

Receipt Number for payment: _____

Date of payment: _____

Date of refund application: _____

Total amount of payments made: _____

Administration fees payable: _____

Total refund payable: _____

Date of refund paid: _____

Refund officer: _____ Director:_____ Date:_____

Complaint Form

Please complete the following correctly so that your complaint can be processed quickly.

Applicant's Name:_____

Applicant's Address:_____

Applicant's Phone No._____ Work Phone No._____

Date:_____ Company Name:_____

1. Name of the course:

_____

_____

2. Starting date: _____

3. Name of the person the complaint is made against:_____

4. Date of discrimination / harassment:_____

5. Time of discrimination / harassment: _____

6. Reason for complaint being lodged (please be accurate and specific with all details):

_____

_____

_____

_____

_____

_____

7. What action was taken to correct the problem at the time of the incident?_____

_____

_____

Office Use only
Date, time of incident:_____
Was the person given all available information:_____
Name of Director complaint was made to: _____
Action taken: _____
Follow up requirements:_____
Recommendations: _____
_____
_____
_____

<u>Appeals Form</u>

Student's Name: _____

Student's ID: _____

Contact phone number: _____

Course name and code: _____

Trainer's/Assessor's name: _____

Unit name and code: _____

Name of assessment item: _____

Date submitted: _____

Date feedback received: _____

Details to support appeal:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Student's signature: _____Date: _____

• •

OFFICE USE ONLY

Date appeal received: _____

Signed: _____ Position: _____

Outcome of appeal: _____

Date of resolution: _____