



STUDENT HANDBOOK

Welcome to Deltawest Training

Thank you for enrolling with Deltawest Training. We hope you find your time with us challenging, rewarding and fun.

Your course will provide you with experiences and challenges provided through a mix of theory and practical training.

Once you enrol with us, you will have rights and responsibilities related to your training, many of which are outlined in this Handbook. Please ask us for further information if you have questions that are not covered here.

The quality of your experience with us depends largely on your motivation and commitment.

We wish you every success.

Stuart Pridgeon

Chief Executive Officer

Deltawest Training

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STUDENT HANDBOOK

Introduction

Deltawest Training, RTO code 40599, is an approved training provider for your nationally recognised training course/s. This will provide you with industry skills and knowledge and we will provide you with every assistance to make your course both enjoyable and worthwhile.

This Handbook has information about your rights and responsibilities as one of our students and our rights and responsibilities as your training organisation. If you have any questions please ask our staff or trainers for assistance.

Location

Deltawest Training Head Office is located at 10 Mallard Way, Albany WA 6330. We also carrying training in Kalgoorlie, Midvale and go remote to regional areas at times to do training.

Parking

There is sufficient on-site parking.

Eligibility

For any course/s you need to have basic to intermediate English language skills and an ability to listen and actively participate in the class/es.

Help with literacy and numeracy

If you need to improve your reading, writing or basic maths skills before attending one of our courses, you can visit the Reading Writing Hotline website at www.readingwritinghotline.edu.au to find out where you can find help in your area to improve your language, literacy or numeracy skills. In WA you can contact *Read Write Now* to be connected with one of the volunteer tutors who assists adults who want to improve their reading, writing, spelling, maths or computer skills. Visit <http://www.read-write-now.org> and click on FIND help. For English language assistance contact the Adult Migrant English Program (AMEP) which provides language classes and a home tutor service <https://www.northmetrotafe.wa.edu.au/courses/study-types/amep> north of the river or <https://www.southmetrotafe.wa.edu.au/courses/study-types/amep> for those in the southern suburbs of Perth.

Courses we Deliver

Deltawest Training provides truck driver training, gas training and fire training. Depending on which course you choose, you will be awarded a nationally recognised Statement of Attainment when you achieve the requirements of one of the following units of competency.

- TLIC3004 Drive heavy rigid vehicle
- TLIC3005 Drive heavy combination vehicle
- TLIC4006 Drive multi combination vehicle

Course Information

Our courses are usually delivered on weekdays between 7:00 am and 4:00 pm. Some courses may also be delivered in the evening and/or on a week-end.

For specific information on each course please see the information on our website at www.Deltawesttraining.com.au.

All courses use the following training and assessment methods:

- face to face learning with a trainer
- role plays to practise the skills you will need
- written assessment of your knowledge
- practical assessments with scenarios and role plays imitating real workplace situations to reflect industry best practice.

Practical requirements

Some of the practical requirements of the courses require you to learn, practise and be able to use industry equipment or to drive vehicles. For these reasons you will need to wear flat closed-in shoes or trainers, long pants and a shirt or t-shirt to attend the course.

Licensing

If you wish to enrol at Deltawest Training to learn to drive a heavy vehicle, you will need to meet the eligibility requirements set by the Department of Transport (DoT) for the Truck licence. This means that you must:

- Be at least 18 years of age and
- Have held a WA Driver's licence for at least the last 2 years or a light rigid(LR) or medium rigid(MR) licence for at least 1 year.

You must first achieve the unit of competency, depending on which heavy vehicle licence you are undertaking before you can sit the assessment (PDA) with one of our DoT-approved assessors.

Enrolment

Unique Student Identifier

Prior to enrolling and attending the course all students must obtain a Unique Student Identifier (USI) number. We cannot issue an Statement of Attainment unless you have a USI. For details on obtaining your USI visit www.usi.gov.au. This is a straightforward process, but if you need assistance our friendly staff will be happy to assist.

Pre-enrolment Information

All applicants speak to a Deltawest Training staff member before being enrolled in the course. This is an important part of the process as it ensures that this is the right course for you. At enrolment you will be required to fill in a written enrolment form with your personal and other details and you may also complete a short written skills test. This will show us whether you need any additional support during your course.

