

Wright TRAINING



Participant Handbook

A Resource for Participants

A document to be used by Participants to assist their understanding of the requirements and expectations when undertaking a training programme with us.

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Welcome

Welcome to your training programme with Wright Training. We look forward to assisting you through your programme by providing excellence in training and assessment services.

Please take the time to familiarise yourself with the information in this handbook which is designed to provide details related to the enrolment and administration of participants and the administration and management of participant records.

The Policies and other related documents can be found on the *Resources* tab of our website:

www.wrighttraining.com.au

Should you have any questions or concerns, please ask your Trainer or contact the Administration Officer. Our staff are always happy to support your training programme/s.

Introduction - Who We Are

Wright Training are a Registered Training Organisations (RTO # 45545) providing quality assured, nationally recognised training and qualifications and operating throughout Australia under the registration of the Australian Skills Quality Authority (ASQA).

We operate a Quality Management System accredited under ISO 9001:2015 and maintain accreditation as a Global Wind Organisation (GWO) Certified Training Provider.

At Wright Training, we aim to provide value to our clients by providing innovative training solutions and consultation services in the right way. We constantly strive for the highest standard of excellence and aim to be recognised for being experts in the delivery of safety and rescue training to the industry. We are here to support you, our participants, through our training programmes and ensure you have an enjoyable learning experience.

Wright Training offer a variety of quality training programmes in the following areas:

- Working at Height
- Vertical & Confined Space Rescue
- Equipment Inspection
- Manage Facility Emergencies
- GWO Basic Safety Training Modules: Manual Handling, First Aid, Fire Awareness, Working at Height
- GWO Enhanced First Aid
- GWO Advanced Rescue Modules: Nacelle, Tower & Basement Rescue Hub Rescue
- Confined Space
- First Aid - CPR, LVR & First Aid
- Manual Handling & Injury Prevention
- Basic Fire Fighting

For further details on the training programmes offered please refer to our website and information flyers which list all current course codes and titles applicable.

This Handbook

The information in this handbook will assist you in understanding some of the basic expectations while you are undertake a programme with Wright Training. You will find information here about our training and assessment services and a summary of relevant policies and procedures including:

- Training and Assessment Procedures including RPL
- Complaints and Appeals process

- Policies regarding; Fees & Charges, Complaints & Appeals, Marketing and Certification
- Privacy of information

Should you have any questions or require clarification, please ask your Trainer or contact the Administration Officer. Our staff are always happy to support your training programme/s.

Accreditation

Wright Training maintain accreditation for a number of programmes and systems including:

- Registered Training Organisation Standards
- Global Wind Organisation Standards
- ISO 9001 Quality Management Standard

ASQA set the minimum requirements for national training and assessment programmes in Vocational Education and Training in Australia, they are the governing body that ensures consistent, high quality training and assessment programmes are provided to industry by Registered Training Organisations (RTO).

GWO set the minimum requirements for training and assessment programmes globally for wind industry technicians, they are the governing body that ensures high quality training and assessment programmes that are industry specific, relevant and focussed on maintaining the safety of all wind industry personnel.

ISO 9001 set the minimum criteria for a quality management system and is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Accreditation under this standard helps ensure that you, our participants get consistent, good quality products and services.

We foster a continuous improvement culture and implement products, services and practices to a high standard to retain our accreditation under all Standards.

ASQA Standards for Registered Training Organisations

The ASQA Standards specify the key requirements to be met by each RTO. The objectives of the Standards are to ensure nationally consistent, high quality training and assessment services for all participants in Australia's Vocational Education and Training system.

The Standards for RTOs do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. Through systematic approaches to management and continuous improvement, Wright Training can demonstrate that we are focused on continuously improving outcomes in relation to each Standard.

In addition to maintaining compliance with ASQA Standards, GWO Standards and ISO Standards, Wright Training manages its training programs in accordance with VET State and Territory legislation and regulations. As part of our training, we encourage all participants to be familiar with the relevant legislation, Acts and Licensing Authority requirements and each training programme includes a workshop session on how they impact on your workplace.

The Legislation is continually revised and amended as industry changes arise. All relevant staff members and Trainers are made aware of changes through communications and consultation at meetings.

- Current Legislation can be viewed at www.comlaw.gov.au
- Current Standards for Registered Training Organisations can be viewed at www.legislation.gov.au

Wright Training take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Participant Overview

What courses can I study?

