



YMCAWA

Student Handbook

VET in Schools

The Australian YMCA WA Institute of Education and Training

Perth Campus

Address: 201 Star St, Welshpool WA 6106

Phone: (08) 9473 8400

Email: training@ymcawa.org.au

Student Name: _____

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Welcome

On behalf of all staff at YMCA WA, we send you a warm welcome and thank you for choosing the Australian YMCA WA Institute of Education and Training for your learning and training needs.

The YMCA WA will strive to provide you with a truly first-class training experience based upon up-to-date and best practice skills and knowledge we have gained from over 100 years of operations in the WA community.

About YMCA WA

YMCA WA is a not-for-profit community organisation that develops people and communities. Any profits we make from our commercial ventures are directed back into the community through a wide variety of programs and initiatives to provide health, fitness and personal development opportunities to all sections of our society.

We deliver programs and services to tens of thousands of people a week at hundreds of locations throughout Perth and Western Australia in the areas of:

- Sports and Recreation
- Business
- Information and Communications Technology
- Community Services
- Foundation Skills

Our **vision** is to enrich the Western Australian community. We will achieve this through the passion, commitment and innovation of our people and partners to deliver services and programs.

Our **model** is to own or manage community assets that align with our mission. From this space we intentionally partner with the community to identify needs and then deliver services that will help people grow in body, mind and spirit.

Ross Kyrwood
CEO, YMCA WA Perth

Registered Training Organisation (RTO) Details

The National Council of the Young Men's Christian Association of Australia, trading as

The Australian YMCA WA Institute of Education and Training

National Provider Code: 3979

Perth Campus

Peter Yow

Training Manager

Perth YMCA WA Inc.

Phone: (08) 9473 8491

Fax: (08) 9472 7522

Email: training@ymcawa.org.au

201 Star Street,

WELSHPOOL WA 6106

National Head Office

The National Council of the Young Men's Christian Association of Australia

Phone: (03) 9699 7655

Fax: (03) 9699 2365

Email: frances.bevacqua@ymca.org.au

Address: Level 1, 88 Market St

SOUTH MELBOURNE VIC 3205

Introduction

The student handbook has been prepared to provide prospective students information about our policies and procedures so that you can make an informed choice about our services.

Course Information

Specific course information is provided by your Teacher, we are happy to discuss and clarify any questions you may have regarding this information.

Access and Equity

YMCA WA will not discriminate against suitably eligible people participating in its courses.

Students with disabilities including learning needs, will be provided with additional support, and where required flexibility of assessment. It is important that needs be identified early in the course of study in order to provide adequate support over the duration of the training. This will enable the Students to achieve early success and satisfaction with both on-the-job and off-the-job components of the course (where applicable).

Upon enrolment, the YMCA WA will follow up with the Teacher regarding any special needs assistance a Students may require as established by the school in an attempt to identify possible language, literacy or numeracy needs. As a rule training will follow the Individual education plan set for the Students should one be available. If not YMCA WA will work closely with the teacher to help provide support. This is performed in consultation with the Students to discuss any concerns.

If a possible need for additional support is recognised this will be discussed and support services can be arranged.

Discrimination

YMCA WA will not tolerate any unlawful discrimination or harassment based on any of the following grounds:

- **Age** – being regarded as too young or old
- **Breastfeeding** – or bottle feeding
- **Family responsibility** – having a caring role
- **Family status** – being a relative of a particular person or having the status of being a relative
- **Fines Enforcement Registrar’s website** – having personal details published on the Registrar’s website
- **Gender history** – having a reassigned gender as under the Gender Reassignment Act 2000
- **Impairment** – having a current, past or assumed physical, intellectual or mental disability
- **Marital status** – being single, married, de facto, separated, divorced or widowed
- **Political conviction** – including a lack of conviction
- **Pregnancy**
- **Race** – including colour, ethnicity or national origin or descent
- **Racial harassment** – offensive or insulting comments or behaviour about a person’s race
- **Religious conviction** – including a lack of conviction
- **Sex**
- **Sexual harassment** – including unwelcome requests for sexual favours, touching and comments
- **Sexual orientation** – including heterosexuality, homosexuality, lesbianism, bisexuality or assumed sexual orientation

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

Language, Literacy and Numeracy

YMCA WA is committed to support and ensure accessibility to all students, and recognise that at times language and literacy problems may restrict a person from achieving competency in their chosen qualification.

Where a student has been identified as requiring assistance in language, literacy and numeracy, YMCA WA will make every effort to assist and support the student. If possible learning activities and assessments will be modified to better suit the student and their skills.

Where a high level of assistance is required, YMCA WA may refer the student to a third-party for specialised assistance.

Selection, Enrolment and Induction Procedures

We provide clear information on the courses we offer. This includes training and learning outcomes, any required skills and knowledge as well as any additional, or future, training pathways.

