Participant Information Handbook

2018/19

Western Business School
RTO: 4183

wbs.org.au

Contents

Introduction 4
Our Courses 5
Suggested Unit Selection 5
Training Guarantee 8
Planning for Training 9
Reasonable Adjustments 10
Capacity to Train 11
Recognition of Prior Learning and Credit Transfer 11
Consent and Declarations 12
Enrolment Process 12
Pre Training Review 14
Participant Support Services 15
Specialised Support Services 15
Privacy 15
Your Personal Information 16
Unique Student Identifier (USI) 17
Participant Records 17
Storage and Security 18
Access to Your Personal Information 18
Western Business School Equity Commitment 18
Workplace Health and Safety 19
Statement of Commitment to Child Safety 19
Participant Attendance and Behaviour 20
Bullying and Harassment 20
Misconduct 21
Complaints and Appeals 22
External Complaints and Appeals 24
Disciplinary procedures 24
Participant Safety 25
Fees, Charges and Refunds 25
Refunds 28
Replacement Certificates 29
Extra Support Charges 29
Training Feedback 29
Other Information 29
Legislation 30
Complaints and Appeals Form 31

Western Business School

Participant Information

General Information

Introduction

Welcome to Western Business School (WBS). WBS is a Registered Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the business sector. Our provider number is 4183.

WBS has the following nationally accredited courses on its Scope of Registration:

Qualification Scope	NSW	VIC	QLD
BSB30115 – Certificate III in Business*^	✓	✓	✓
BSB40215 – Certificate IV in Business*^	✓	✓	✓
BSB50215 – Diploma of Business*^	✓	✓	✓
BSB61015 – Advanced Diploma of Leadership and Management*	✓	✓	✓

* This training is delivered with Victorian and Commonwealth Government Funding. Eligibility requirements are in place for this funding. WBS encourages individuals with disabilities to apply. Where government subsidies apply, please note your enrolment into our course will impact access to further government subsidised training.

^ This training is subsidised by the NSW Government.

We acknowledge the importance of certified learning principles in the delivery of effective training.

We believe that all participants should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training. We come to your worksite to conduct your training and assessment to ensure optimum learning environments and outcomes. We ensure all our participants receive the in-depth learning and unlimited support they deserve. More than likely, you are undertaking this course as part of a Traineeship. We would like to take this opportunity to welcome you to the program.

If you are not in a traineeship but undertaking this program in the workplace, we welcome you too! There is no difference to your training delivery, or your employment status. Your training is delivered in the workplace by our qualified trainers and assessors. When we mention traineeships, this includes you as a participant and student. Information relating to fees can be found at the back of this handbook.

The purpose of this Participant Information Handbook is to introduce you to the services available at WBS. You will receive a copy of this handbook at your orientation. Keep it with you, as it provides information about your course, assessment processes, tuition fees and your rights and responsibilities. The handbook is also available electronically from our website. wbs.org.au/Participant-Information-Handbook

All trainers and accessors have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Our Courses

Before the commencement of training, we provide you and your supervisor the opportunity to customise the qualification by selecting units best suited to you, your job role and as required by your Employer Partner or employer. Detailed Unit Selection Lists are available from our website. http://www.wbs.org.au/unit selection

The units selected must meet the requirements and rules of the Training Package and your selection will be confirmed with your trainer before training commences.

Suggested Unit Selection

BSB30115 – Certificate III in Business^*			
Core	BSBWHS302	Apply Knowledge of WHS legislation in the workplace	20
Elective	BSBCUS301	Deliver and monitor a service to customers	35
Elective	BSBDIV301	Work effectively with diversity	30
Elective	BSBFLM312	Contribute to team effectiveness	40
Elective	BSBINN301	Promote innovation in a team environment	40
Elective	BSBITU312	Create electronic presentations	20
Elective	BSBITU314	Design and produce spreadsheets	35
Elective	BSBITU313	Design and produce digital text documents	90
Elective	BSBITU306	Design and produce business documents	80
Elective	BSBWOR301	Organise personal work priorities & development	30
Elective	BSBFIA301	Maintain financial Records	60
Elective	BSBPUR301	Purchase goods and services	60

COURSE INFORMATION	
Requirements	• 12 units are required to complete this qualification - 1 core and 11 electives
Duration	• 12 months full time • 24 months part time
Location	• Your workplace – onsite
Delivery	• On and off the job, face to face & online learning
Timeframes	• Face to face contact will be 1-2 hours • Appointments will be made to suit you and your employer needs • Traineeship requirements – 3 hours per week is allocated for off the job training • Non traineeship study can be undertaken on or off the job
Assessment	• Workplace based assessment and online questions and projects
Support	• A trainer will visit you at your workplace at least 5 times during your course • Monthly contact will occur through your online portal, emails and phone calls other support will be provided in consultation with your trainer and workplace supervisor

* This training is delivered with Victorian and Commonwealth Government Funding.
^ This training is subsidised by the NSW Government.

BSB40215 - Certificate IV in Business*^			
Core	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	50
Elective	BSBCUS402	Address customer needs	50
Elective	BSBLED401	Develop teams and individuals	40
Elective	BSBMKG413	Promote products and services	40
Elective	BSBRES411	Analyse and present research information	40
Elective	BSBWRT401	Write complex documents	50
Elective	BSBITU401	Design and develop complex text documents	100
Elective	BSBPMG522	Undertake project work	60
Imported Electives	BSBREL402	Build client relationships and business network	50
	BSBMGT401	Show leadership in the workplace	50

COURSE INFORMATION	
Requirements	• 10 units to complete this qualification – 1 core and 9 electives
Duration	• 12 months full time • 24 months part time
Location	• Your workplace – onsite
Delivery	• On and off the job, face to face & online learning
Timeframes	• Face to face contact will be 1-2 hours • Appointments will be made to suit you and your employment needs • Traineeship requirements – 3 hours per week is allocated for off the job training • Non traineeship study can be undertaken on or off the job
Assessment	• Workplace based assessment and online questions and projects
Support	• A trainer will visit you at your workplace at least 5 times during your course • Monthly contact will occur through your online portal, emails and phone calls other support will be provided in consultation with your trainer and workplace supervisor

* This training is delivered with Victorian and Commonwealth Government Funding.
^ This training is subsidised by the NSW Government.