Wright Training adheres to the Standards for Registered Training Organisations 2015 where relevant programs align to Units of Competency and Qualifications contained in Training Packages, ensuring best practice in service and delivery at all times.

Other training courses are available, and these include programmes accredited under the Global Wind Organisation – these too, adhere to various individual authorising bodies.

We are continually expanding our scope of operations and recommend that you access our website to view our current courses offered: www.wrighttraining.com.au

How is training delivered?

Our training courses are delivered through a number of modes including:

- Face to face classroom training
- Distance based learning
- Onsite using actual equipment
- Practical training
- Online
- Scenario based training

What is a pre-requisite?

A pre-requisite is a specified training and assessment condition that must be completed prior to enrolling in a course. Pre-requisites are specific to each course, not all courses have pre- requisites. Please refer to the course outline for specific pre-requisite information.

Where a course has a pre-requisite, evidence must be supplied prior to attending the programme. This is communicated in our proposal documents, on our website, in the Booking Confirmation sent and in email and phone conversations should you contact us. In the event that pre-requisite evidence is not received by 17:00 NSW Time on the business day prior to programme commencement, the enrolment will be cancelled and entry to the programme refused. If this occurs, it is considered a cancellation and fees will be applied.

What is an entry requirement?

An entry requirement is a requirement set by Wright Training that must be achieved or provided prior to the commencement of a programme. For example,

- Participants are required to provide their USI for nationally recognised training
- Participants must be physically capable of completing practical activities

- Participants are required to provide their WINDA ID for all GWO programmes
- Participants undertaking Breathing Apparatus training must be clean shaven

Entry requirements differ for each course, details are provided in the training proposal, in the course information flyer and available on our website.

Enrolment

Whether you are participating through your company or as an individual you will need to complete your enrolment with us. This may be completed online prior to the programme following the directions provided to you in an email, online at the commencement of training following the directions provided to your by your Trainer or in hardcopy (paper) form on the day of training.

Your Trainer will provide an enrolment form on the first day of training for your completion, or details of how to enrol online via your smartphone, tablet or laptop. You will need to provide details of any medical issues that may affect your participation in the programme, including any temporary restrictions. You will also be asked to provide evidence of your identity which your Trainer will need to view and confirm on your enrolment form.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

From 1 January 2015 if you are undertaking nationally recognised training you will need to have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015, and all new students. All students must provide their USI before a Certificate can be issued.

You can create your own USI at the USI website www.usi.gov.au

WINDA ID

The WINDA database is a global database owned by GWO for the recording and verification of GWO certification. Records uploaded to WINDA will be accessible to anyone who registers a user account in WINDA and assists the global wind industry in verifying training status of personnel.

All participants undertaking GWO programmes must supply their WINDA ID to ensure their records can be uploaded into the WINDA database for accurate recording and retrieval.

You can create your WINDA ID at the website www.winda.globalwindsafety.org/register

Induction and Introduction to Programmes

Your Trainer will provide you with all the guidelines for your programme; Trainers are subject matter experts in their respective fields. Your Trainer is responsible for the delivery of training and may also be responsible for undertaking assessments. Trainers and Assessors continuously review programmes to ensure the changing regulatory and legislative requirements are implemented.

Your Trainer will inform you of the following *housekeeping* requirements whilst you are undertaking training with us:

- Emergency evacuation procedures
- Exit(s) and Emergency Assembly areas
- Amenities available including toilets, tea/coffee facilities
- Designated training areas and PPE requirements in those areas
- Designated smoking areas as applicable

Student Requirements

Dress Code and Fitness for Work

The industry has certain safety requirements that must be observed, training within the industry must meet the same safety requirements. All participants are reminded of the need to arrive at a training programme *Fit for Work* and ready to commence. This encompasses meeting the following requirements including any specific site requirements:

- Wear appropriate clothing for work and site including Hi-Vis where required
- Appropriate footwear to be worn
- Being adequately rested and alert, with the ability to actively focus and participate in all aspects of the programme
- Have all required PPE available and use it as required

Not Acceptable aspects of *Fit for Work* include:

- Being under the influence of drugs or alcohol
- Displaying evidence of fatigue (eg. lacking sufficient sleep)

Training programmes are commonly delivered on worksites and all requirements of that site will be adhered to including the completion of drug & alcohol testing as requested by the Site representatives.

