

William Adams



Information Handbook

Information Handbook

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1. ABOUT WILLIAM ADAMS INSTITUTE OF TRAINING

William Adams Institute of Training operates throughout Victoria and Tasmania. William Adams Institute of Training delivers industry focused learning programs in the areas of Safety, Technology, Technical Service Training, Apprentice Development, Post Trade, Machine Operations, Management and Professional Development. William Adams Institute of Training delivers state of the art, innovative learning opportunities to our clients and candidates.

William Adams Institute of Training aims to be the leader in the provision of quality vocational education and training for our people, our related industries and customers. We will achieve this by focusing on industry driven solutions that satisfy customer needs.

What makes William Adams Institute of Training different? Given our backing from both William Adams and Caterpillar, we can provide “hands on” practical training in all areas of our training with the latest equipment, tooling and product knowledge. Our learning facilitators have recent and relevant industry experience.

Through developing highly skilled and knowledgeable candidates, William Adams Institute of Training aims to benefit the industry by reducing machinery downtime, better customer service and the provision of high-quality services.

This handbook has been developed to provide you with all the information you need to ensure a smooth transition into your learning experience.

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2. SITE INFORMATION

2.1 Launceston, Tasmania

- **Site Location**

308 George Town Road, Rocherlea Tasmania 7248

☎: (03) 6326 6366

2. SITE INFORMATION

2.1 Launceston, Tasmania

- **Emergency Evacuation**

As part of your induction to the site, you will be briefed on the emergency procedures, exit and Assembly Area locations. Refer to the Evacuation Map in your room.

For Emergency Services, dial 000.

- **Medical**

Contact the Caledonian Medical Centre at 54 - 58 Invermay Rd, Invermay on

☎: 03 6331 2722

- **Parking**

There is free car parking at the front of the building facing George Town Road.

2.2 Other Tasmanian Site Locations

- **Burnie**

Bass Highway, Somerset Tasmania 7322

☎: (03) 6433 8888

- **Hobart**

2 Chardonay Drive, Berriedale Tasmania 7011

☎: (03) 6249 0566

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2.3 Clayton, Victoria

- **Site Location**

17 - 55 Nantilla Road Clayton North, Victoria 3146

2.3 Clayton, Victoria

- **Emergency Evacuation**

As part of your induction to the site, you will be briefed on the emergency procedures, exit and Assembly Area locations. Refer to the Evacuation Map in your room.

For Emergency Services dial 000

- **Medical**

Contact the Valewood Medical Clinic

☎: 03 9560 6655

- **Parking**

There is parking in the visitor car park located at the front of the main reception building.

2.4 Other Victorian Site Locations

- **Laverton**

32-42 Spencer St, Sunshine West, Victoria 3028

☎: (03) 9931 9666

- **Traralgon**

25-27 Standing Dr, Traralgon, Victoria 3844

☎: (03) 5175 6200

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- **Wodonga**

200 Melbourne Rd, Wodonga, Victoria 3690

☎: (03) 6051 5800

- **Horsham**

81-83 Dimboola Rd, Horsham, Victoria 3400

☎: (03) 5362 4100

- **Swan Hill**

36-38 Curlewis St, Swan Hill, Victoria 3585

☎: (03) 5036 3900

- **Mildura**

345 Benetook Ave, Mildura, Victoria 3502

☎: (03) 5018 6100

- **Dandenong**

2-4 Fowler Rd, Dandenong South, Victoria, 3164

☎: (03) 9767 3666

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3. GENERAL INFORMATION

3.1 Accredited Training

All accredited programs delivered at William Adams Institute of Training comply with the government requirements for the issuance of national qualifications and/or units of competency. Our industry specific learning programs utilise new and emerging technologies direct from Caterpillar with access to machines, components and simulators that enhances the learning experience.

The learning resources utilised throughout these programs are developed through close consultation with industry.

All materials are being continuously reviewed and updated to keep up with the ever-changing technology and processes and ensure relevancy.

3.2 Fee for Service

William Adams Institute of Training delivers a range of fee for service programs that are designed to comply with the government requirements for the issuance of national unit of competency and to meet the needs of Industry.