Candidates are required to complete an enrolment form, providing as much relevant information as possible to ensure we provide training adequate to your individual needs. All information collected is kept confidential and subject to our Privacy Policy.

Before and during course enrolment, candidates are provided access to our student handbook to ensure understanding of the information. Candidates are encouraged to ask any questions they may have relating to the student handbook to ensure full understanding.

Selection Procedures

To be selected for one of our courses you need to ensure that you are eligible and fulfil the minimum entrance requirements. These generally consist of being able to read and write in English.

Your selection will be based upon numbers permitted in each course, your motivation level for wanting to do the course and meeting the entrance criteria as stated in the course outline. If one of our programs relates to a specific target group then you will also be required to meet those specific requirements. This is a condition of some government funded courses.

How to Enrol

Enrolment for your course will be done through your High School

Induction Procedures

Once you have decided to further your education with the YMCA WA your Training Teacher will induct you into your course.

Training and Assessment Procedures

Specific training delivery and assessment information is different for each course. You will receive more detail on this from your Teacher

Our training and assessment procedures are flexible and cater for student's individual needs. Throughout this process we will ensure:

- All required resources for the delivery of any course are valid, reliable, flexible and fair
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be undertaken, as per the national standards prescribed in the relevant Training Package or accredited course material

This means that all training and assessment you receive from us is completed in accordance with the national quality training framework.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills you have acquired from life, work experience, formal or informal training can be formally acknowledged and recognised.

RPL can apply to one or more Units of Competency or even a whole course. What this will mean for you, if it is granted, is that you do not have to repeat material you already know and you will be able to progress quickly to other Units of Competency.

We give you credit for relevant previous study, work or life experience. This is called recognition of prior learning. Ask your Trainer about this if you feel you already have knowledge and experience in a subject area.

National Recognition

We are obligated to recognise the AQF qualifications and statements of attainment issued by other registered training organisations to clients. This means that if you have successfully completed a unit of competency, through YMCA WA or a different provider, we are required to accept these as valid and reliable.

You need to provide a formal Statement of Attainment to enable YMCA WA to recognise the Unit/s of Competency.

Notification of Results

Notification about your progress and your results will be provided to you, by your Teacher, on a regular basis during your course.

Certificates or Statements of Attainment are issued once you have completed your qualification and all fees and charges have been paid in full.

Certificates will be sent to the Students via the School. This allows the school to ensure the certificate is received, noted for the schools administration records and statistics. Part of the Student Induction Declaration sign off states that the Students gives permission for the Certificate and Statement of Attainment to be sent to them via the School.

If a Students has not signed the Student Induction Declaration there may be an added fee to the cost of Administration for the Student.

For further information you may access your personal records at any time by written request to the Training Operations Manager. Your personal records will not be released to any other person or organisation without proper authority.

Client Support

All students are provided a qualified Training Advisor. Students are encouraged to regularly contact their Teacher for assistance with course content, assessment tasks and other course information.

It is important that students are adequately supported through the assessment process.

Students are provided with:

- Adequate time to practice and acquire skills and knowledge prior to their assessment
- Feedback on their progress through formative assessment
- Equal opportunity to demonstrate their competence/skills and knowledge
- Appropriate levels of learning support as required
- Feedback on assessment results
- Support in addressing skills or knowledge gaps identified in the assessment.

Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the program of study.

Reasonable adjustment may include the use of educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time for the activities to be completed.

Students with special needs must inform their Teacher of the nature of their need(s) prior to or during enrolment for their chosen course and/or at the first class; so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate.

Tutorial Support

Students can obtain help with understanding course notes or manuals, study skills, preparation of assignments, by asking your Teacher for additional assistance. This will be provided when the Teacher is available during business hours.

Flexible Learning

Flexible delivery is the term given to training programs that are delivered using a variety of methods. The structure of the course allows you to work at your own pace through course materials. All courses have a completion time frame. **Extensions to this period may incur additional costs.** The flexible nature of the course allows you to work your study around your other commitments and allows you to spend as much time as you require on the course content.

Courses offered by the YMCA WA Institute of Education and Training involve delivery in a correspondence-like format by a series of self-paced learning materials and assessment items that is required to complete the course.

Each student has access to a Teacher to help them understand the concepts being covered through tutorial, telephone or email support.

Welfare and Guidance Services

Through the duration of the course, students should approach their Teacher if they require assistance or guidance as a result of hardship that may impact on their studies.

Career guidance is available on request to the Teacher through the school.

Complaints Policy and Procedure

The YMCA WA Institute strives to deal with complaints as soon as they emerge, in order to avoid further disruption or the need for a formal complaint. If students have a complaint with any aspect of the service provided by the Institute, they are encouraged to speak immediately with their Teacher in order to resolve the issue.