Where participants present for their training programme in a state that is deemed not *Fit for Work* action may be taken including being dismissed from the day and/or programme. This will be at the Trainers discretion and the participant/s will be advised accordingly.

Code of Conduct

The promotion of a safe and effective learning environment depends on the appropriate mutual behaviours and conduct. A failure to comply may result in disciplinary action being taken and possible exclusion from training.

It is essential that all participants in Wright Training programmes observe the following requirements as they are fundamental to the safe and successful delivery of training and assessment activities.

Legitimate Directions	Participants shall follow all legitimate directions given by their Trainer / Assessor throughout the programme
	All directions and requirements for the Site must be followed at all times as directed by Site representative/s and outlined in the Site Induction

Respect and Due Consideration for Others	<p>All Staff, Participants, Site representatives and any other persons or their possessions shall be treated with respect. Harassment in any form will not be tolerated</p> <p>All mobile phones shall be switched off or into silent mode, gaming, texting or phone calls will not be tolerated during training.</p>
Attendance	<p>Participants must attend the training programme each day on time and are expected to participate fully and actively in both classroom and practical activities</p>
Absences	<p>Participants must notify the Trainer if they leave the training programme outside of specified breaks</p> <p>Where participants are more than 30mins late without notice they may not be able to attend that days training</p>
Work Health and Safety	<p>Participants have a <i>Duty of Care</i> to ensure they carry out tasks without the risk of injury to themselves or others. Appropriate personal protective clothing and equipment must be worn as required by the Site, the environment, the practical tasks undertaken and as directed by your Trainer.</p> <p>Wright Training ensures that all safety related matters are in line with the WHS Act & Regulation</p>
Maintenance of Facilities and Equipment	<p>Participants are requested to maintain facilities and premises in the same condition they are found, maintain good housekeeping and pick up after themselves</p> <p>Equipment utilised in activities is to be inspected prior to use, used in the appropriate manner and returned following use. Any damage or defects must be reported to your Trainer immediately</p>
Smoking	<p>All participants must follow the Site requirements and only smoke in the designated smoking area/s</p>
Drugs & Alcohol	<p>Wright Training has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be reported to their supervisor and asked to leave the programme.</p> <p>Any person found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the programme.</p> <p>It must be noted that some prescription drugs will affect your performance, please discuss any medications with your Trainer prior to programme commencement</p>
Cheating or Plagiarism	<p>Cheating or plagiarism (copying someone elses' work) will not be tolerated, any person found to be cheating may be dismissed from the programme.</p>

Staff Conduct	Wright Training staff will maintain a professional and ethical working relationship with all other staff, management, participants and site representatives. Any breach of our disciplinary standards will be discussed with the Trainer and the RTO Compliance Manager and the appropriate action taken.
	Should you wish to express a complaint in relation to disciplinary action taken, please follow our complaints procedure

Student Support

Language, Literacy and Numeracy (LLN) Assistance

All standard materials for training programmes contain written documentation and some limited numerical calculations. Wright Training recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to assist where we can to accommodate anyone with language, literacy or numeracy difficulties.

Where participant needs exceed the support we can provide we will refer them to an appropriate external support organisation such as the Reading, Writing Hotline, their local TAFE college or an appropriate professional.

Participant Support, Welfare and Guidance

Wright Training will assist all participants in their efforts to complete our training programme/s.

We will determine the support needs of individual participants at enrolment and make every effort to provide access to the support services necessary for each individual to meet the requirements of the programme. Where additional resources are required for individual participant support, the participant must meet the associated costs.

Should a participant be experiencing difficulties with the programme, we recommend that you discuss this with your Trainer or another member of Wright Training Staff. We will make every effort to assist and may be able to offer additional support through:

- Provision for special learning needs
- Provision for special cultural and religious needs
- Alternative assessment strategies
- Additional coaching and/or mentoring

Trainers will refer any participant requiring additional support during the programme to an appropriate support service. These services include:

- Interpreting Services 13 14 50 (Translating and Interpreting Service)
- Lifeline 13 11 14
- Literacy and Numeracy Support:
 - **National** Australian Council of Adult Literacy 03 9469 2950
acal@pacific.net.au
 - **NSW** NSW Adult Literacy and Numeracy Council 1300 655 506
www.literacyline.edu.au

Participants Rights and Responsibilities

At Wright Training, we work hard to be flexible and work within the varying conditions on worksites, we provide information in excess of meeting the competency requirements and encourage questions and participation throughout the programme/s.