These programs are developed in consultation with industry experts and meet the current and future needs of industry. They are delivered across a range of our training sites and vary in length depending upon the subject being taught.

3.3 Hours of Work

William Adams Institute of Training has defined standard hours of work. These are Monday to Friday 08:00am – 4:00 pm. Morning tea, lunch and afternoon tea breaks are included in these times.

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3. GENERAL INFORMATION

3.4 Refreshment Facilities

In most situations candidates will be provided with meals throughout the duration of their training.

3.5 Clothing Policy – Technical and Operator Training

Due to the nature of the learning environment and work conducted at William Adams Institute of Training, there is a strict requirement for the appropriate PPE to be worn. This includes High Vis shirt/vest, safety boots, safety glasses and gloves.

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3. GENERAL INFORMATION

3.6 General and Classroom Training

All training rooms are air conditioned and heated to provide a comfortable learning environment.

3.7 Smoking

Smoking is prohibited in all William Adams sites.

3.8 Drug and Alcohol

William Adams Institute of Training is committed to protecting the safety, health, and wellbeing of all employees and other individuals in our workplace. We have established a drug and alcohol-free workplace that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. We recognise alcohol abuse and illicit drug use pose a significant threat to this commitment. This policy recognizes employee involvement with alcohol and drugs can be disruptive, adversely affect job performance, pose serious health risks to users and others, and have a negative impact on employee engagement and morale. William Adams Institute of Training has a vital interest and obligation to maintain a safe and healthy working environment for our employees, candidates, and visitors.

All staff and candidates are subject to random drug and alcohol testing. This is covered in our Safety Induction done via rapid global.

3.10 Working Safely

William Adams Institute of Training supports a safe working and learning environment. Safety is also the responsibility of the learner. All employees and candidates must observe all safety rules and regulations, use required protective equipment and report to their trainer / assessor any situations that may be unsafe to themselves or others.

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3. GENERAL INFORMATION

3.11 Professional Conduct and Behaviour

William Adams Institute of Training will not tolerate any behavior that diminishes our reputation, or that puts the organisation, or anyone working or learning in it, at risk in any way.

As a condition of enrolment, all candidates must also commit to fair and reasonable behavior.

In the event where a breach of the behavior standards is demonstrated, disciplinary action will follow.

3. GENERAL INFORMATION

3.12 Discrimination

Discrimination in employment and education is prohibited. William Adams Institute of Training will treat any complaints of discrimination very seriously. The following definitions may help you to be clear on what is required:

- Discrimination refers to any act that unlawfully distinguishes between groups or individuals based on irrelevant factors such as their sex, disability, marital or parental status, pregnancy, sexuality, or race, national or ethnic origin. Such discrimination is unlawful, and William Adams Institute of Training will not tolerate it.
- Sexual harassment refers to any verbal or physical, unwelcome non-reciprocated behavior of a sexual nature. It can cover a range of actions such as displaying offensive material, making sexual remarks or innuendo, making offensive gestures, or engaging in unwanted sexually oriented physical contact. Sexual harassment creates a hostile working and learning environment.
- Disability refers to any physical, intellectual, psychiatric, sensory, or neurological impairment, any physical disfigurements or the presence of

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diseases such as the HIV virus. Discrimination on the grounds of a person's disability (or belief that a person has a disability) is prohibited.

3.12 Discrimination

3.12.1 Anti-Discrimination Contact Officers

Our People & Culture Team are available to provide information, give advice and provide strategies of resolution to employees who feel that they have been harassed or discriminated against.

3.12.2 Anti-Discrimination and Harassment Coordinator

Our People & Culture Team can also be contacted if you should experience any issues or have any related questions.

3.12.3 Bullying or Harassment

As well as an environment free from sexual harassment, we also support an environment free from bullying or other harassment of individuals. We will treat any such behavior very seriously.