BSB50215 – Diploma of Business*^			
Elective	BSBWOR501	Manage personal work priorities and professional development	60
Elective	BSBINN502	Build and sustain an innovative work environment	50
Elective	BSBHRM506	Manage recruitment, selection and induction processes	60
Elective	BSBMGT502	Manage people performance	70
Elective	BSBHRM510	Manage mediation processes	60
Elective	BSBWOR502	Lead and manage team effectiveness	60
Elective	BSBMKG501	Identify and evaluate marketing opportunities	70
Elective	BSBPMG522	Undertake project work	60

COURSE INFORMATION	
Requirements	• 8 units are required to complete this qualification. There are no core units
Duration	• 12 – 24 months full time
Location	• Your workplace – onsite
Delivery	• On and off the job, face to face & online learning
Timeframes	• Face to face contact will be 1-2 hours • Appointments will be made to suit you and your employment needs • Contact will be on a monthly basis • Study can be undertaken on or off the job
Assessment	• Workplace based assessment and online questions and projects
Support	• A trainer will visit you at your workplace at least 5 times during your course • Monthly contact will occur through your online portal, emails and phone calls other support will be provided in consultation with your trainer and workplace supervisor

* This training is delivered with Victorian and Commonwealth Government Funding
^ This training is subsidised by the NSW Government as a traineeship only.

BSB61015 – Advanced Diploma of Leadership and Management*			
Core	BSBINN601	Lead and manage organisational change	60
Core	BSBMGT605	Provide leadership across the organisation	60
Core	BSBMGT617	Develop and implement a business plan	60
Core	BSBFIM601	Manage Finances	80
Elective	BSBMGT502	Manage people performance – *imported elective*	70
Elective	BSBMGT616	Develop and implement strategic plans	80
Elective	BSBMGT608	Manage innovation and continuous improvement	70
Elective	BSBSUS501	Develop workplace policy and procedures for sustainability	50
Elective	BSBHRM602	Manage human resources strategic planning	60
Elective	BSBMKG609	Develop a marketing plan	50
Elective	BSBRSK501	Manage risk	60
Elective	BSBDIV601	Develop and implement diversity policy	70

COURSE INFORMATION	
Requirements	• 12 units are required to complete this qualification – 4 core and 8 electives
Cohort	• To undertake this course, candidates are expected to be in the workforce in a managerial role
Duration	• 19 months
Location	• Your workplace
Delivery	• Face to face • Self paced learning • On the job
Timeframes	• Face to face contact will be 3 hours per month
Assessment	• Workplace based assessment and online questions and projects
Support	• A trainer will be in contact with you regularly during your course through emails and phone calls

* This training is delivered with Victorian and Commonwealth Government Funding.

Training Guarantee

Once you have commenced a training program, we agree to work together to produce a unified approach to achieve the relevant qualification you are undertaking.

In the event we are unable to provide you with continued training, WBS will provide a refund for training which has not been delivered and will make every effort to place you with another training provider to complete your training.

If WBS ceases operations or no longer delivers any part of the agreed training program, we will support you by sourcing another training provider suitable to deliver the program and easily accessible for you. If a suitable provider cannot be sourced and the training program transferred, a refund for the training which has not been delivered will be provided.

Significant changes affecting the operations and/or agreements between WBS, you, and your organisation will be advised in writing within 30 days of the change taking place. The changes include, but are not limited to:

- Changes to training staff
- Changes to ownership
- If any third party arrangements have commenced
- Cessation of operations.

Training and assessment is provided by our own trainers and assessors and no third party arrangements are in place. WBS assures your training and assessment is delivered by qualified trainers and assessors in accordance with the Standards for RTOs 2015 and will issue compliant AQF qualifications.

WBS is responsible for issuance of all Certificates of Qualifications and Statements of Attainment.

Upon successful completion of all units required to be undertaken in your chosen qualification and competent results recorded, WBS will issue a Certificate of Qualification. If you withdraw or cancel from the traineeship/course, and there are units which have a competent result recorded, a Statement of Attainment will be issued.

All Certificates and Statements of Attainment will be issued within 30 days of the recorded completion/cancellation date.

At the completion of training, you and your employer will be requested to complete a survey. The survey will be used by WBS and used as a tool to review and improve our services. See 'other information' in this handbook about participating in surveys.

Planning for Training

Competency-Based Training and Assessment Process

Competency-based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of successfully completing a training program. The aim is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Assessment will be conducted in accordance with the Principles of Assessment and the Rules of Evidence as set out in the NVR Standards for Training Organisations 2015.

Principles of Assessment	Fair	Flexible	Valid	Reliable
Rules of Evidence	Valid	Sufficient	Authentic	Current

Outcomes reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. Qualifications are comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular Training Package and Industry requirements. The delivery of your training will mainly occur in the workplace, using online resources. This process ensures an overall understanding of all skills and knowledge is achieved.

Your trainer/assessor will be in contact with you regularly and also visit you. They will provide training to you as each unit is delivered and advise you of the expectations of the unit and the tasks within it. Your trainer/assessor will provide you with timeframes of when each unit/s are due for completion. Assessments are both formative and summative.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm you can perform to the standard expected in the workplace, as expressed in the relevantly endorsed industry or enterprise competency standards within a Training Package. Assessments through this course will require you to complete a variety of written work and demonstration of skills. These will be in the form of questions and answers (written and/or oral), projects, assignments/workplace portfolio and observations. Supervisory supporting evidence will also be gathered. If undertaking a traineeship, successful completion occurs when on the job training has been successfully completed.

Assessment is undertaken using formative and summative processes. Each assessment task, when completed successfully, will be recorded by the assessor as Satisfactory.

Formative assessment throughout each unit may involve:

- Written
- Online practical activities
- Observations

Summative assessment may involve:

- Written
- Online practical activities
- Observations

Supporting evidence will be collected in the form of:

- Third Party supervisor report
- Portfolio of evidence

As each assessment task is completed, you will be advised of the result. All questions must be answered satisfactorily to achieve a satisfactory outcome. The demonstration of skills must also be satisfactory. The outcome will be recorded as Satisfactory. Once all components of the assessment are completed successfully, a Competent outcome will be awarded. You will have two submission attempts for each assessment task, or as determined by your assessor.

Reassessment

Where an assessment has been marked as NS (Not Satisfactory), you will be offered the opportunity to be re-assessed immediately. If you are deemed NS a second time, further training will be provided before attempting the assessment again. If on the third occasion the result is still NS, you will be deemed Not Yet Competent.

At this time, the training program will be revisited with the assessor, workplace supervisor and yourself and the training programme may be amended or further training provided. If the unit is a core, further training and support will be delivered later in the program.