Whilst all participants have the opportunity to gain the same knowledge it is those who engage within the group and participate fully in the programme that gain the most from it.

Participant Rights

Whilst undertaking training and assessment with Wright Training, participants have the right to:

- Confidentiality
- Be safe and comfortable
- High quality training and assessment
- Appeal assessment decisions
- Fair assessment
- Be treated with respect by other participants and staff
- An environment free from discrimination and harassment

Participant Responsibilities

To avoid any confusion, the following expectations of behaviour are provided; adherence to expectations is required by all participants.

- Work towards achieving goals set within the training programme and completion within the agreed time frame
- Abide by copyright and plagiarism laws and legislation
- Comply with workplace health and safety regulations at all times
- Provide personal information for ID purposes
- Provide your Unique Student Identification and/or WINDA ID
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure that behaviour is of a level acceptable to the workplace at all times
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your Trainer
- Comply with Wright Training *Terms and Conditions*
- Inform your Trainer in advance of any intended absences
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training and ensure it is noted on your enrolment form.

It is your responsibility to inform Wright Training if any of the following change:

- Contact details including Name, Address, Telephone number, email etc.
- If you are unable to attend scheduled training and/or assessment session/s

Discipline

Wright Training make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same behaviour is expected of participants in a functional learning environment.

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

- Warn the participant that their behaviour is unsuitable
- Ask a participant to leave the class, without refund or acceptance into another course
- Immediately cancel the class.

If a participant wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow our complaint procedure.

Breaches of these disciplinary standards will result in discussion between the relevant trainer, participant/s and Wright Training, and appropriate action will be taken.

Assessments

Assessment means the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency and the ability to perform to the standard expected in the workplace and the relevant competency standard or the learning outcomes.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Observation of skills and knowledge
- Work samples
- Third party reports

Participants will be given continual feedback on all assessment activities so that where an unsafe or incorrect practice is observed participants will be corrected and expected to complete the task properly. Competency based assessment does not use a marking scale rather the participant is deemed Competent or Not Yet Competent.

Flexible Delivery and Assessment Procedures

Wright Training recognise that not all participants learn in the same manner, and that with an amount of *reasonable adjustment* students who may not learn best with traditional learning and assessment methods will still achieve good results.

Wright Training will make any necessary adjustments to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants and/or they may include having someone record the participants verbal responses to assessment questions.

Wright Training undertakes to assist participants to achieve the required competency standards where it is within our ability. Where we cannot assist a participant, we will where possible refer them to an agency that can assist.

Any further questions can be referred to your Trainer and/or the RTO Compliance Manager.

Assessment Methods

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

- Task skills (actually doing the job);
- Task management skills (managing the job);
- Contingency management skills (what happens if something goes wrong); and
- Job Role environments skills (managing your job and its interaction with others around you).

To validate your assessment, we require the demonstration of skills and knowledge across a range of environments and contexts relevant to the unit or module. Depending on the programme, each unit of competence contains reading, research and written assignments, some of which must be submitted for marking. In addition, you will be expected to complete practical assessments.

If you have difficulty understanding any of the set work, or would like to substitute work based evidence for a set assignment, please discuss this with your trainer or assessor. This will allow you to apply your skills in your job role and using your employer's protocols and processes.

Wright Training will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency. Staff is available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment. Re-assessment is available on appeal.

Policy regarding Dictation or Copying of Assessment Answers

- On **NO** occasion is it acceptable for assessors to conduct assessments that allow participants to copy the *Marker Guide* or dictate answers into their assessment. Answers to questions should be in the participants own wording
- Where answers reflect requirements of respective State/Territory, Legislative or Regulatory requirements and/or site specific requirements such as plant equipment, site procedures etc. the assessor may use reference tools in class to build the requirements of the answer.
- Where participants work in groups to complete tasks (eg. risk assessments) all participants names and signatures must be evidenced on the document/s
- Wright Training will audit assessments within training programmes delivered. This will be random to ensure that guidelines for compliance are being met. Our RTO Partners may also audit assessments at any time to ensure continued compliance.
- Where evidence suggests answers were dictated or the participant copied materials, a full investigation will be undertaken that, if found to be in breach of policy may require the re-

assessment of participants. This may or may not involve additional cost, depending on circumstances.

Assessment Feedback

It is the policy of Wright Training to ensure that all participants are given adequate feedback following assessment for them to be satisfied of:

- Validation of the level of their current competencies and knowledge
- Offering positive reinforcement and commendation of good work practices
- The reason for a particular assessment being awarded a NYC result, and assistance in the preparation and rescheduling of assessments
- Covering the participant information requirements in anticipation of an appeal that must be internally or externally moderated

This feedback shall be in writing and evidenced on all assessment evidence and assessor report forms. Where the feedback was given verbally, a file note summarising the assessment feedback given shall be initialled by both participant and assessor and placed on file.

Copies of the assessment evidence, including all feedback shall be placed on the student file and must be stored for at least 12 months following completion. This evidence may be stored electronically where appropriate.

Completing Training

To receive a Certificate or Statement of Attainment, participants must achieve competency in their programme and have accurately quoted their USI or WINDA ID. Statements of Attainment and Certificates will be issued in a timely manner after programme completion and posted to the nominated representative.

Certificate Replacement

In the case where a participant loses or misplaces their certificate, they can request a replacement. To protect individual privacy, copies can only be provided to the person named on the certificate and must be requested in writing.

Replacement certificates are charged at \$50 plus GST.

Participant Feedback

Wright Training has a commitment to providing a quality service with a focus on continuous improvement, your feedback is particularly important to our commitment and we value your contributions. Throughout your training programme you will be asked to provide your thoughts and comments on the training received. We also encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

Documented evaluations are conducted for every course offered by Wright Training, every participants evaluation and feedback is reviewed for the purposes of continuous improvement of our training and services. Individual issues or negative feedback is dealt with on a case by case basis according to a defined process which is ultimately authorised by the RTO Compliance Manager.

All evaluation results will be used in the Continuous Improvement process.

Policies and Procedures

Wright Training has a range of policies and procedures available for your reference. These can be sourced from your Trainer, the Administration Officer and some are available on our website

www.wrighttraining.com.au

Resources include:

- Quality Manual
- Complaints and Appeals
- Fees and Refunds
- Recognition of Prior Learning (RPL)
- Access and Equity
- Marketing and Advertising
- Privacy and Confidentiality
- Certification

Complaints and Appeals

In the event that you have issues with the training, you should in the first instance refer the complaints to your Trainer. Alternatively you can use the *Complaints and Appeals process* to resolve the issue.

Wright Training clients can seek assistance from the RTO Compliance Manager via email:

Wright Training provide participants support through *reasonable adjustment* of assessments if you are finding it difficult to work through the assessment task/s due to a language, literacy or numeracy difficulty. The Trainer may be able to assist with additional tutorial support or further support can be arranged, please contact the RTO Compliance Manager.

Fees and Refunds

Wright Training requires confirmation of your training booking through receipt of a completed Booking Form and your company Purchase Order. Fees for training programme/s and any applicable mobilisation costs are outlined in the proposal and/or programme information flyers provided prior to booking training. Invoices are issued following the scheduled training.

On completion of training, invoice/s will be issued to the mailing address provided on the booking form, certificates will be processed and issued following receipt of full payment which is due 14 days following issue of the invoice.

Refunds

As Wright Training does not accept fees in advance there will be no refunds issued. In the event that training/assessment is halted prior to the completion of the programme, fees will be applied relevant only to the portion of the programme delivered and associated mobilisation costs.

In the event that an invoice is overpaid a credit note will be issued.

Programme Changes / Deferrals

A client has the right to defer any programme provided that they provide notice, in writing, of intention to defer within 2 weeks of the scheduled programme commencement. Where a

programme is deferred, a revised booking form including proposed dates must be received within the time frames outlined below or the deferral will be noted as a cancellation and re-booking where the appropriate cancellation fees will apply.

Where a client defers a programme, it must be re-booked to occur within six (6) weeks of the original date/s or cancellation fees may apply.

For all other programme changes and deferrals less than 2 weeks of the scheduled start date and time, cancellation fees apply.

Wright Training reserves the right to cancel, postpone or reschedule training programmes due to unforeseen circumstances or events. Should this occur an opportunity to reschedule will be offered with no penalties applied. Wright Training will not compensate clients for time, travel accommodation or other expenses incurred.

Cancellations

A cancellation policy is applicable to all training programmes booked and is outlined in the Terms and Conditions of the Booking Form.