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3. GENERAL INFORMATION

3.12 Discrimination

3.12.4 Disciplinary Procedures

Disciplinary procedures may be required for various reasons relating to the dealings with other candidates, your Facilitator or William Adams Institute of Training. For candidates, this could include cancellation or suspension of enrolment or other disciplinary actions in line with the gravity of the behaviour. Such examples include:

- Cheating or plagiarising
- Failing to adhere to William Adams Institute of Training policies.
- Failing to follow facilitators' instructions.
- Discrimination or harassment
- Inappropriate behaviour
- Verbal or physical assault and/or
- Theft or damage to property.

William Adams Institute of Training will immediately terminate enrolment if it is found that the candidate is involved in any serious and deliberate breach of our standards including (but not limited to):

- Taking, possessing, trafficking, or being affected by illegal substances or alcohol.
- Engaging in physical violence or threats of violence towards staff or candidates
- Possessing illegal weapons
- Using severe abusive language, and
- Acting in a way that could cause any loss, damage or harm to the organisation, employees, candidates, it's property and equipment.

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3. GENERAL INFORMATION

3.12 Discrimination

3.12.4 Disciplinary Procedures

In the event of such misconduct, William Adams will investigate the complaint and decide. You may appeal this decision by following our appeals process, as outlined within this document. All decisions will be made in writing.

3.13 Language, Literacy & Numeracy

All training is undertaken in the English language. Basic English literacy and numeracy will be required for all candidates to satisfactorily complete course requirements.

Every candidate will complete an LL&N assessment prior to commencement of their Nationally Accredited Training (not applicable for non-accredited short courses). This assessment will enable William Adams Institute of Trainings' trainers / assessors to identify any specific needs of the individual, so that they will not be disadvantaged.

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3.13 Language, Literacy & Numeracy

If a skills gap is identified for the candidate training supplements will be provided.
Reasonable adjustment may also be applied.

External Support Services include:

- **Mission Australia**

Website: www.missionaustralia.com.au

- **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

- **Centrelink**

Telephone: 131 021

Website: www.centrelink.gov.au

- **Lifeline**

Telephone: 13 11 14

- **Kids Help Line**

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

- **Fair Work Australia**

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

- **Reach Out**

Website: www.reachout.com.au

3.14 Welfare and Assistance Services

William Adams Institute of Training respects the diversity of our employees and our prospective and enrolled candidates. William Adams Institute of Training's

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commitment is to treat people fairly, reasonably and with dignity in line with our social and legislative responsibilities. We appreciate that William Adams Institute of Training may need to provide additional support to people with disabilities or special needs, to enable them to access our environment and succeed in training and assessment activities.

For example, we provide support through language, literacy and numeracy assessment, reasonable adjustments in assessment or training for people with disabilities, and other measures. If you have special needs, we encourage you to discuss this with our staff before enrolment. We will treat all requests for support in confidence and will involve you in decisions about your access and participation.

Candidates can access the trainers/assessors if they have any difficulties in the preparation of their course work. The trainers/assessors will provide information on these details within the introductory segment of each program. If you are uncertain as to the best times to contact your trainers/assessors, please obtain this information directly from them.

If you have difficulty with study due to personal issues, a language, literacy or numeracy learning disability, or other circumstances, we will endeavour to assist you to complete your course by exercising compassionate and reasonable guidance in conjunction with your employer. Please speak to your manager or contact your William Adams Institute of Training Facilitator or Training Supervisor for assistance.

3.14 Welfare and Assistance Services

If you are having any problems of a personal, family or employment related nature you may be able to access professional, short term and confidential counselling free of charge.

William Adams Institute of Training have contracted Converge International to provide this service for employees (and apprentices and trainees) and their

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immediate family. Contact Converge International direct by phone on 1300 687 327 if you wish to enquire more about this service.

Candidates who are not employees may also access support for any personal, family or employment related nature by contacting their immediate supervisor, facilitator or assessor.

3.15 William Adams Institute of Training Facilitators

William Adams Institute of Training will ensure that all their facilitators have:

- Demonstrated competencies at least to the level of those being delivered.
- Demonstrated achievement of at least Certificate IV in Training and Assessment or has demonstrated the equivalent competencies; and
- Industrial experience that is current and relevant to the course or modules that they are involved in delivering.