Fees

Check the latest schedule of fees and charges available from our office and/or on our website for the current course fees. The full fee for the course is payable on acceptance into the course or immediately before the course commences. If the full amount is not paid on acceptance, a deposit is required to secure your place on the course with the remainder paid on or before course commencement. Payment may be made by Credit Card, EFT, Bpay or Cash. Cheques are not accepted. If your employer or a job network provider is paying your fees you must tell us this prior to enrolment. Statements of Attainment cannot be issued until all fees have been paid in full.

Other Charges

If you need another copy of your original SoA after the course there is a fee for this.

One assessment attempt is included in the all course fees. Additional one-on-one training and assessment are available and charged accordingly.

Refunds

If you are unable to attend the course after you have been accepted and paid your fees, you will be able to receive a refund (minus an administration fee) only if you provide notice in writing at least 10 working days prior to course commencement. If you withdraw with 5 working days' notice, a 50% refund will apply. No refund will apply if you withdraw less than 5 working days before the course starts, and no refunds apply if you withdraw after commencing the course. If your fees relate to an application for recognition of prior learning (RPL), this fee is non-refundable.

If Deltawest Training cancels a course those enrolled will be offered a place in another course or provided with a full refund. No administration fee will be deducted in this case. Deltawest Training reserves the right to cancel or re-schedule its courses due to unforeseen circumstances or if enrolment numbers do not make a course viable. Anyone already enrolled will be offered a transfer to a later course or a full refund. In the unlikely event that Deltawest Training closes or stops delivering a course, students will be awarded a Statement of Attainment if they have completed their unit or a refund if they have not achieved the unit. Students will also be assisted to enrol with another approved training organisation so they can complete their course.

Class Attendance

Classes commence on time as scheduled and you are required to sign in for each session. If you are late this disrupts other students' learning so please ensure you are punctual and committed to your training for the duration of the course.

Recognition of Prior Learning (RPL)

If you believe you already have some of the competencies in your course you may apply for RPL. This only applies where your course contains more than one unit of competency. An essential component of RPL is proof, and this involves evidence of your work performance and/or résumé, any certificates of training, any records of your professional development, testimonials from employers or supervisors, demonstration of practical skills and so on. There is never any guarantee that your application for RPL will be successful, but we will assist you to determine whether this is a viable option for you. RPL is an assessment process and you may be required to complete the actual course assessments as part of the process. This is particularly so, for practical assessments. Check the schedule of fees and charges for the current fee for an RPL application. Fees paid for RPL are not refundable.

Credit Transfer/National Recognition

Credit transfer and national recognition only apply to qualifications and short courses containing more than one unit of competency.

If you have completed any of the units of competency in your course with another registered training organisation you will be able to receive credit for the units provided you have a Statement of Attainment or record of results that accompanies a previous qualification. Once we check with the awarding body, we will recognise the units, and you won't need to do the assessments for them. If you completed your nationally recognised training after 2015, you could log on to the USI website and show us your USI transcript as evidence that you have completed the units of competency.

If in future, we cluster our units for training and assessment you will still need to attend the course to cover the remaining requirements. There is no fee for recognition/credit transfer and an exemption from assessment does not reduce the course fee unless the exemption applies to non-clustered units.

Trainers and Assessors

Our trainers and assessors have been chosen for their qualifications and current industry experience, as well as their skills in training and assessing. All our trainers and assessors

meet national requirements and have a wealth of experience to bring your course to life so you will learn what it means to really work in the industry as well as gaining the knowledge and the skills you require to make you a safe and valued industry employee.

Rights and Responsibilities

Deltawest Training is responsible for the quality of training and assessment in compliance with the *Standards for RTOs 2015*, and for issuing your AQF certification document – your Statement of Attainment. We are also committed to protecting your rights as outlined below.

While you are training with Deltawest Training you have the right to:

- Be given accurate information about your course, training and assessment requirements and ongoing progress
- Be treated fairly and with respect by our staff, trainers and assessors and other students on the course
- Learn in a safe, supportive environment free of discrimination, harassment and victimisation
- Receive training, assessment and support services to meet your individual needs
- Have complaints or appeals dealt with promptly, fairly and confidentially
- Have your personal details and records kept private, confidential and secure
- Access your own records
- Provide frank and fearless feedback on your training experience with us.