To be clear, maximum number of attempts to achieve competency is two (2). As participants are encouraged to submit progressively, this process is not counted toward 'number of attempts'. There is no charge to trainees who attempt a unit more than twice.

Reasonable Adjustments

WBS complies with State and Commonwealth Equal Opportunity, Anti-discrimination and Disability discrimination legislation and will apply reasonable adjustment as required during the training and assessment process.

It is expected you, the participant, will declare any disability and/or special need during the enrolment process and where necessary the trainer will make adjustments to meet the needs of the trainee.

The adjustments made will not compromise the outcomes required for this Qualification. Reasonable adjustments could include:

- Allowing the participant to undertake their written assessments in a verbal format.
- Adjusting location for assessment to accommodate a trainee.
- Allowing more time for the trainee to complete the assessment.
- Writing instructions or diagrams to ensure the trainee understands what is required for the assessment.

Capacity to Train

Every workplace is different. To ensure you get the most out of your training program, WBS will ask your Employer Partner, or employer to complete a Capacity to Train Form at or before the commencement of your program. The form is to ensure your workplace has the capabilities and resources required to support your training program.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal learning, through a structured training program linked to an AQF qualification, non-formal learning which has taken place through a structured training program, but does not lead to the attainment of an AQF qualification or work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

All participants will be offered the opportunity to apply for RPL before enrolment (during the Pre-training Review) and the commencement of training. Participants who apply for RPL must provide evidence to the satisfaction of WBS. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers is available to all participants on our website. www.wbs.org.au/rpl-ct

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the National Administration and Compliance Manager by following the Complaints and Appeals Policy and Procedure.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by WBS.

Credit transfer (CT) is the process where the WBS accepts and provides credit to you for units of competency that you have completed at another training organisation. The units should relate to the current course you are about to undertake. To apply for a Credit Transfer, you must submit evidence of completion, by providing us with the original, or with a certified copy of the AQF Qualification.

This evidence must be in the form of a Statement of Attainment or Certificate of Qualification and include the unit name and title. An original certified copy may also be accepted (A certified copy is a photocopy that has been certified as a true copy of the original by a Justice of the Peace or similar person).

The application for Credit Transfer is available on our website. www.wbs.org.au/rpl-ct

Consent and Declarations

During the process of your orientation, and enrolment, WBS will seek your consent and ask you to sign a declaration that relates to:

- Your consent to access your private information – at orientation
- Your consent to provide your private information to Government and regulative authorities – at orientation
- Your citizenship status
- Your eligibility to access State funded subsidised training (in NSW and Vic).
- Information provided by you being true and correct
- Your commitment to pay fees upon course commencement (from the first day of training)
- Your commitment to completion of the program
- Your acknowledgement and understanding WBS has provided you with information relevant to the course, prior to commencement of the program.

Enrolment forms and Statements of fees fact sheets are also available on our website. www.wbs.org.au where further information relating to eligibility for State funded subsidies can be found.

If you are under 18 years of age at the time of your orientation, we will also require parental/guardian consent.

Enrolment Process

Prior to enrolment, we will provide you with course information, including content and vocational outcomes. This information is also available in this handbook. As the course is workplace based, you, the participant, along with your supervisor will be encouraged to review the units offered for each course and customise the training program so it meets the needs and required outcomes for both your employer and you, the participant.

Sample units are available at the start of this guide, but the full list of units offered for your particular qualification are available from our website. http://www.wbs.org.au/unit lists

The enrolment process is completed by following the steps outlined below:

1. Pre Training Review
2. Language Literacy and Numeracy Testing
3. Orientation including review of information contained in this booklet
4. Complete an Enrolment Form and declare that you understand all of the information provided.

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential. Enrolment is not considered final until the workplace assessor has signed off on the pre-training review and LLN.

Victoria

The enrolment process is as follows:

1. Student is inducted into the workplace
2. Student enters into a traineeship contract as a new starter
3. Pre-training review is conducted and LLN completed
4. Orientation includes advising, providing and collecting information relating to:
   a) Eligibility for Skills First subsidised training and consequences of accessing subsidised training – See www.skills.vic.gov.au/eligibility-indicator
      - Statement of fees & fact sheet
      - Unique Student Identification
        - Evidence to support identification for creation of USI is collected
        - Privacy information
        - USI student information
      - Complaints and appeals
      - Privacy policy
      - Concession and exemptions available
      - Participant hand book
      - RPL and Credit Transfer
5. Enrolment form is completed
6. USI consent is received and USI is created on behalf of the student.
7. Skills First Eligibility Declaration is completed and signed by Trainee and RTO delegate before commencement of structured training. Evidence of concession or exemption is sighted.
8. Trainee completes commitment to pay fees and unit selection before the commencement of the structured training program.
9. Traineeship is registered.
10. Training program commences.

New South Wales

If eligible for a subsidised training position under the NSW Smart and Skilled Contract, we will notify the NSW Department of Education of your intention to undertake a traineeship with WBS.

The Notification process and the enrolment process is as follows:

1. Student is inducted into the workplace
2. Student enters into a traineeship contract as a new starter
3. Pre-training Review is conducted and LLN completed
4. Orientation includes advising, providing and collecting information relating to
   a) Smart and Skilled subsidised training eligibility – See: Smart and Skilled eligibility or call 1300 722 104
      - Statement of fees & fact sheet
      - Unique Student Identification
        - Evidence to support identification for creation of USI is collected
        - Privacy information
        - USI student information
      - Complaints and appeals
      - Privacy policy
      - Concession and exemptions available
      - Participant hand book
5. Enrolment form is completed
6. USI consent is received and USI is created on behalf of the student.
7. Traineeship is registered.
8. WBS logs into Enrolment Notification Portal, creates and generates Enrolment Notification and Commitment ID.
9. Trainee is emailed Notification of enrolment and commitment ID.
10. This confirms the amount the trainee is obliged to pay.
11. Training program commences.

Pre Training Review

WBS recognises that reading, writing, listening, speaking and mathematical concepts are integral skills required for work and are therefore an important component of training. As all participants are individuals with different life experiences, literacy and numeracy skills will vary.

Before your formal enrolment, you, will participate in a Pre-training Review. This review consists of an aptitude test, interview, language, literacy and numeracy (LLN) exercises, the outcomes of which will be used to assess your LLN capabilities and ensure the qualification you are about to undertake is suitable for you and your role.