If a student is not satisfied that the issue has been resolved, he/she may appeal in writing to the Training Manager – (Perth Campus). Should a resolution not be achieved, the student will be directed to the Australian YMCA WA Institute of Education and Training, National Institute Manager and from there if unresolved to the appropriate Government Authority.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – RPL

A student may appeal an RPL decision by writing to the Training Manager – (Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager – (Perth Campus) within twenty-one days of the date of official statement of results.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – Student Results

A student may appeal against a result by writing to the Training Manager – (Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager – (Perth Campus) within twenty-one days of the date of official statement of results.

Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Appeal/Complaints – Penalty imposed due to plagiarism/cheating

A student who has been penalised due to plagiarism/cheating may appeal to the Training Manager (Perth Campus). An appeal must state the grounds and reasons of the appeal and must reach the Training Manager (Perth Campus) within twenty-one days of the data of the letter advising the penalty imposed.

The Training Manager (Perth Campus) may ask the student to attend an interview and/or provide documented evidence relating to the appeal. Written notification of the appeal result, including reasons for the decision, will be provided to the student within four weeks.

Plagiarism is the action or practice of taking and using, as one's own, the thoughts, writings or other work of someone else with the intent to deceive.

Plagiarism includes:

- The unauthorised use of the whole or part of a computer program written by another person.
- The use of the whole or part thereof, of written work including the use of paragraphs or sentences in essays or other assessable work which are neither enclosed in quotation marks nor otherwise properly acknowledged.
- The paraphrasing of another's work without acknowledgement.
- The use of musical composition, audio, visual, graphic, photographic models and realia, without acknowledgement.
- The use of realia, that is, objects, as artefacts, costumes, models etc, used in teaching to relate classroom learning to the daily life of peoples studied, without acknowledgement.

Fees and Charges

All information regarding our fees and charges specific to your individual course will be supplied to you prior to enrolment, including:

The total of all fees including course fees, administration fees, resource fees and any other charges as applicable:

- Payment options including the timing and amount of fees and any non-refundable deposit or administration fee
- Any fees and charges for additional services such as; replacement certificates, re-assessment fees (if applicable)

Please contact us for more specific information on individual course and qualification costs.

Refund Policy

Students requesting a refund for course fees must submit a request in writing to the Training Manager (Perth Campus) outlining their reasons for requesting the refund (i.e. withdrawal from course).

Requests for refunds of course fees paid in advance may be granted LESS the cost of Enrolment Fees, Resource Fees (if applicable) and less any commenced units of study.

Written notification of the refund request decision, including the reasons why, will be provided to the student within four weeks.

Student Responsibilities

It is YOUR responsibility to:

- Complete all assessment tasks by the due date
- Advise your Training Advisor if you are going to be away.
- To comply with all the company's rules as stated in company literature, our web site and as explained to you at induction.
- You are also required to maintain your duty of care to others and yourself.
- To be responsible for your personal progress. Students will be expected to consult with their Training Advisor on a regular basis if they are to derive the greatest benefit and appropriate individual guidance.
- Ensure all work you submit is your own. You must confirm the authenticity of any work submitted is your own, and free from plagiarism.
- Ensure you name, sign and date the Assessment Declaration Table for each Unit of Assessment.
- Any assessment work created that is not written within a YMCA booklet or assessment document must have a header or footer containing the following information. Student Name, Unit Code and Part of assessment. E.g John Smith, BSBWOR202, Scenario 1
- All assessment answers need to be written in blue or black pen. No pencil.
- The assessment work you submit must have your name on it, must be organised by unit and contain all assessment work required. e.g. if your assessment requires you to submit a portfolio or poster this must be attached or filed to the full body of assessment evidence for that unit.

Student Rights

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.

Reporting

Students will be kept informed of their progress in the course and each unit by their Teacher as well as provided with detailed feedback on the assessments you submit.

Occupational Health and Safety

All Teachers, trainers and staff and students are to comply with all WHS measures. Entry of persons on company property is conditional to them complying with all policies and the WHS Legislation in WA.

Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear.

Students must inform their Teacher about any injuries or faults in equipment that occur while on company premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Our Commitment To You

Privacy and Confidentiality

Only identified Learners are able to gain access to their records. Confidentiality and privacy of information is critical in our organisation. All private information if not required is shredded. All information provided by our prospective students and enrolled students is kept strictly confidential.

If you wish to access your own records, please make a request in writing to the Training Manager. Your records can then be sighted under supervision.

Under the Data Provision Requirements 2012, YMCA WA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained in the enrolment data and your training activity data) may be used or disclosed by YMCA WA for statistical, regulatory and research purposes. YMCA WA may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Quality Continuous Improvement

YMCA WA is committed to providing quality customer service and a main part of that commitment is a focus on continuous improvement.

YMCA WA value feedback from all students, staff and stakeholders in order to better ourselves and our programs.

Staff Qualifications

YMCA WA ensure all training staff have the appropriate qualifications and experience to deliver quality training and assessment programs. All assessments will meet the National Assessment Principles (including Recognition of Prior Learning).