

CLIENT HANDBOOK

WARTA's Policy and Procedures

For students and employers

Western Australian Road Transport Association Inc.

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Induction Procedures

WARTA aims to provide students with information that will assist them in all aspects of their training and to make the transition into a training environment an easy and enjoyable one. Training staff will be responsible for ensuring that:

- All students are provided with a Handbook at the beginning of their training.
- Students attending training at WARTA premises are inducted onto our site. Our induction identifies the training environment, housekeeping standards and occupational health and safety requirements, facilities and amenities.
- All course content and assessment requirements and conditions are discussed with all students prior to the commencement of each course. Students are advised that if they require additional assistance, to discuss any requirements with the course trainer or training manager.

Course Information

WARTA is a Registered Training Organisation (RTO). The majority of courses offered are nationally accredited, which means that your qualifications will be recognised throughout Australia. WARTA currently offers a range of courses including the following:

Dangerous Goods Drivers Licence - DG Bulk Driver - DG Explosives - DG Warehousing
DG Awareness - Accredited Pilot - Load Restraint - Fatigue Management

For further information on course please refer to our website or contact reception.

Web address: www.warta.com.au

Information when undertaking training on WARTA premises

It is important that you read and understand the following safety information:

- The maximum speed limit for all vehicles on site is **10 km** per hour.
 - Whilst on site everyone should recognise and understand that heavy vehicles such as trucks and cars may be in the vicinity.
 - When inside the warehouse, it should be noted that at all times you should keep behind the blue barrier when moving to and from the training rooms.
 - All students involved in training should ensure they are wearing enclosed footwear. This does not include thongs.
 - Please do not lean/rock on seating provided.
 - Students who feel, that they are not fit or capable to undertake training for whatever reason should inform the trainer immediately.
 - Under no circumstances is alcohol or any illegal drugs to be consumed whilst on site.
 - Students using prescription medication should inform their trainer immediately. This may affect their ability to perform tasks in a safe manner.
 - In the event of an emergency, all staff and students shall proceed in an orderly manner to the emergency assembly point, located in the rear car park and wait for further instructions.
 - The emergency management floor plan is located on the wall in all training rooms, and in the student lunchroom.
 - In the event of an accident/incident occurring, this should be reported as soon as possible to your trainer or to the main office, if this is not practicable.
 - In the event of a hazard being identified, this should be reported as soon as possible to your trainer or to the main office, if this is not practicable.
 - First aid facilities are available in the trainer's offices and in the main building.
 - Smoking is only permitted outside and in no circumstances within any buildings or vehicles.
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Car parking

Free off road car parking is available for students.

Tea and Coffee

Breaks normally occur around 10 o'clock and midday, lasting 15-35 minutes. Free tea and coffee is available in the lunchroom, along with general kitchen facilities: fridge, microwave available for student use. Lunch bar facilities are available on Star Street, a short walking distance.

Holidays

WARTA is not open on public holidays; however weekend training may be scheduled.

Contact during weekday training: If anybody needs to contact you during training they are able to leave a message at reception on 9355 3022. It will be communicated via your trainer when there is an appropriate break. In the event of an Emergency, messages will be relayed immediately.

Contact during weekend training: The main office is not manned on a weekend and phones will not be answered.

Mobile Phones

We request that all mobile phones are turned off or on silent. If you are expecting an important call, please discuss this with the trainer, prior to the class commencing.

Access and Equity

WARTA is committed to the principle of promoting equal opportunities. WARTA accepts responsibility as an employer and training provider to take active steps to eliminate discrimination in all aspects of WARTA's work and expects employees to maintain these standards at all times.

Flexible Learning and Assessment Procedures

WARTA is committed to "flexible delivery" and is working toward providing greater options to our clients in terms of modes of delivery. We currently provide options such as:

- Optional times and venues where possible
 - On-site training – metropolitan and regional areas
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Our short courses, consisting of between one – four units of competency have been designed to be flexible and fair to all students. We have ensured that we use a range of activities, teaching techniques, technology and ensure the use of relevant materials and resources.

Recognition of Prior Learning (RPL)

RPL is the process of collecting evidence about previous training and life experience. A qualified trainer/assessor then makes a judgement, about whether competency has been attained through previous knowledge and life experience.

Under the national standards WARTA must ensure that RPL is offered to all students, on or at enrolment. The RPL process is structured to minimise the time and cost to students. If your application for RPL is successful you will be exempt from some parts of the training.