During this process, opportunities for RPL and Credit Transfer will be discussed and offered.

During the Pre-training review, we will ask you questions which relate to your ability to complete the course. These questions may relate to declaration of a disability, illness of a family member, mental health issues, or any other circumstances which could interfere with your training.

Declaring you have a need for support does not exclude you from participating in the program. It does assist us to assess you and your support needs and we ask you answer these questions honestly. We cannot help you if you do not declare a need.

The Student Support Services Policy allows for participants in need of support to access services. You can access any of these sites at any time.

- Reading and writing hotline: https://www.readingwritinghotline.edu.au/student-resources/
- Adult reading and literacy apps for phones: wordbalance.com.au/literacy-help
- or http://dyslexiahelp.umich.edu/tools/apps

We encourage participants with Language Literacy or Numeracy concerns to continue training and to speak with their assessor, or their workplace mentor and we will endeavour to provide the appropriate support. Where we are unable to provide the support, WBS will refer to you an appropriate support network.

Participant Support Services

Being a participant is exciting, but it can also be challenging. All RTO staff can be approached to gain advice on any issues you have with your training in the workplace. Staff at WBS will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Our training staff will provide support during the training program and can assist you with difficulties which may develop. Most of our learning resources are accessed via our online portal, however, if necessary and to suit your needs, hard copy resources are also available. Trainers may also visit you on a more frequent basis if a learning difficulty warrants this form of support. Support during the learning process may come in many different forms. Discussions held between your assessor, Employer Partner, or employer and the workplace mentor will determine the best form of support to be implemented. From time to time support classes are held at our offices in Abbotsford and Parramatta; your assessor will advise when they occur.

The National Administration and Compliance Manager or your assessor are able to provide links to external sources of support where the staff at WBS are not qualified or it is in your best interest to seek professional advice.

Specialised Support Services

WBS recommends the following specialised support services:

- Reading and writing hotline: https://www.readingwritinghotline.edu.au/student-resources/
- Adult reading and literacy apps for phones: wordbalance.com.au/literacy-help
- or http://dyslexiahelp.umich.edu/tools/apps
- Headspace National Youth Mental Foundation: http://www.headspace.org.au/
- Youth Beyond Blue https://www.youthbeyondblue.com/

Our student support policy is accessible on the website. https://www.wbs.org.au/participant-support-services/

External (not employed by WPC Group) students and employers who have engaged WBS to provide training services may be subject to charges in the event extra student support is required. Please refer to our student support policy and fees and charges policy on the website. Fees are advised in this handbook.

The Consumer Protection Strategy is our website and can be viewed any time.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our participants. Information about you will not be disclosed to a third party without your consent, except as required under the Standards for NVR Registered Training Organisations 2015, Government Contracts and by law.

WBS adheres to and complies with the Australian Privacy Principles under the Privacy Act.

Western Business School Privacy Statement

WBS is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and advises that where required by law and under contractual obligations to State, Territory or Commonwealth Governments, your data may be used when it is provided to these departments from our databases. You are advised to contact the relevant government agency for a copy of their privacy policy. Some policies relating to your privacy are outlined in:

- Victoria – Information Privacy Act 2000
- New South Wales – Privacy Act 1988 (2014)
- Queensland – Privacy Act 1998 (2014)
- Commonwealth – Student Identifiers Act 2014, Student Registrars Privacy Policy

Resolving privacy concerns

If you wish to raise a concern about your privacy, please contact the National Administration and Compliance Manager.

A copy of the Privacy Policy is available on our website www.wbs.org.au/privacy

Your Personal Information

In order to provide you with training, employment opportunities and associated services, we collect personal information such as your name, address, driver's licence, qualifications, Unique Student Identifier, job seeker identification number, benefit card, etc.

If you decline to provide your personal information, WBS may not be able to:

- provide the training or service requested, or
- create a unique student identifier on your behalf, or
- enter into a training contract with you.
- issue you with a Certificate of Qualification or Statement of Attainment.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in a VET qualification, including traineeships and/or to obtain a government subsidised place.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies, this includes collecting information to enable us to create a Unique Student Identifier on your behalf. WBS will obtain your written consent before completing this process. The personal information we receive from you for the generation of a USI will not be retained, unless required for other purposes relating to your training.

For Victorian students, we will collect information from you which will allow us to obtain your Victorian Student Number; a requirement by the Victorian State Government.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Use and disclosure

We will ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Information provided will relate to the gathering and use of your data for the purposes of legal and regulatory requirements, and survey participation.

You may be contacted to participate in a survey conducted by NCVER or a Government Department endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs across all states.

Please note, you may opt out of the NCVER Survey at the time of being contacted.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters that gives you access to your USI account and must be reported by WBS. Your USI will stay with you for life and will be recorded with any nationally recognised VET training course, including traineeships or non-traineeships undertaken from January 2015 onwards.

The USI will allow you to have easier and more reliable online access to your training history records. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

You can apply for your own USI in the USI Registry or you may seek the assistance of WBS, who will apply for a USI on your behalf. We can only apply for a USI for you if we your permission. We will seek this permission during your orientation. At the orientation, we will provide you with information relating to privacy surrounding the USI. Any identification gathered for the sole purpose of creating a USI will be destroyed.

The USI Transcript Service was activated on 22 May 2017. Once you have a USI, you can use this to access your national training record in the form of a USI Transcript. The transcript should include details of all non-exempt nationally recognised training completed or commenced since 2015 and available as part of the national VET collection. Training activity data is reported by training providers either annually or quarterly. The full list of available annual and quarterly data currently included in a transcript is shown in the USI Transcript – Available Data information. The transcript will collate training outcomes from different training providers, in different states, and across different years – in the one record. You will be able to download or print your USI Transcript and share it electronically with any registered training provider if you choose to from within your USI account.

Giving permission to WBS to view your transcript in the USI portal is the most efficient way to ensure we award applicable Credit Transfers to you. On our website, you will find instructions how to complete this process. Further information regarding the USI can be accessed from the USI register at http://www.usi.gov.au/Students

Participant Records

You may access your personal records held by WBS at any time. You may contact the National Administration and Compliance Manager and request to view your file. Access will only be granted once you confirm your identification. This will be through verifiable photographic identification and you will be asked to sign a form confirming you have reviewed your file. Access to the file will be granted within a reasonable timeframe of confirming you're your identification and will be no less than 14 days of confirmation of identification.