William Adams Institute of Training will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning/current competencies), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

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3. GENERAL INFORMATION

3.16 Training Environment

William Adams Institute of Training will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations. They will also ensure that training premises are of appropriate size and have adequate heating, cooling, lighting and ventilation.

William Adams Institute of Training will ensure that all training facilities, equipment and other resource materials are appropriate for the courses being delivered and are maintained in good order and repair.

3.17 Employer's Responsibilities

Your employer's responsibilities are to:

- Provide a work environment that is safe and without risk to health.

Support staff with the opportunity to conduct training activities / assessment requirements apart from standard work requirements; and to

Provide necessary infrastructure, resources, and facilities.

3.18 Australian Quality Training Framework (AQTF)

The AQTF requires William Adams Institute of Training to maintain high quality standards across all our operations to retain Registered Training Organisation (RTO) status. William Adams Institute of Training will observe the AQTF Standards for Registered Training Organisations and will ensure that information is provided to employees, contractors, and candidates to support this.

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3. GENERAL INFORMATION

3.19 Certificates and Statements of Attainment

William Adams Institute of Training will issue Statements of Attainment to candidates who successfully complete the requirements. Certificates and Statements of Attainment will include the provider's name, the full name of the candidate receiving the certificate, the name and number of the accredited course, the date of issue and the signature of William Adams Institute of Training's nominated person. All modules completed and/or national competencies achieved will also be identified.

William Adams Institute of Training has clearly documented procedures for managing and monitoring all training operations and reviewing candidate satisfaction. William Adams Institute of Training will seek response from all candidates who participate in training and/or assessment activities, and those who use training and assessment products. William Adams Institute of Training will use this information to continuously improve their products and services.

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3. GENERAL INFORMATION

3.20 Learning and Assessment Strategy

3.20.1 Rules of Assessment

For an effective assessment system in a competency environment, the rules of assessment must apply:

Validity

The assessments assess what they claim to assess and what they have been designed to assess.

Authenticity

The evidence collected is authentic, that is, it is derived from valid sources and is directly attributable to the individual.

Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

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3. GENERAL INFORMATION

3.20 Learning and Assessment Strategy

3.20.1 Rules of Assessment

Currency

Under an effective system, assessment evaluates whether the individual's skills and knowledge are current and can be applied in today's workplace. Generally, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current".

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be conducted.

Flexibility

Assessors must be capable of taking a flexible approach to the assessment of evidence. An assessment system must evaluate the scope of knowledge and skills covered by the criteria both performance (skill) and underpinning knowledge & understanding.

Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for collaborating with candidates who have special needs.

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3. GENERAL INFORMATION

3.20 Learning and Assessment Strategy

3.20.2 Assessment Methods

The Nationally recognised units of Competency taught within William Adams Institute of Training's scope of registration will be delivered using a range of mediums including but not limited to:

- Formal classroom delivery
- Workplace training and coaching

Assessment methods may include a combination of the following:

- Work samples and/or simulations
- Direct observation of performance, practical tasks and exercises
- Questioning
- Interviewing
- Review of work output
- Projects
- Video taped performance
- Portfolio/Logbook
- Consideration of third-party reports (supervisors/team managers/ coordinators) and authenticated prior achievements.
- Written and oral questioning.

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3. GENERAL INFORMATION

3.20 Learning and Assessment Strategy

3.20.3 Assessment Requirements Per Unit

The overall assessment requirements for each unit are specified in the theory assessment for that unit. This will clearly identify what is required to achieve a competent outcome.

The candidate may request a copy of the outcomes of their assessments from their trainer/assessor at the completion of that assessment to be available for pick up at their next training session.

Introduction:

An assessment of competence requires the submission of evidence that supports the underpinning knowledge and the ability to perform the tasks relating to the learning outcomes and performance criteria described in the applicable unit/s of competence. The purpose of an assessment is to provide the candidate with the opportunity to perform these tasks.

The aim of an assessment is to determine the candidate's ability to assimilate the skills, knowledge and attitudes within the requirements of the assessment task. The ability for the candidate to impart that skill, knowledge and attitude to the assessor is then assessed via the prepared assessment tasks.