While you are training with us you have the responsibility to:

- Treat others with fairness and respect and not do anything that could offend, embarrass or threaten them
- Not harass, victimise, discriminate against or disrupt others during the course. This includes disruption caused by mobile phones and pagers which must be turned off during the course
- Follow all safety procedures as directed by staff at Deltawest Training
- Report any safety risks or unsafe practices as soon as you become aware of them
- Not bring into the course, any articles or items that may threaten the safety of self or others
- Do not smoke or drink alcohol or use drugs before or during the course
- Seek assistance if you become ill or are injured during the course
- Assist an ill or injured colleague only if it is safe to do so
- Complete incident reports if required
- Observe basic hygiene practices while on the course particularly in the kitchen and toilets
- Show commitment and diligence to your learning and assessment tasks and support for others during group work, practical activities or working in pairs.

Student Support

Being a student is sometimes challenging. Staff and trainers at Deltawest Training will assist you with training and other issues whenever possible. If they can help, they will provide professional assistance and do their best to ensure a positive learning experience for you.

We are committed to providing support that will enable you to be successful in your course. Any specific support needs will be identified during pre-enrolment discussion or on commencement of the course so your trainers can provide for them during the course. The most common forms of support we provide are one-on-one assistance and additional time to read and practise what is being covered.

If you need assistance which we are not qualified to provide, we will help you to find an external agency for support. Organisations providing language, literacy and numeracy assistance are described on pages 6-7 of this Handbook.

Other available services can be accessed through the WA Department of Health website at <https://healthywa.wa.gov.au/Service-search>, including:

- adult mental health services
- alcohol and drug information services
- counselling services
- clinical psychology services
- emergency departments
- financial counselling services
- GPs and hospitals
- pain management services
- parenting and family support services
- walk-in centres.

All staff at Deltawest Training are committed to the principles and practices of equity in education and training and we have procedures in place to ensure student concerns are dealt with immediately. Our obligations under State and Federal legislation are included in:

- The Vocational Education and Training Act (WA) 1996
- The Human Rights Commission Act 1986
- The Age Discrimination Act 2004
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The OSH Act (WA) 1984
- The Privacy Act 1998.

Complaints and Appeals

If you have a complaint or grievance while training with us, Deltawest Training has a policy and procedure in place to address your concerns. You also have the right to appeal any decision made by Deltawest Training including decisions relating to a complaint or grievance you have made. There is also a specific type of appeal you can make if you disagree with an assessment decision that has been made. We refer to this as an academic appeal to distinguish it from other types of appeal.

In summary, we will manage and respond to complaints involving the conduct of:

- Deltawest Training;
- its trainers, assessors or other staff; or
- another learner at Deltawest Training.

We will manage requests for a review of our decisions, including our assessment decisions.

We will ensure that we:

- apply the principles of natural justice and procedural fairness at every stage of the complaint and appeal process;
- make our complaints and appeals policy publicly available through our website;
- provide the procedure for making a complaint or requesting an appeal;
- acknowledge complaints and appeals in writing and finalise them as soon as possible; and
- provide for a review by an independent agreeable to both parties, if you request this because our processes failed to resolve your complaint or appeal.

If we think that more than 60 calendar days will be needed to process and finalise a complaint or appeal, we will inform you in writing, including the reasons why more than 60 calendar days are needed; and we will regularly update you on the progress we are making.

We will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals so we can take corrective action to make sure they do not recur.

Course Marketing Permission

We may take photographs or videos during our courses, and collect feedback and testimonials from our students to use in the marketing of future courses. This will only include images and written materials from you if you have provided written permission to us. The enrolment form includes a permission slip for you to complete if you agree to have your image/s or written comments used in this way.

Acknowledgement Form

Please sign and return to this acknowledgement to your trainer or Deltawest Training Administration to confirm that you have read and understood the information in the Handbook.

☐	I have read the information contained in the Student Handbook.
☐	I am aware that further, more detailed information is available on request.
☐	I understand my rights and responsibilities as a student at Deltawest Training as outlined in the Handbook and Enrolment Form.
Signed:	Dated:
Name:	
Email:	Mobile: