



Student Handbook

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About Edway Training

Edway Training. has established itself as a provider of high quality training and professional development services throughout the Australia.

We offer a supportive learning environment that develops the attitudes, skills and behaviours necessary for the success, health and wellbeing of our staff and clients.

We are a Registered Training Organisation: 91401 (NSW)

We currently offer the following courses:

- 1. RTA approved Traffic Control Training**
- 2. First Aid Training**
- 3. OHS Construction Induction Training (Green/White Card)**
- 4. Provide Responsible Service of Alcohol (RSA) SITHFAB009A (Unit)**
- 5. Provide Responsible Gaming Services SITHGAM006A (Unit)**
- 6. OHS Consultation**

Code of Practice

Staff and students of Edway Training will:

- Always be frank and honest in their endeavours.
- Be fair, impartial and equal in dealing with students, the public and employers who provide workplace experience.
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to students.
- Be accountable for their actions in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image & reputation of Edway Training Pty. Ltd.
- Disclose any conflict of interest immediately if or when it becomes apparent.

Australian Quality Training Framework

Edway Training will adhere to standards outlined in the Australian Quality Training Framework and abide by both the Vocational Education and Training Act 2003 and the Tertiary Accreditation and Registration Act 2003

For details see: www.vetab.nsw.gov.au/

This will provide for high quality training and development in a learning environment. Management will ensure that adequate learning resources and an environment conducive to learning are maintained at all times.

- Regardless of the program, the content of all training and development courses will be delivered with a commitment to quality and student satisfaction.
- All training and development staff will be rigorously assessed on their experience, competence and personal suitability for their role in the organisation.
- Training and development staff will be encouraged and assisted to further their industry knowledge, training and interpersonal skills.
- Training and assessment will always be carried out to the highest recognised and accredited industry standards.
- Edway Training will provide a teaching environment and appropriate individual support that is conducive to an effective learning process.
- The specific needs of individual course participants will be identified and addressed by the facilitator of the course and / or the program coordinator
- The learning process will include training components and personal guidance, which will enable participants to establish a positive career direction.
- Edway Training will display their Certificate of Accreditation in a place visible to students and prospective clients.
- Edway Training will undertake reviews and evaluations of its courses to foster a culture of continuous improvement.
- Edway Training will review the physical and financial requirements of the organisation at the commencement of each budget period, to ensure sufficient resources are allocated to the training function.

Sexual Harassment Policy

It is the policy of Edway Training to provide a workplace free of sexual harassment and uphold State and Federal laws pertaining to sexual harassment.

For more details visit www.austlii.edu.au/au/legis/nsw/consol_act/

www.workplace.gov.au

All students and employees are expected to comply with this policy during all training and workplace activities.

For the purpose of implementing this policy, the following definition of sexual harassment shall apply:

Sexual harassment includes the behaviours listed below, where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person:

- Making unwelcome sexual advances;
- Making any request for sexual favours;
- Making remarks of aspersions of a sexual nature relating to the other person;
- Subjecting another person to unwelcome conduct of a sexual nature, including thought conversation, action or the display of material the other person finds sexually offensive.
- Touching the person, excluding the accepted business greetings.

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition one individual may have different boundaries for different relationships. It is the responsibility of all students and employees to recognise and respect the boundaries set by others.

Anti Discrimination Policy

Edway Training student recruitment policy shall provide for its students equal opportunity regardless of sex, race, colour, national origin, age, religion or physical or mental handicap, and shall show no favouritism or grant any special favours to any student.

All students applying for training will be required to complete the same process prior to selection for courses. Access for courses will be judged on the basis of individual merit with waiting lists prioritised using the same factor.

Occupational Health & Safety

Edway Training is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking personal interest in the well being of our staff and visitors.

All employees, contractors and visitors to our organisation are encompassed by our Occupational Health and Safety policy.

Our organisation abides by the following Commonwealth acts and applicable State acts/legislation to maintain its position as an organisation committed to the health, safety and security of all employees, contractors and visitors:

“ Occupational Health and Safety (Commonwealth Employees) Act 1991”

Applicable “State” Workers Compensation legislation

Applicable “State” Workplace Rehabilitation legislation

For more details visit www.austlii.edu.au/au/legis/nsw/consol_act/

www.workplace.gov.au

Who is responsible for Occupational Health and Safety?

All employees and students are responsible for Occupational Health and Safety in the workplace.

Students

Students are not only responsible for their own health and safety, but the health and safety of others within their working environment. Students must report unsafe working conditions, faulty equipment and accidents in the workplace immediately to their Trainer. Students must abide by safe working practices and comply with health and safety practices. Students who do not abide by the practices may be subject to disciplinary action.

Employees

Employees are responsible for the implementation and instruction of all company occupational health and safety procedures, and are also responsible for ensuring that other staff members are adhering to the procedures set by the company. Employees must report all accidents, or near misses, to the Human Resources Department immediately and complete an incident report pertaining to the accident within 24 hours.

Regulations under the Occupational Health and Safety Act have the same powers as the Act itself. If the company or employees do not comply with the regulations or acts, they may face prosecution, incur a fine or both as stated in the individual "State" Occupational Health and Safety Acts.

Recognition of other RTO's Qualifications

Edway Training agree to accept the decisions made by other registered bodies (RTO or other approved course accrediting body). This means that we recognise and accept any qualifications issued by any other RTOs.

Recognition

All Edway Training students will be given the opportunity to seek Recognition of Prior Learning (RPL) for industry skills or life skills for which they believe some credit or credit transfer may apply to the courses they wish to access.

Students will be interviewed and relevant experience detailed and mapped against the content of the training program. Applicants with evidence of recognised qualifications will be granted automatic exemption / direct credit from units already achieved.

Those students without a portfolio of evidence relating to their competency will be given an opportunity to demonstrate competence through the following methods:

Practical Demonstrations

- On the job demonstration
- Demonstration in the classroom environment
- Video performance
- Producing and completing items, photographs
- Fault finding

Oral Assessment

- Oral presentation to assessor or panel
- Role play
- Debate of issues
- Interview
- Production of a tape or video

Written Tests

- Formal examination
- Short answers
- Multiple choice
- Essays

Project Work

- Case study
- Do-it-yourself tasks
- Group project
- Group discussion

Documentation

- Certificates
- Support letters from employers
- Course outlines of previously studied courses

Expectations of Students

You are asked to read these Expectations thoroughly prior to completing your enrolment:

1. All Student/Trainees are expected to attend workplace training to successfully complete their course(s) (if applicable).
2. When training is conducted within the workplace, you are required to wear clean, neat appropriate clothes, as directed, including any

personal protection equipment required by OH&S laws.

3. You must maintain a high standard of presentation at all times. Hair must be neat and tidy. Excessive make-up or jewellery is not acceptable. Use sensible judgment when preparing to enter a workplace. Always remember that impressions last and that positive work placements could lead to good references and possible employment opportunities.
4. Participate in all facilitated activities and carry out any tasks that may be asked by your facilitator to the best of your ability.
5. To complete Self Paced Learning Workbooks / Modules, Training Record Books and/or assessments as required.
6. To produce a Doctors Certificate for all sick days upon returning to class. You must advise your facilitator if you will be unable to attend class for a particular day. Absenteeism may result in Units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program.
7. If you are unable to attend off-the-job training or structured training sessions/ workshops, you must contact your employer and training consultant.
8. To advise your training consultant of any concern that you may have regarding your progress throughout your Student/Traineeship or training program.
9. You must advise Edway Training of any changes in your personal details on a Change of Student Enrolment Details Form.
10. You must keep training areas and facilities tidy at all times.
11. Consumption, or being under the influence of alcohol or illicit substances during the training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Student/Traineeship or training program.
12. Your behaviour must not disrupt or threaten other Student/Trainees, or company personnel. Abusive behaviour or physical violence may result in instant expulsion from your program.
13. Failure to comply with points 11 and 12 above will result in you suspension and/or expulsion from you Student/Traineeship or training program for a period to be determined by the Program Manager.

Competency Based Assessment

All programs delivered by Edway Training are assessed under the principals of Competency Based Training.

The aim of Competency Based Training is to assess the Student/Trainee's ability to undertake the activities in each unit rather than sit an exam that has a specific "pass mark". Your training consultant will assess your ability (or "competency") to carry out the activities in each unit of your course.

In the case where a student has specific learning needs, then assessment will be modified accordingly to determine competency.

Competencies are normally expressed in terms of a unit competency.

Competencies include the skills and tasks that are required for you to participate in workplace activities. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded in your Training Record Book.

Qualifications are issued from the results recorded in your Training Record Book.

Therefore, it is very important to keep this book safe and presentable.

Your trainer will issue you with the assessment process for your course – and if necessary discuss alternative assessment methods.

Access to Student Files

You will be notified of your result in each assessment, and have access to your assessment records and student file through your Trainer.

Qualifications

Academic Transcript is a full record of all the units of competence which complete the training program. It provides a list of the student's assessment results for each unit of competency, from the results recorded in the Training Record Books (refer to the Process of Appeal for Edway Training Pty Ltd's policy on the appeal of assessment results).

Competent

The student has demonstrated competency in all learning outcomes for that unit.

Withdrawn

The student has withdrawn after one quarter of the way through and did not complete the required learning outcomes.

Exemption

The student has been granted exemption from studying the unit due to previous study or and approved Recognition of Prior Learning Process. Edway Training Pty. Ltd. has collected and validated evidence that the Student/Trainee is or has demonstrated competence for this unit.

Deferred Result

Indicates that assessment has not been finalised.

Not Yet Competent The student has been assessed and has not yet demonstrated competency in all of the learning outcomes for an individual unit.

