



Student Handbook

2025

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Student Handbook

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Training Worx Australia Student Handbook (2025 Edition)
Fully aligned with the 2025 Standards for RTOs: Outcome Standards, Compliance Requirements, and Credential Policy.

This handbook has been developed in accordance with the revised 2025 Standards for RTOs to ensure that students are fully informed, supported, and empowered throughout their training journey. It is aligned to:

- **Outcome Standard 2 – VET Student Support**, ensuring learners have equitable access, timely assistance, and a safe, inclusive learning environment.
- **Outcome Standard 1 – Training and Assessment**, outlining competency-based delivery methods and clear assessment expectations.
- **Outcome Standard 4 – Governance**, reflecting our accountability, transparency, and continuous improvement systems.
- **Outcome Standard 3 – VET Workforce**, ensuring all trainers are industry-current, credentialed, and engaging in professional development.

Students are encouraged to read this handbook thoroughly and refer to it regularly throughout their studies.

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1. Introduction

- **RTO Details:**
Training Worx Australia
RTO National Provider Code: 52508
Contact Information: [info@trainingworx.com.au], [0424323989], [[Training Worx Australia](#)]
Mission Statement: "Making the difficult easy!"
- **Purpose of Handbook:**
This handbook is designed to guide students through their learning journey by outlining their rights, responsibilities, and available support services. It also details the duties of Training Worx as your training provider.
- **2025 Standards Overview:**
Training Worx is committed to maintaining the highest standards in vocational education and training, aligned with the 2025 Outcome Standards for RTOS. These standards cover:
 - **Training and Assessment:** Ensuring the quality and relevance of training aligned with industry needs.
 - **Student Support:** Providing comprehensive support services to help students succeed.
 - **VET Workforce:** Ensuring trainers and assessors are qualified, experienced, and engaged with industry.
 - **Governance:** Maintaining transparency, accountability, and continuous improvement across all operations.

2. Location

- **Level 1 / Suite 7, 175 Davy St, Booragoon 6154 (Booragoon Commercial Centre)**
- **Contact Information:**
 - Student Services: [info@trainingworx.com.au]
 - Administration: [jennifer@trainingworx.com.au]
 - Phone: [0424323989]

3. Eligibility and Enrolment Process

Before or at enrolment, students may also complete a Student Support Indicator to assess LLN, digital literacy, and support needs. This tool ensures that Training Worx can provide early intervention and personalised learning support, consistent with Outcome Standards 2.2 and 2.4.

- **Eligibility:**
To enrol in a course, students must meet the following requirements:
 - basic to intermediate proficiency in English (spoken and written)
 - digital literacy skills for online and blended learning courses
 - specific course prerequisites as outlined in the course details (e.g., prior qualifications or work experience)
- **Pre-enrolment Information:**
Students must discuss course suitability with Training Worx staff before enrolment. Pre-enrolment interviews help ensure students select the right course based on their career goals and learning needs.

- **Unique Student Identifier (USI):**
A USI is mandatory for enrolment in any nationally recognised course. Students can obtain a USI by visiting www.usi.gov.au.
- **Skills Gap Analysis:**
Upon enrolment, students may undergo a skills gap analysis to assess pre-existing qualifications or experience. This ensures that any additional support or tailored learning needs are identified and met during the course.

4. Course Delivery

"All students are encouraged to develop self-management strategies using the digital learning platform, and trainers will provide guidance for those needing additional support in navigating online systems."

- **Modes of Delivery:**
Training Worx offers flexible learning options, including:
 - face-to-face classroom sessions
 - online learning through our Learning Management System (LMS)
 - blended learning combining online and in-person sessions
 - workplace-based training and practical assessments
 - simulations and role play to mimic real-world scenarios
- **Training & Assessment Strategies:**
Training Worx uses a variety of methods to assess student competencies, such as:
 - written assessments
 - projects and case studies
 - observations in the workplace or simulations
 - practical demonstrations aligned with industry practices
- **Competency-Based Training:**
Training Worx adheres to the Australian Qualifications Framework (AQF), ensuring that training is competency-based. Competency is achieved when students demonstrate the required skills and knowledge for their industry roles.
- **Use of Technology:**
Training Worx uses modern technology for training and assessment delivery, including online resources, webinars, and digital platforms. Students are expected to engage with these tools as part of their learning experience.