If you wish to apply for RPL you will need to talk to a trainer or the Training Manager, who will assist you on how to prepare an application.

As a guide, the following documents may provide sufficient evidence for an RPL application:

- Certificates or Statements of Attainment relevant to the training you are currently enrolled in i.e. same units of competency
- Examples of previous work
- Demonstration of performance of specific tasks in a real or simulated work situation
- Corroborated information on previous demonstrations of competence
- Documented evidence of previous achievements
- References from people who are familiar with the students achievements
- Statutory Declarations

There is a fee attached to RPL to cover the costs of assessment and administration. The fee is non-refundable to cover the costs of assessment and administration. Before applying for RPL students/clients should speak to a trainer or the Training Manager to discuss their individual experience and availability of evidence.

Students, who fail to gain recognition of their skills, may challenge the assessment outcome through the appeals process.

Credit Transfer

Under the national standards WARTA is obligated to recognise the Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Students wishing to apply for a Credit Transfer (CT), must provide evidence in the form of original certificates.

Credit Transfer (CT) is where the unit of competency enrolled in is the same or equivalent to the unit of competency for which a Statement of Attainment has been issued.

The course trainer/training manager will review the evidence against the competency requirements for the unit/course. WARTA will require a copy to be kept on the student record.

Provision of Language, Literacy and Numeracy Assistance

Some of the courses run by WARTA assume a base level of literacy and numeracy skills as required in industry. Please contact the Training Manager through reception if assistance with training and assessment services is required.

Client Support (External agencies)

Students with special needs are advised to speak to a staff member to arrange an appropriate referral where external support is required, prior to the commencement of training.

Welfare and guidance services

WARTA has staff available for student counselling. Please speak to your trainer, Training Manager or enquire at Reception.

Complaints and Appeals

WARTA acknowledges that it is the right of clients/students to complain. WARTA's Complaints and Appeals Procedure is underpinned by an understanding that responding to client/student concerns and appeals will result in the delivery of a higher standard of service to all clients/students. The objective of the procedure is to reach a satisfactory solution for all parties involved.

At all stages of the grievance procedure, records of discussions and outcomes with reasons for decisions will be kept confidential. A copy will be made available to the client/student who initiated the complaint.

- If the matter is not resolved within five (5) working days, to the satisfaction of all parties an appointment should be arranged with the client/student, his/her support person, any staff members directly involved in the grievance with the Training Manager or CEO.
- In the event of a grievance not being resolved internally, the client/student will be advised of external resources available to her/him to pursue the grievance further.

Disciplinary Procedures

WARTA does not tolerate:

- Aggressive behaviour whether physical or verbal;
- Theft or property damage
- Unsafe actions including speeding or driving recklessly on or in WARTA property.
- Substantiated instances may result in suspension or termination of the student's training.

WARTA considers it an unacceptable risk for staff, clients, student or visitors to be affected by alcohol or other substances and the person affected will be asked to leave the premises.

Lateness Policy All students are required to begin their training at 8:00am sharp. Late attendance may result in the refusal of course entry and course fees will be forfeited.

Change of Contact Details

If you have changed your address or telephone number, please inform your trainer or reception as soon as possible.

Dress Standards

Some courses will have specific dress requirements including but not limited to work boots and long pants. Enclosed footwear is essential for all training at WARTA premises. It is your responsibility to ensure you are suitably dressed for both on and off the job training.

Fees and Charges

Refund Policy

- Where a student is unable to attend due to hospitalisation/illness – Full Refund.
 - Cancellations can be made by phone, fax, mail, and e-mail or in person.
 - If a cancellation is received three (3) or more working days prior to course commencement, the full amount will be refunded.
 - If no cancellation is received at least three (3) working days prior to course commencement, full course cost will be charged.
 - WARTA reserves the right to cancel any course if insufficient bookings are received. Should this occur, those who registered will be informed and their course fees refunded in full or credited to the next scheduled course
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Full refunds

Students who withdraw are entitled to a full refund of fees and charges where:

- a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- a student is not given a place due to maximum number of places being reached; or
- a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Pro rata refunds

Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from class;
- injury or disability that prevents the student from completing their program of study; or other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

Remarking of Assessments

A request to re-mark an assessment should be within four (4) weeks of the publication of the results. A \$50.00 charge for re-assessment and/or remarking is not refundable.

Certificates/Statements of Attainment will not be issued while fees are left outstanding