As there is always a chance that crews are called out on emergency tasks or plant demands arise, the risk exists that Trainers will arrive for training and not have participants arrive. Every effort will be made to complete training as scheduled however in the event that Trainers have arrived and the programme cannot go ahead full course fees will apply.

The client has the right to cancel a programme at any time on the understanding that cancellation fees may be applicable. All cancellations must be in writing by email or post.

Fees to be applied:

No Fee	If withdrawing 2 weeks or more prior to scheduled start date and time
50% of course fees	If withdrawing less than 2 weeks but greater than 2 days prior to scheduled start date and time
80% of course fee	If withdrawing 2 days or less prior to scheduled start date and time

Note: All 'days' mentioned above refer to business days, ie Monday – Friday 8am – 5pm

Mobilisation charges applied:

In all cases non-refundable mobilisation costs (including but not limited to best-fare airline tickets and/or hotel) and customised programme material costs will be charged to the client.

In all cases, refunds are at the discretion of the CEO and may be negotiated on a case-by-case basis. All cancellations will be dealt with in a fair and equitable manner in line with this policy.

Recognition of Prior Learning (RPL) Policy

Wright Training recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

These skills are valid, irrespective of how they were acquired.

Students who believe they have skills and knowledge that would be covered in the training programs offered by Wright Training should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training programme reduced in length.

Students can make an application for Recognition of Prior Learning at any time during the training programme. An RPL application pack is available from your Trainer and/or the Administration Officer. You will have to submit evidence that demonstrates that you have the required knowledge, work experience or life experience that matches Wright Training programmes (units of competency).

Wright Training will recognise nationally accredited training delivered by other training organisations. These qualifications will be recognised and where appropriate could be used to reduce any training programme being offered by us. Students will be required to produce a certified copy or the original certificate to the RTO Compliance Manager or in some cases the trainer, who will make note of the qualification in our record system.

Recognition is typically applicable where students produce a pre-requisite qualification for a course they are currently wishing to undertake.

Credit for Prior Studies

Credit for prior studies is available to all participants in any of the training programmes offered.

Credit for prior studies – provides credit to students for units of competency and/or qualification on the basis of outcomes gained by a student through participation in courses of nationally training package qualifications with another Registered Training Provider (unless licensing or regulatory requirements prevent this). The documents issued will be authenticated by Wright Training to grant the Credit.

Exit Points from your Programme

The following exit points are possible within the programme for partial completion.

- A *Certificate of Attendance* can be provided for candidates who attend any practical workshop or seminar which forms a component of the requirement for a Unit of Competency, but who do not satisfactorily complete the assessments (if conducted at that workshop or seminar)
- A *Statement of Completion* can be provided for non-accredited modules.

If you exit with either of these, it is important to note either document might be considered acceptable as part of the evidence required for Recognition of Prior Learning (RPL). You also need to be aware that only the following testamurs are true qualifications under the Australian Qualifications framework (AQF):

- A *Statement of Attainment qualification* is able to be issued when a candidate completes all the requirements for a specified Unit of Competency in accordance with AQF
- A full *Certificate or Diploma Qualification* all the aggregate components of a qualification are attained

Access and Equity

Wright Training is committed to access and equity in the provision of training and related services, and accordingly to improving people's chances of getting into and succeeding in vocational education, training and employment. Wright Training accepts the challenge of ensuring that training and related opportunities extend to all members of our diverse community and do not unreasonably prevent any clients from accessing our services.

Wright Training are committed to practicing fairness and equal opportunity to all participants regardless of sex, race, impairment or any other perceived difference in class or category. We will address access and equity matters including discrimination as part of our operational duties. We will adhere to all policies, procedures and practices that contribute to improving the outcomes for the diversity of our clients.

Marketing and Advertising

Marketing and advertising are mechanisms to provide information to ensure that each potential participant can make an informed choice. Wright Training ensures that all marketing and advertising is ethical, accurate and consistent with our scope of operations.

Wright Training has implemented an approval process to ensure all advertising and marketing material including promotional information in any medium (print, television, radio, banners, internet, etc.) is acceptable and meets all obligations under certification bodies.

Continuous Improvement

Wright Training strives for excellence and quality and takes every opportunity to improve and enhance all aspects of its business operations, products and/or services. Wright Training will collect information about day to day operations and ensure it has an ongoing process for improving how things are done.

Wright Training aims to make all organisational functions and resources work more effectively and efficiently over time

Any employee or client of Wright Training has the right to provide unsolicited feedback on the services or operations provided. Staff and participants are likewise encouraged to provide anonymous feedback in the event that they want anonymity.