Full records of participant files will be retained for a period of three years. After this period of time files will be destroyed and disposed of using confidential waste processes.

Records of participant AQF certification will be retained for a period of thirty (30) years. This will be maintained in a format that is able to be transferred to the regulatory body as required.

Storage and Security

We take steps to maintain the privacy and security of personal information. We ensure this through security measures such as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take steps to destroy or permanently de-identify personal information when it is no longer required for any purpose. Destruction of this personal information will be disposed of using confidential waste processes three years after your enrolment is completed or withdrawn.

Access to Your Personal Information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the National Administration and Compliance Manager in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Western Business School Equity Commitment

All WBS staff will adhere to the principles and practices of equity in education and training. We will treat every participant fairly and without discrimination. WBS has procedures in place to ensure any participant concerns are dealt with immediately and appropriately, please refer to the Complaints and Appeals policy on our website www.wbs.org.au/Complaints-and-Appeals.

WBS acknowledges its legal obligations under State and Federal equal opportunity law, including, but not limited to:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Equal Opportunity Act, 1987 (Commonwealth)
- The Sex Discrimination Act, 1984 (Commonwealth)
- The Privacy Act 1988 (as amended 2014)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Information Privacy Act 2000 (Victoria)
- The Equal Opportunity Act, 2010 (Victoria)

All legislation can be accessed at: www.comlaw.gov.au

WBS fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation and physical or intellectual impairment.

WBS is an equal opportunity organisation and we would like to provide you with a learning environment suitable to your needs. To enable us to meet these needs, it is important we have an understanding of the best way to support you during your study. We encourage individuals with disabilities to apply. If you have not disclosed a disability as yet, we encourage you to do so, before the commencement of training. This way, we can provide the support and guidance you need.

All WBS staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with participants and other staff. If you believe you have been treated unfairly by a WBS representative, please contact the National Administration and Compliance Manager on 1300 656 461.

Workplace Health and Safety

WBS complies with all relevant Workplace Health and Safety/Occupational Health and Safety legislation, at both Commonwealth and State levels. Our assessors actively take steps to identify hazards that could cause harm to participants in the workplace and learning environment. Where possible, they will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, you, as the participant must take responsibility for your own health and safety and that of your fellow participants, or colleagues. This means you must follow all safety rules, procedures and the instructions of the assessor while in attendance at the workplace or on WBS premises.

Being affected by alcohol or drugs at work, can seriously compromise the health, safety and welfare of employees, students and others in the workplace. Therefore, it is expressly forbidden to possess, consume, distribute and sell alcohol or illicit drugs on while at any workplace.

WBS takes work health and safety seriously and if you are employed by WPC Group in a traineeship, you will be required to complete a Safety at Work Induction program. Breach of WHS/OHS will be taken seriously by WBS. A review of the workplace premises will be undertaken by a WPC Group Industry Consultant to ensure the work place meets its WHS/OHS obligations.

Statement of Commitment to Child Safety

Child Safe Standards apply to WBS and we have developed a code of conduct and policy to ensure we have appropriate responses in place in the event any allegations of child abuse and misconduct occur. A child is classed as anyone under the age of 18 years of age.

Our objectives

A commitment to child safety by ensuring we:

- promote the cultural safety of Aboriginal children
- promote the cultural safety of children from culturally and/or linguistically diverse backgrounds
- promote the safety of children with a disability
- promote the safety of all able bodied children

For a participant under the age of 18 years.

- We want children to be safe, happy and empowered. We support and respect all children, as well as our staff.
- We are committed to the safety, participation and empowerment of all children.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently.
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
- Our organisation has robust human resources and recruitment practices for all staff and volunteers.
- Our organisations is committed to regularly training and educating our staff and volunteers on child abuse risks.

- We support and respect all children, as well as our staff. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- We have specific policies, procedures and training in place that support our leadership team and staff to achieve these commitments.

WBS take our responsibilities toward child safety seriously and as well as the National Standards, adhere to State Laws and Regulations in New South Wales and Victoria.

NSW

- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013

VIC

- Child Safe Standards
- Child Wellbeing and Safety Act 2005 (Vic)

Under our commitment to child safety if any child is identified to be at risk or harm or abuse, we are obligated to report to the appropriate authority.

Participant Attendance and Behaviour

Participants are required to follow all WBS's rules and instructions from staff representing the organisation. It is expected you will act in a non-discriminatory manner at all times, and respect the rights of other students, trainers/assessors and other workplace colleagues.

A trainer will make appointments to visit you in advance as the training progresses to ensure training remains on track and you gain the maximum benefit associated with the training. Trainers will provide you with their contact details at the time of structured training commencement.

Attendance at visits and/or classes is paramount to ensure the requirements of the traineeship/course are met. You are responsible for notifying your assessor (or the National Administration and Compliance Manager) if you are unable to attend a visit and/or scheduled class for whatever reason. A valid reason must be provided.

Bullying and Harassment

The access and equity policy in place at WBS supports the legal rights of all to access a safe workplace and study environment and we will not tolerate any forms of bullying, harassment, discrimination or vilification. We undertake to protect those who object to bullying and harassment or vilification and use this right responsibly against backlash or unfair treatment. Any form of harassment whether through physical or verbal conduct is unwelcome, intimidating and offensive. Harassment may be a single example of offensive behaviour or repeated examples of such behaviour regardless of whether or not it has been indicated by an individual as unacceptable.

Harassment includes:

- Displays of offensive posters, calendars, graffiti or computer graphics
- Leering, toughing or suggestive behaviour
- Smutty, racist or other offensive jokes
- Intimidating or humiliating telephone calls or email messages
- Bullying
- Name calling or deliberate gestures
- Discriminating behaviours

Harassment can make you feel:

- Offended or humiliated
- Restricted in your own behaviour
- Intimidated or frightened
- Anxious or frustrated

Responsibility

All trainees are expected to contribute towards a harassment free workplace and can be liable for the outcome of any action in breach of the Access and Equity Policy.

False accusations

You should be aware that any allegation of harassment will be viewed very seriously and subject to thorough, fair scrutiny during the investigation process. False accusations may be rejected as malicious and would expose those making them to risk of defamation proceedings and/or disciplinary action.

Resolution

WBS and your employer will attempt to resolve any harassment issues informally where possible. If informal processes are unsuccessful, a careful, fair investigation under formal company guidelines will occur. All harassment issues will be sensitively, confidentially and promptly handled.

Misconduct

While attending training with WBS. You are expected to maintain the highest standards of personal and academic conduct. We know that most participants conduct themselves with integrity and are eager to do their best and achieve their qualification. Sometimes, cheating and plagiarism can occur whether it is intentional or not and WSB will take action if this behaviour is identified. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Academic misconduct

Your learner resources are accessible via our online portal and you will be given a personal logon and password. Under no circumstances should these details be passed onto another colleague, supervisor, or participant. If personal details are shared, this will be considered as academic misconduct and may result in you, the participant, having to resubmit, be suspended or withdrawn from the training program.

Definitions

Plagiarism

Is the act of presenting another persons' work as your own, and failing to acknowledging that the thought, ideas or writings are of another person. Plagiarism is a form of cheating.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other participants' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
- direct copy and pasting from articles or work from the internet which are paraphrased and presented without a reference.

Cheating

To act dishonestly or unfairly in connection to an assessment conducted by the RTO. To cheat (whether successful or not) is deliberately making an attempt to deceive WBS into acknowledging work which is not the participants own work. Cheating including assisting someone else to cheat may be subject to disciplinary action in accordance with the Academic Misconduct Policy.

Academic misconduct is considered a serious offence at WBS. For participants who have been deemed to intentionally plagiarise/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/or cheating and its penalties, participants are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If you do not agree with our decision, then you may access the Complaints and Appeals Policy and Procedure.

Non-academic misconduct

Other forms of misconduct may place your enrolment in the course at risk. This includes, but is not limited to failure to commitment to your training schedule, not meeting assessment timeframes, bullying and harassment of others, use of drugs and alcohol in the work place and failing to follow instructions by an assessor, mentor or staff members of WBS.

If it is identified that you are under the influence of drugs or alcohol while in training, the assessor will terminate the session. Assistance and support will be offered and disciplinary action may include cancellation of your course.

Infringement of others rights to privacy or intellectual property, impersonating others through online systems and or organising for others to impersonate you are also forms of non-academic misconduct.

All participants have access to the Access and Equity Policy and Academic Misconduct Policy, copies of which are available on our website. www.wbs.org.au/misconduct

Complaints and Appeals

You have access to WBS's complaints and appeals process through our website www.wbs.org.au/Complaints-and-Appeals. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaint or appeal against WBS.

WBS advises the National Administration and Compliance Manager is the delegated Consumer Protection Officer and can be contacted on 1300 656 461 or email info@wbs.org.au

You may appeal any assessment decision made by WBS in regards to an assessment outcome. If you feel you have been unfairly judged and assessed on a specified task, project or activity you may request the assessment be reviewed by submitting a written appeal, using the approved complaints and appeals form, located at the back of this handbook, or on the website. You must provide supporting evidence or explanations as to why you feel the assessment is unfair and why you should be given further opportunity to be assessed.

All participants, employees and or contractors are entitled to make a compliant to WBS. In the first instance, we recommend the complaint be resolved informally, by approaching us or the individual personally.

Where possible all informal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process. WBS recommends the following staff members for informal resolution:

- WBS – Workplace Trainer/Assessor
- WPC – Industry consultant (workplace mentor)
- Your direct supervisor/manager
- National Administration and Compliance Manager

However, despite all efforts of the RTO to provide satisfactory services, complaints may occasionally arise that require formal resolution. Participants are able to submit a formal complaint to WBS relating to any concern they may have should they feel a person has acted inappropriately or they have been treated unfairly. All complaints are handled with confidence and are reviewed by the National Administration and Compliance Manager. The National Administration and Compliance Manager shall ensure that WBS will act immediately on any complaint and contact the complainant within 10 days of the date of application. Submit applications via email info@wbs.org.au

The National Administration and Compliance Manager shall then refer the matter to the appropriate staff member for resolution, or make a decision on the complaint within 10 working days. They will keep you (the complainant) informed of any processes in place to deal with the complaint or advise of any decisions or outcomes concluded. If WBS requires more than 60 days to finalise the complaint, we will contact you (the complainant) in writing advising of the circumstances which are causing the delay. Regular updates will be provided every 7 – 10 days.

While a complaint is in progress, you are entitled to continue training and will not be disadvantaged by the complaint process or any outcomes. Once a compliant or appeal has been resolved, whether in favour of the participant or WBS, the RTO Administration Manger will advise the relevant parties in writing of the outcome within 7 working days of the final outcome.

Everyone has access to the complaints and appeals policy and procedure from our website. The complaints/appeals form is at the back of this handbook and is also located on our website in a downloadable format. See: www.wbs.org.au/complaints-and-appeals

WBS will retain records of complaints, appeals and their outcomes securely and in line with the Records Management Policy in place.

The Consumer Protection Strategy is our website and can be viewed any time.

External Complaints and Appeals

Any participant or staff member of WBS may make an external complaint or appeal at any time. We encourage complaint resolution through our internal mechanisms as a first step, but your right to access external resolution is respected. You can approach any of the external providers below. Some regulating bodies will confirm with you that initial attempts to resolve the complaint directly with WBS have already been undertaken.

- National VET Regulator - ASQA http://www.asqa.gov.au/complaints
- Victoria - Consumer Affairs Victoria - https://www.consumer.vic.gov.au/contact-us/resolve-your-problem-or-complaint/overview
- Department of Education and Training – HESG - http://www.education.vic.gov.au/about/contact/Pages/complaintslanding.aspx
- New South Wales – New South Wales Fair Trading - https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint
- Smart and Skilled – Consumer Protection - https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students or call 1300 772 104
- Queensland – Office of Fair Trading Queensland - http://www.fairtrading.qld.gov.au/complaint

Disciplinary procedures

Where WBS have made all reasonable attempts to resolve behavioural issues stemming from complaints and misconduct, disciplinary procedures may occur. All meetings and procedures relating to discipline will be in confidence.

Stage 1: Discussion and Verbal Warning

This is a verbal conversation where the trainee/student and his/her manger or supervisor should discuss the relevant issues/incidents and the implications of further unsatisfactory misconduct. A file note is placed in the trainee/student file.

Stage 2: First Written Warning

If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, the trainee/student will be issued with a written warning which details the nature of the activity requiring attention, the period of time in which improvement, or reassessment is expected, and the means by which such improvement can be achieved and is to be measured.

Stage 3: Cancellation of training

This is a final warning issued if there is no marked improvement and the trainee/student will be cancelled from the course. The relevant trainer will complete the written warning, detailing the reasons.

Participant Safety

WBS has a number of processes to provide a safe and secure learning environment to all participants.

Participant Safety Tips – Travelling to and from work

- Don't openly carry valuables, including headphones, mobile phones, laptops, etc.
- Find suitable and safe routes when going out to shops, night spots and refuelling. Use routes which are well lit and busy.
- Know where your local police station is located.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.
- In the case of an emergency the contact '000' via telephone to report the emergency to appropriate authorities.

Location and Public Transport

Our head office is close to the CBD and accessible via public transport. Our head office in Melbourne tram routes 12 & 109 stop right outside. Refer to the back cover page for the address details of our offices.

Fees, Charges and Refunds

Before enrolment, into the course, a statement of fees is provided and informs you of the fees, charges and payment process. The easiest way for you, the participant, to make payment of course fees is by way of deduction. *If you are under 18 at the time of commencement, we will ask for parental/guardian consent.*

When structured training commences, your fortnightly deductions will commence based on the deduction form signed at the time of enrolment. This process ensures you do not pay for any training which has not already been delivered. Participants who have a Health Care Card, or other exemption will need to provide evidence for our records.

Participants will not prepay more than $1500 in advance.
WBS will not hold more than $1500 in prepaid fees in advance.
WBS does not charge for materials or administration to individual participants.
No other fees are associated with this course.
Reissue of replacement Certificates of Qualification or Statements of Attainment incur a fee of $50.00
WBS fees and charges policy is accessible from our website
http://www.wbs.org.au/fees, charges & refunds

External (not employed by WPC Group) students and employers who have engaged WBS to provide training services may be subject to charges in the event extra visits occur outside the normal visit schedule. Visits will attract a charge of $80 per visit. Please refer to our fees and charges policy and student support policy on the website. The Consumer Protection Strategy is our website and can be viewed any time.

WBS advises all Victorian Participants/Trainees:

The Tuition fees as published are subject to change given individual circumstances at enrolment.

Where government subsidies apply, please note your enrolment into our course will impact your access to further government subsidised training.

This means once you have accessed subsidised training you may only access a subsidised position again if you upskill (enrol into a higher level qualification) if you successfully complete your qualification. If you withdraw or cancel from the subsidised qualification, you may only access subsidised funding for the qualification you were enrolled in (its' equivalent) or one other qualification at the same level in your lifetime.

Fortnightly instalments are calculated over 20 fortnights, (10 months approx.) at enrolment. Upon acceptance into the course deductions will start from the course commencement date (first day of training).

Payment plans are also available for participants who are not undertaking this course as a trainee or /and are not supported through employer contributions.

The fees outlined are for work-based training programs.

Please note that WBS may update fees and charges from time to time and it is recommended potential participants contact WBS to ensure the most up to date information is obtained. For up to date information relating to course dates and fee schedules please refer to our website. www.wbs.org.au .

Employer payments

Employers are encouraged to support their trainees and participants. Where the employer is supporting the training program and making payment on behalf of the student, payment will be invoiced at the full amount from commencement.

Victoria

The student tuition fees as published are subject to change given individual circumstances at enrolment. No further additional fees apply.

A 20% concession fee applies for individuals who meet Concession eligibility criteria and provide evidence of a Health Care Card, Pensioner Card or letter from Centrelink stating receipt of benefits.

^Upon approval, fortnightly payment can be made. Calculation is based on 20 fortnights, equating to 10 months (approx.) of payments. This training is delivered with Victorian Government Funding. Individuals with disabilities are encouraged to apply.

VICTORIA - TUITION FEES *This training is delivered with Victorian and Commonwealth Government Funding.*								
Course Code	Course Name	Government Subsidised *(non-concession)*	Concession *(20% of non-concession)*	Skills First contribution *(approx)*	Not Subsidised Fee For Service	Student deduction per fortnight^		
						Govt Subsidised	Concession	Not Subsidised Fee for Service
BSB30115	Cert III in Business	$1,500 Average hrly rate $3.33	$300 Average hrly rate 66c	$3,600	$ 4,000	$75	$15	$200
BSB40215	Cert IV in Business	$1,800 Average hrly rate $4.00	$360 Average hrl rate 80c	$1,800	$ 4,500	$90	$18	$225
BSB50215	Dip of Business	$2,700 Average hrly rate $6.00		$1,800	$ 5,000	$135		$250
BSB61015	Adv Dip of Leadership and Management	$4,200 Average hrly rate $5.67		$2,960	$ 6,000	$210		$300

Fees are current @ 1st January 2019

New South Wales

WBS advises NSW Participants/Trainees

Under the Smart and Skilled Contract, WBS is approved to deliver BSB30115 Certificate III in Business, BSB40215 Certificate IV in Business and BSB50215 Diploma of Business (as traineeship). Where identified this training is subsidised by the New South Wales Government.

Participants who are Aboriginal or Torres Strait Islander and living in NSW are exempt from payment under the Smart and Skills NSW contract.

*Subsidised fee offered as Smart and Skilled (NSW) Traineeship pathway only and is subsidised by the New South Wales Government.

NEW SOUTH WALES - TUITION FEES							
Course Code	Course Name	Student Qualification Fee	Student Fee Concession	Not Subsidised Fee For-Service	Student salary deduction per fortnight^		
		(non-concession)	*(advised by contract)*		Govt Subsidised	Concession	Not Subsidised Fee for Service
BSB30115*	Certificate III in Business	$1,000	$240.00	$4,000.00	$50.00	$12.00	$200.00
BSB40215*	Certificate IV in Business	$1,000	$240.00	$4,500.00	$50.00	$12.00	$225.00
BSB50215*	Diploma of Business	$1,000		$5,000.00	$50.00	$12.00	$250.00
BSB61015	Advanced Diploma of Leadership and Management			$6,000.00			$300.00

Fees are current @ 1st January 2019

Refunds

All applications for refunds must be made in writing using the 'Application for Refund' form located on our website. The form is to be submitted to the National Administration and Compliance Manager. Approved applications will be processed within 14 days from the date of application.

REFUNDS	
Withdrawal prior to agreed start date	Full refund of any deposit paid (if any)
Withdrawal after the agreed start date	Refund of unused tuition fees upon application
Withdrawal after the agreed start date without extenuating circumstances	50% refund of unused tuition fees
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made and continuance of training cannot be provided.	Full refund

Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

Extenuating circumstances may prevent students from attending scheduled appointments may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the course undertaken, or a refund of unused course fees will be made. The decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

Breach of WBS Policies and Procedures may result in no refund being payable.