All assessments will be marked against the marking guide to ensure that the rules of assessment apply.

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3.20 Learning and Assessment Strategy

3.20.3 Assessment Requirements Per Unit

Assessment Results

The learning activities completed during scheduled class and set as additional activities compiled throughout the training and assessment sessions can also provide feedback in the context of assessment in relation to attitude, safety and general behavioural performances.

Reasonable Adjustment

An adjustment is a measure or action taken to assist a candidate with special needs to participate in education and training on the same basis as other candidates.

The Disability Discrimination Act (DDA) through the Disability Standards for Education requires institutions to **take reasonable steps** to enable the student with a disability to participate in education **on the same basis as a student without a disability**. An adjustment is reasonable if it **balances the interests of all parties** affected.

William Adams Institute of Training will make “reasonable adjustments” to their methodologies and processes to accommodate candidate’s needs and enable them to demonstrate their competencies.

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3.20 Learning and Assessment Strategy

3.20.3 Assessment Requirements Per Unit

Requests of Assistance from the Candidate

Assessors are to provide assistance, when requested, to the candidate in relation to the assessment task.

If the candidate has difficulty in writing, for whatever reason, the assessor will verbally ask each question and record the answers provided by the candidate. The assessor is to have the candidate initial the written response to verify that this is their correct response.

Verbal Assessing

The Assessor may be required to ask questions pertaining to the explanations as presented in the theory assessment. The nature of the questioning is to be concentrated on expanding upon any vague or ambiguous responses.

Prompting

Prompting is to be limited to those situations within the assessment where the candidate is at a 'stand still' and the assessor wishes to determine whether the candidate has further knowledge/skills that can be demonstrated.

Examples of reasonable adjustment could include, but is not limited to:

- Rescheduling an assessment session that the candidate was unable to attend.
- Candidate attends a session with a broken "writing" hand – the trainer/assessor can ask the theory questions and write the answers for the candidate.
- Candidate is confused about the requirements of the assessment - the trainer/assessor can reword the instructions in another way to clarify.

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3.20 Learning and Assessment Strategy

3.20.3 Assessment Requirements per Unit

Cheating

By signing the cover sheet, candidates declare that the content of their assignment/assessment is their own work. When content that is not their own has been utilised, the candidate must acknowledge the original author. Plagiarism or collusion, by any candidate may result in their assessment being rejected and they could face disciplinary action.

Assessed as Not Competent

The assessment criteria laid down in the marking guide are to be achieved to record a COMPETENT rating. All critical factors are to be achieved prior to a COMPETENT rating being awarded.

The reasons for a 'NOT COMPETENT' result as well as being recorded on the Assessment Task are to be detailed to the candidate in the brief at the completion of the assessment.

Recording of Performance

The critical factors, for assessment, are those factors, which must be correctly carried out by the candidate if they are to be assessed as being Competent.

The supplementary factors shown on any classroom activities are intended to provide more detail of the candidate's performance and better feedback for the candidate in the event of being assessed as Not Competent.

Conclusion of the Assessment

The assessor will fully debrief the candidate and advise the candidate on the result within three weeks of the submission of the assessment.

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3.20 Learning and Assessment Strategy

3.20.3 Assessment Requirements Per Unit

Assessment Criteria and Rationale

The candidate is obliged to attempt the assessment unless they feel confident to do so. However, a non-attempt during that assessment will result in a 'NOT COMPETENT'.

Reassessment

Should a candidate be deemed NOT COMPETENT they are to be reassessed.

Should a candidate receive a not yet competent result, the candidate may apply for reassessment. The assessor is to provide direction to assist the candidate with this.

If the candidate is dissatisfied with any part of the participation, they are encouraged to first discuss this with their immediate supervisor, trainer or assessor. William Adams Institute of Training supports informal processes to resolve issues wherever possible; however, there are also processes to deal with formal complaints, grievances and appeals, as specified in this Handbook.

There are two ways that the reassessment can take place:

1. The candidate may apply for a reassessment once the skills gap identified during the assessment process has been addressed. The application for reassessment must be received with 21 days of being notified of the unsuccessful outcome.
2. The candidate may lodge an appeal about the assessment result. Refer to the Complaints and Appeals process in this handbook.