Workplace Health & Safety

Wright Training is committed to providing a safe work place and learning environment for our personnel and participants. We ensure strict compliance with workplace health and safety legislation by education of all personnel during the induction process, ensuring trainers incorporate WHS considerations when planning and delivering training, adhering to all site requirements for WHS and ensuring a risk assessment is conducted prior to any practical tasks.

Wright Training expect all personnel and participants to accept responsibility for a safe work / learning environment. Personnel and participants are expected to follow a set of safety standards, which are clearly outlined in the induction process and at the commencement of each face-to-face course. These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions

- Protect from any health hazard which may arise out of work or conditions in which work/training is carried out
- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing
- at work / study

These standards, and this policy, provides for the following process:

- Establishing and maintaining work / learning practices which are safe, and which minimise risk to health
- Allowing all levels of Wright Training personnel to be responsible and accountable for minimising the potential for workplace injury to, and illness of, themselves and participants within their area of responsibility, and where possible, mitigate the risk
- Ensuring participants are advised of the WHS requirements of their training programs and supervised accordingly
- Ensuring the provision of appropriate instruction, information and training for Wright Training personnel and participants
- Training and supervising all personnel to enable the safe performance of work / training practical activities
- Developing and implementing preventative strategies which include workplace and job design, the identification of hazards in the workplace / learning environment and taking appropriate remedial action to control any hazards

Any reports of sickness, accidents or workplace incidents, whether Wright Training personnel or participant- related, are to be recorded on an incident report and forwarded to Wright Trainings CEO.

Privacy and Confidentiality

The definition of “personal information” is found in Section 6(1) of the Privacy Act 1988: *“personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”*

Confidential information obtained by Wright Training and individuals or organisations acting on our behalf are safeguarded. Information about a participant, except as required by law or as required under the GWO Criteria for Training Providers and Standards for Registered Training Organisations, is not disclosed without the participants written permission (and that of their parent or guardian if the participant is under 18 years of age).

People external to Wright Training who act on our behalf, e.g. on complaints committees or technical experts in internal audits, will be made aware of, and will be subject to, these procedures when they commence work with Wright Training.

Wright Training recognises, at times, participants’ records may need to be released to relevant government departments for the purpose of participant and/or provider monitoring and audit. Participants are informed of this requirement prior to enrolment with us, and their signed declaration of their knowledge of this requirement is retained on file (i.e. Participant Enrolment Form within participant file).

As a participant on a course with Wright Training the participant at all times will have access to their current records, and personal information.

Intellectual Property

Intellectual Property (IP) ensures property from original thought (this may be clients, participants, Wright Training personnel or Wright Training Pty Ltd itself) is protected by law.

Wright Training clients / participants own all IP which they generate, unless they enter into a written agreement with us, whereby they assign their property to Wright Training. We cannot require a participant to assign any of his or her IP in order to qualify for enrolment or to remain enrolled in a course.

The IP of which Wright Training claims ownership includes:

- Databases, computer software, courseware, and related material
- Works generated by and/or with Wright Training computer equipment or software
- Confidential information associated with each and every item listed in this section
- Copyright in works and materials
- Educational materials

Clients, participants, Wright Training personnel and visitors who receive or develop Wright Training confidential information must, unless otherwise agreed with Wright Training:

- Keep all Wright Training confidential information strictly secret and confidential
- Not make any use whatsoever of Wright Training confidential information except for the purpose
- for which the information is disclosed to them
- Take such steps as are reasonable to preserve the confidentiality and secrecy of Wright Training
- confidential information
- Not make copies or duplicates of the Wright Training confidential information (including Wright Training resources), except to the extent which it is reasonably necessary for the purpose for which
- the information is disclosed to them
- Not reveal any of the information to any person whatsoever, except to those people who
- have a need to know, for the purpose for which Wright Training confidential information is disclosed to the client, participant or Wright Training personnel.

The above obligations shall remain in effect indefinitely.

The obligations of confidentiality under this IP Policy do not extend to information which:

- Is rightfully known to or in the possession or control of the recipient and not subject to an obligation of confidentiality on the person who receives or develops the confidential information
- Is public knowledge
- The person who receives or develops Wright Training confidential information is required by law to
- disclose, to the extent, which the law requires it to be disclosed.



The right workplace solutions

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