If fees have been paid by a third party then refunds will be payable to that third party.

Any information that is provided to WBS or that we collect about the student (including payments and refunds) may be given to authorised State and Commonwealth Agencies as required through law and contractual obligations.

Refund NSW

Withdraw without penalty

Once a student is inducted into the course, but before the course commences, the student will have the opportunity to cancel without penalty. The 'withdraw with no penalty' cut off date is the commencement of structured training (the first trainer visit).

A student may withdraw from the course after course commencement without penalty. Payments received will be calculated and a refund provided (without written application) for any fees paid that are in advance, in accordance with Smart and Skilled Operating guidelines, Clause 9.

Students who withdraw before the course completes will receive a Refund Statement, outlining the fees applied during the course and the refund amount (if any). *Refer to Smart and Skilled Operating guidelines, Clause 9 for other procedures to be followed in the event a funded student withdraws.

Students who withdraw before the course completes will receive final training plan, outlining any units not commenced, completed and withdrawn.

Refund of fees

Any student who withdraws and is funded through the Smart and Skilled contract is entitled to a refund without a written application. The refund will be calculated in accordance with the refund policy in place and the student will not pay for training which has not been delivered by WBS.

Replacement Certificates

Replacement Certificates for a Qualification or Statement of Attainment to be reissued will incur a cost of $50.00. Payment must be made before the request for reissue is processed. You must provide verifiable evidence of your identity before a Certificate or Statement of Attainment is reissued. This is to protect your personal information, privacy and assures WBS the re-issued certificate goes to the correct person.

Extra Support Charges

External (not employed by WPC Group) students and employers who have engaged WBS to provide training services may be subject to charges in the event extra student support is required. The charge will be applied when the support provided exceeds $200. Please refer to our fees and charges policy and student support policy on the website.

Training Feedback

We appreciate any feedback that you give us and we will act accordingly. During your course, we will invite you participate in an online survey and a feedback form will be given to you at the completion of your training. Be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to participants and reporting outcomes to the regulator.

Other Information

National Centre for Vocational Education and Research (NCVER)

Participants may expect to receive an invitation from National Centre for Vocational Education Research (NCVER) to seek their views on learning, education and training by participating in a survey, or a Department-endorsed project or audit or review.

Invitations to participate in surveys may also be received from State Governments and the regulator ASQA. When approached to undertake a survey by the department/s, you are obliged to participate.

Please note, you may opt out of the NCVER survey at the time of being contacted.

Legislation

Legislation and Regulations are an important part of the training program. To ensure training is delivered within the legislation and regulations in place and you, the participant, are informed of relevant legislation and regulations while undertaking training, a list of relevant legislation and regulations is provided below. The list does not advise of all legislation, however, key legislation and regulations are referenced.

Legislation and Regulations are often reviewed and updated. When changes to legislation and regulation occur which affect the participant, we will advised the participant within 30 days of the change coming into effect. Participants will be issued with an updated version of the Participant Information Handbook and advised to review the new legislation which affects their role. Trainers and assessors will also be informed through email and/or meetings.

Name	Where to find changes/updates
Australian Skills Quality Authority (ASQA)	http://www.asqa.gov.au/
Charter of Human Rights and Responsibilities Act 2006 (Vic)	http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/
Consumer Affairs Victoria	http://www.consumer.vic.gov.au/
Copyright	http://www.copyright.com.au/
Disability/Act 2006 (Vic)	http://www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006
Education Training and Reform Act 2006	https://www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx
Equal Opportunity and Disability	http://www.humanrightscommission.vic.gov.au/
Fair Work Australia legislation and regulations	http://www.fwa.gov.au/
National Workplace Health and Safety Act 2011 (updated 2014)	http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act
National Privacy Principles	https://www.oaic.gov.au/privacy-law/privacy-act/
NSW Workplace Health and Safety	http://www.safework.nsw.gov.au/
Occupational Health and Safety and accident compensation	https://www.worksafe.vic.gov.au/home
Privacy And Data Protection Act 2014 (Vic)	http://www.austlii.edu.au/au/legis/vic/num_act/padpa201460o2014317/
Electronic Transactions (Victoria) Act 2000 (Vic);	http://www.austlii.edu.au/au/legis/vic/consol_act/eta2000345/
Child Wellbeing and Safety Act 2005 (Vic)	http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/cwasa2005218/
Child Safety Standards (VIC)	http://providers.dhhs.vic.gov.au/child-safe-standards
National VET Regulator Act 2011	https://www.legislation.gov.au/Details/C2011A00012
Standards for Registered Training	https://www.legislation.gov.au/Details/F2017C00663
Student Identifiers Act 2014	http://www.comlaw.gov.au/Details/C2014A00036/Html/Text#_Toc391618973

Complaints and Appeals Form

This form is to be completed to support your complaint or appeal. Please outline your complaint/appeal and attach any supporting documentation. Review our complaints policy and procedure, available on our website. www.wbs.org.au. Please complete all relevant fields in the form. National Administration and Compliance Manager of WBS is the dedicated consumer protection officer and will keep you informed of progress.

Indicate what your grievance is:	☐ Complaint Initial notification of an issue that has occurred Date of incident / /	☐ Appeal A complaint against a decision that has been made by the RTO or an assessment decision Date of assessment: / /
Full Name of Complainant:		
Email address:		
Relationship with WBS:	☐ Student/Trainee ☐ Staff member ☐ Contractor	
Employer/Employer Partner details:		
If training, include the qualification name:		
Provide a detailed Description Of Complaint: (Include an outline of your complaint with details of dates and people involved) ☐ Supporting documents are attached		
Signature:		
Dated:		
You will be contacted within 10 days of your date of application		

Post this form with supporting evidence to:

WBS Administration

Suite 9, 651 Victoria Street Abbotsford, VIC 3067 **Or scan and email to** info@wpcgroup.org.au

Further Information

Western Business School

Head Office

9/651 Victoria Street

Abbotsford VIC 3067

Phone: 1300 656 461

Email: info@wpcgroup.org.au

Western Business School is a registered trading name of WPC Group Ltd

Provider Number: 4183

Website: www.wbs.org.au

Street Address

595 Collins Street

Melbourne VIC 3000

Postal Address

GPO Box 9928

Melbourne VIC 3001

Phone: 1300 701 801

Website: www.asqa.gov.au

Western Business School

RTO: 4183