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3. GENERAL INFORMATION

3.21 Employability Skills

Employability skills are embedded within each unit of competency amongst every qualification William Adams Institute of Training deliver.

The employability skills for each unit are listed in the theory assessment for that unit.

A summary of the employability skills developed through each qualification can be downloaded from <http://employabilityskills.training.com.au>.

3.22 Competency

Competency based training is about learning skills and it focuses on what is expected of an employee in the workplace rather than on the learning process. Unlike traditional classroom teaching, which tends to focus on what you have learnt, generally in an exam or test, competency-based training and assessment is about demonstrating skills and knowledge in a range of situations.

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3. GENERAL INFORMATION

3.22 Competency

3.22.1 Competency Standards

Competency Standards provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered.

The competency standards have several key features including:

- Units of Competency

Unit of Competency identifies a workplace requirement. It is recognised that these units of competency should be transferable within the industry and define skills required. They relate to real workplace activities and can be adapted to meet different workplaces, products, work systems and circumstances within the industry.

- Elements of Competency

Elements of competency identify the outcomes required which are observable. They are performance based.

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3. GENERAL INFORMATION

3.22 Competency

3.22.1 Competency Standards

- Performance Criteria

Performance Criteria are the actual activity required to meet the outcome or Element of Competency. However, they do not describe specific procedures or methods to complete this activity.

- Range Statement

The Range Statement allows for differences between enterprises and workplaces. The type of information included in Range Statements includes such areas as the range of legislation, codes and regulations, goals and objectives, technology, service levels etc.

- Evidence Guide

The evidence guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for each unit. The Evidence Guides provide information for assessors, supervisors and candidates in addition to the Performance Criteria.

A comprehensive Training Package detailing all these areas is available from your facilitator.

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3. GENERAL INFORMATION

3.22 Competency

3.22.1 Competency Standards

- Understanding Evidence

To demonstrate competence, you must provide evidence that you have demonstrated the knowledge and skills to meet the Performance Criteria for each Unit of Competence.

Evidence is anything that supports the assessment and should be gathered over a period to show that you have the skills in a variety of situations and consistently perform at this level.

Assessment methods outlined show the sources from which evidence may be gathered. Additionally, your Training Plan will give you an indication on the assessment methods that will be used for gathering evidence for each unit of competency.

If you would like to discuss any matter regarding evidence and what is suitable, please speak with your facilitator or assessor.

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3. GENERAL INFORMATION

3.23 Fees and Charges

3.23.1 Fees and Charges Policy

William Adams Institute of Training will adhere to the following guidelines in relation to fees, charges and refunds:

- William Adams Institute of Training will not receive any fees/monies more than eight weeks in advance of any training conducted.
- All candidates paying enrolment and course fees for accredited courses offered by William Adams Institute of Training will have all such fees deposited in an established Account.
- The Account will be administered by the Finance Department for William Adams Institute of Training, in accordance with the Conditions of Registration.
- William Adams Institute of Training (WAIT) will refund all payments made by a candidate if the course is cancelled or course commencement is postponed by more than four weeks, unless alternative arrangements can be made which are acceptable to the learner.
- Prior to commencement a candidate may be required to give a maximum of three weeks' notice of withdrawal from a course to obtain a full refund of payments, less an administrative fee not exceeding \$200.00 where applicable.
- After commencement, a candidate may be required to give a maximum of two weeks' notice of withdrawal from the course to obtain a refund of payments relating to the remainder of the course after ten weeks' notice. WAIT must process the refund within four weeks of notification by the candidate.
- For courses funded under state funded training program all fees, charges and refunds will be subject to the conditions set out in the appropriate performance management.
- Training fees are invoiced monthly in arrears and payment is required upon receipt of the Tax Invoice.

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3. GENERAL INFORMATION

3.23 Fees and Charges

3.23.3 Candidate's Services and Administration Fees

WAIT reserves the right to charge additional services and administration fees for enrolment into all programs. These fees will be communicated and documented before the commencement of training.