Certificate

A certificate is issued when the Student/Trainee has completed all possible requirements for assessment as listed in the initial training plan.

Statement of Attainment

A statement of Attainment is issued where candidates have only partially completed the requirements for qualification. This may be issued for the following reasons:

1. The Student/Trainee does not complete the full requirements for qualification; or
2. A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the Student/Trainee are listed on the Statement of Attainment.

The Certificate or Statement of Attainment is presented at Graduation. This formal event occurs twice a year. Should a student not attend graduation, the Certificate will be forwarded to their home address.

Please ensure that you complete a Change of Student Enrolment Details Form should your contact details change (name, address and telephone number). It is important that we have your current contact details so that your Certificate and correspondence is received promptly.

Reissuing of Qualifications

If your Statement of Attainment is misplaced or damaged, contact our Office to order a replacement. Please note admin fee will apply.

Fees & Refunds

1. a) Participant fees are set down on Edway Training's website www.edway.com.au
b) Full payment is required at time of enrolment.
2. Once an enrolment has been processed, refunds are not made except when Edway Training cancels a course. A Credit Note may be issued if a replacement student can be found prior to the course commencing. An administration charge of \$30 applies. Edway Training cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a course.

In some instances, transfer between courses may be granted, upon application by a student to the Director. The final decision on any refund, transfer or credit note issues remains with the Director. It is appropriate therefore for trainers to refer all such queries to the office.

Edway Training reserves the right to alter any of the published arrangements, either before or during a course, or to cancel or terminate a course.

3. **'On-Line Participants'** do not receive any concessions. There are no refunds after you have enrolled and received access to the course.
4. **Distance learning students** receive details of the competencies of a course and an outline of Distance Learning study procedures. Their enrolment then becomes effective. After this point no refund is payable.

Student Complaints Policy

Internal Complaints

You should apply this procedure if you have any problems with course content or conditions relating to the training delivery.

1. In the first instance you should discuss the problem with your training Facilitator and seek a solution at that stage. Alternatively, a Complaint Form may be submitted. (See Ch 8 Policy and Procedure manual)
2. If your complaint is with your training Facilitator and you feel that it cannot be resolved at Stage 1, you should approach the Course Co-coordinator or Manager to initiate the complaints process.

NB: At each stage of the complaint procedure, both the students and Edway Training's

representative should seek to have an independent witness present.

Meetings should be minuted and both parties should sign this document.

External Problems

Edway Training recognises that students may experience problems that are not related to the company. Nonetheless, this may impact on the student's ability to meet course obligations. In this instance Edway Training will offer advice in referring students to appropriate external support groups for assistance with their particular situation.

General

All discussions during the process are confidential and no detail of complaints will be passed on to any other person without approval of the student.

Process of Appeal

Assessment Appeals Policy

All students have the right to appeal assessment outcomes. They must do so within seven (7) days of the notification of an assessment result. Appeals can be either verbal or written. All appeals resulting in re-assessment are to be recorded in writing. Students will be verbally informed of the appeals procedure for assessments on their first day of the program and prior to any assessments.

Assessment Appeals Procedure

Students lodge a verbal or written appeal to the assessor within seven (7) days of notification of the assessment outcome. The assessor discusses the grievance with the student, and informs the student of the decision.

If the student is unsatisfied with the decision, then an appeal may be lodged with the Manager of the Course or Training and Development Manager. The student may be re-assessed by a second assessor based on the decision of the Course Co-ordinator or Training and Development Manager. The decision and reassessment outcome is recorded in writing and is considered to be the final result.

If the student considers that the appeals process was unsatisfactory, they may contact the appropriate funding authority to discuss the assessment outcome. Edway Training will provide details of that contact.

The student is issued with a Transcript of Academic Record on the final day of their training program. They have a period of thirty (30) days from the last official date of their course to appeal their results. This appeals process is outlined below:

The student lodges a written appeal outlining the areas in which their results records vary from the Transcript of Academic Record. The Course Co-ordinator and Training Development Manager will review the Records book at the relevant assessment / examine records. They will identify variances (if any) and investigate those records. This may include looking at assessments and examination records. Unless judged appropriate they may authorise reassessment or check this work. A revised result or confirmation of the issued Transcript of Academic Record will then be provided to the student. The results will be provided to the funding body where appropriate.

Distribution of Learning Resources

Edway Training believe that quality service to the participant is enhanced by maintaining personal contact with the student and discussion and feedback on progress. The training facilitator should handle the collection and distribution of activities, maintain this contact and discuss previous work and progress.

Special Learning Needs

Edway Training recognises that there will be cultural diversity and a range of education and learning backgrounds amongst candidates. An assessment of special needs i.e numeracy, literacy, interpreter assistance etc is part of the enrolment interview process. It is Edway Training policy to ensure all people have an equal opportunity to learn and better themselves. As such, we endeavor to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively.

Assistance may be sought from the Edway Training facilitators and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.