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3. GENERAL INFORMATION

3.23 Fees and Charges

3.23.4 Withdrawal

- Candidates must provide written advice of withdrawal from the program once the enrolment has been accepted and confirmed.
- Candidates who withdraw from the program for other reasons and who lodge a written withdrawal prior to or within four weeks of commencing the program will be eligible for a full refund of their enrolment and tuition fee, provided the request for refund is lodged within two weeks off the stated withdrawal date (from date shown on written advice.) Candidate's meeting these conditions will also be refunded 50% of the resources fee paid.
- Candidates who withdraw from the program without notifying WAIT will not be eligible for refunds.

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3.23 Fees and Charges

3.23.5 Rescheduling or Cancellations

- Candidates who withdraw from the program are entitled to a full refund of fees and charges where the program is cancelled or rescheduled to a time unsuitable to the student.
- If a course is cancelled by WAIT at any time during the period of a candidate's enrolment, then WAIT will refund the full tuition fees, the pro-rata portion of any candidate services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.

3.23.6 Refund Policy

Withdrawal

Candidates must provide written advice of withdrawal from the program once enrolment has been accepted. Candidates who withdraw from the program without notifying the WAIT will not be eligible for refunds.

Rescheduling or Cancellation

Candidates who withdraw from the program are entitled to a full refund of fees and charges where the program is cancelled or rescheduled to a time unsuitable to the candidate, or where the candidate is not given a place due to maximum number of places being reached.

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3.24 National Recognition

3.24.1 Recognition of Current Competencies / Prior Learning

It is an assessment process but one where candidate gather evidence of prior learning. However, the assessor may need to use processes in addition to the evidence provided to judge competency. In all assessments, assessors must sight sufficient, authentic, and current evidence to assess a person as competent to perform to the standard required in the workplace across a range of workplace situations.

3.24.2 The Recognition of Current Competency Process

The candidate and their facilitator or assessor have an informal discussion to clarify the unit of competency and workplace requirements.

If they agree that RCC/RPL is possible, the candidate gathers evidence and records this on the RPL/RCC application form to support their application. Evidence could include verified products, work records, testimonials, etc.

The assessor goes through the evidence with the candidate, completes any required assessment processes and makes a judgment about whether the learner is 'competent' or 'not competent.'

The assessor provides feedback to the candidate. If the candidate is not competent, the assessor will provide support and discuss how they can become competent.

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3.25 Complaints and Appeals

3.25.1 Purpose

The purpose of this policy is to establish a fair, transparent, and accessible process for handling complaints and appeals from candidates and other stakeholders enrolled in the programs and services provided by William Adams Institute of Training. This policy aims to ensure that all complaints and appeals are addressed promptly, impartially, and in accordance with the principles of natural justice.

3.25.2 Scope

This policy applies to all candidates and stakeholders of William Adams Institute of Training, encompassing complaints and appeals related to assessment decisions, course delivery, discrimination, harassment, and any other matters relevant to the provision of education and training services.

3.25.3 Definitions

- **Complaint:** An expression of dissatisfaction with a service or process provided by William Adams Institute of Training.
- **Appeal:** A request for review of a decision, typically an assessment decision, made by William Adams Institute of Training.
- **Dispute:** Disagreement or argument
- **Feedback:** Transmission of evaluative or corrective information about an action, event, or process.
- **Natural justice:** Duty to act fairly.
- **Candidate:** Student

3.25.4 Principles

William Adams Institute of Training is committed to the following principles in handling complaints and appeals:

- **Fairness:** All parties involved will be treated fairly and impartially.

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- **Confidentiality:** Information related to complaints and appeals will be treated with confidentiality, respecting the privacy of all parties.
- **Timeliness:** Complaints and appeals will be addressed promptly to ensure timely resolution.
- **Access:** The complaints and appeals process will be accessible to all stakeholders, and information will be provided in an easily understandable format.

3.25.5 Responsibilities

Candidates are responsible for:

- Raising complaints and appeals in a timely manner.
- Providing accurate and relevant information to support their complaint or appeal.

Trainers and Assessors

Trainers and assessors are responsible for:

- Addressing and resolving complaints at the informal level whenever possible.
- Providing clear and constructive feedback to candidates.

William Adams Institute of Training Staff

William Adams Institute of Training staff, including the designated Complaints and Appeals Officer, are responsible for:

- Receiving and documenting complaints and appeals.
- Conducting impartial investigations.
- Communicating outcomes to relevant parties.

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3.25.6 Complaints Procedure

Lodging a Complaint

Candidates may lodge a complaint by:

- Completing the official Complaints and Appeals Form available on the William Adams website. www.williamadams.com.au / Services / Training
- Emailing training@wadams.com.au
- Submitting a written complaint to the William Adams Institute of Training reception.

Initial Assessment

Upon receiving a complaint, William Adams Institute of Training will:

- Acknowledge receipt of the complaint within [3] business days of receiving the complaint. The acknowledgment will include how the complaints process works and how to seek further information.
- Conduct an initial assessment to determine the appropriate course of action.

Informal Resolution

Where possible, William Adams Institute of Training will seek to resolve complaints informally through discussion and negotiation.

3.25.7 Appeals Procedure

Lodging an Appeal

Candidates may lodge an appeal by:

- Completing the official Complaints and Appeals Form available on the William Adams website. www.williamadams.com.au / Services / Training
- Emailing appeals to training@wadams.com.au
- Submitting a written appeal to the William Adams Institute of Training reception.

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Formal Review

Upon receiving an appeal, William Adams Institute of Training will:

- Acknowledge receipt of the appeal within [3] business days. The acknowledgment will include how the appeals process works and how to seek further information.
- Conduct a formal review, including an independent assessment of the decision.

Outcome Communication

The outcome of the formal review will be communicated to the candidate in writing within [28] business days.

3.25.8 Timelines

William Adams Institute of Training is committed to resolving complaints and appeals in a timely manner. The following timeframes will generally apply:

- Acknowledgment of receipt: [3] business days
- Informal resolution: [28] business days
- Formal review outcome: [28] business days
- William Adams Institute of Training will provide regular updates to a person making a complaint or appeal where more than [28] business days is required to reach an outcome.

3.25.9 Communication

Throughout the complaints and appeals process, William Adams Institute of Training will maintain open and transparent communication with the complainant or appellant, providing regular updates on the progress of their case.

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3.25.10 Review & Improvement

This policy will be reviewed annually to ensure its effectiveness and relevance. Feedback from stakeholders will be sought and considered for continuous improvement.

3.25.11 External Resolution

If the complainant or appellant is not satisfied with the outcome, they may seek external resolution through Australian regulatory bodies.

3.25.12 Record Keeping

William Adams Institute of Training will maintain accurate and confidential records of all complaints and appeals, through our complaints and appeals register including documentation of the steps taken to address and resolve each case.

3.25.13 Confidentiality

All parties involved in the complaints and appeals process must respect the confidentiality of information shared and discussed during the process.

3.25.14 Training and Awareness

William Adams Institute of Training will provide training to staff, trainers, and assessors on the complaints and appeals policy and procedures. Awareness campaigns will be conducted to inform stakeholders about the existence and accessibility of the policy.

3.25.15 Accessibility

This policy will be made easily accessible to all stakeholders through the William Adams website, Information handbook, and other relevant communication channels.

3.25.16 Access to candidate records

As a past or currently enrolled candidate within William Adams Institute of Training you will have access to your candidate records. To retrieve any information, contact your Training Coordinator or Training Manager.

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For security purposes candidates will need to provide the following information:

- Their date of birth
- Full name
- Mother's maiden name

3.25.17 Compliance

William Adams Institute of Training is committed to complying with all relevant legislative and regulatory requirements pertaining to the handling of complaints and appeals.

3.25.18 External Review

If you feel William Adams Institute of Training has not properly dealt with your complaint, you may wish to take it to an external agency to see if they can help i.e. ASQA, Equal Opportunity and Human Rights Commission or Fair Work Commission for arbitration or conciliation. If a grievance moves to an external agency both parties shall be bound by the External Agency decision.