5. Fees & Payment Terms

In accordance with national guidelines, Training Worx will never accept prepayments exceeding \$1500 at any one time for individual students without a financial guarantee or tuition assurance arrangement in place.

- **Fee Structure:**
A detailed breakdown of course fees is provided on the website and at enrolment. Payment options include EFT and BPAY. For complete qualifications, instalment plans are available. All fees must be paid in full before the course is completed. For individual units of competency or

skill sets, where the full fee is less than \$1500, the full fee is payable upon acceptance into the course or immediately before the course commences.

For all course fees over \$1500, a non-refundable deposit is required to secure your place on the course, with the remainder payable in instalments as described in the schedule of fees and charges. Payment can be made by Electronic Funds Transfer (EFT) or BPAY. Please note that cash and **cheques are not accepted**.

A payment plan may be available at the CEO's discretion, subject to complete qualifications. Statements of Attainment and/or qualifications cannot be issued until all fees have been paid in full.

- **Refund Policy:**
 - Full refunds are available for cancellations made within five days of your enrolment and if you have not had your first meeting with your Trainer within that time.
 - No refunds will be issued for cancellations made less than five days before your first appointment with your trainer.
 - If Training Worx cancels the course, students will receive a full refund or the option to transfer to a future course.
- **Additional Fees:**
 - Some of our courses will require day rates or hourly rates.
 - They are charged at \$2000 per day or part thereof.
 - Please note this is not for all courses and does not include Western Australian Secondary Schools.

6. Recognition of Prior Learning (RPL) and Credit Transfer

"The process is transparent and explained to all students as part of enrolment, meeting the 2025 requirement that all RTOS provide clear and accessible information on credit and recognition options."

- **RPL:**

Students may apply for RPL if they believe they already possess all or some of the skills and knowledge required for a unit of competency. Evidence must be provided, such as:

 - work performance documentation
 - résumé and professional development records
 - video or practical demonstrations

RPL assessments may involve completing specific course tasks or efficient assessments. Fees for RPL are non-refundable.

- **Credit Transfer:**

Training Worx recognises qualifications and units from other RTOs. Students must provide a Statement of Attainment or USI transcript for any completed units to apply for credit transfer. This service is provided at no additional fee.

7. Trainers and Assessors

- **Trainer Qualifications:**
All trainers and assessors at Training Worx meet or exceed the 2025 requirements for industry engagement and vocational competency. They hold qualifications relevant to the courses they deliver and have ongoing connections with the industries they serve.
- **Continuous Professional Development:**
Trainers and assessors are required to participate in regular professional development activities to ensure their skills remain current and aligned with regulatory and industry changes.

8. Student Rights & Responsibilities

- **Rights:**
As a student, you have the right to:
 - clear information about course progress and assessment results
 - fair and valid assessment processes
 - access to support services that cater to your individual needs
 - privacy and confidentiality in line with the 2025 VET regulations and the Australian Privacy Principles (APPS).
- **Responsibilities:**
You are responsible for:
 - treating others with respect and professionalism
 - attending classes, completing assessments on time, and adhering to course schedules
 - maintaining academic integrity (avoiding plagiarism, cheating, and collusion)
 - following health and safety regulations during any face-to-face or workplace-based training

9. Student Support and Wellbeing

Our Commitment

Training Worx Australia is committed to creating a safe, inclusive, and supportive learning environment for every VET student.

All support provided is guided by the Training Worx Student Support Policy and reviewed regularly through our continuous improvement processes to ensure responsiveness to the diverse needs of learners, including First Nations students, culturally and linguistically diverse learners, and students with disability.

We believe that student well-being and success are inseparable and, as such, our approach is proactive, respectful, and focused on early identification of individual needs.

Learning Support

- We assist students requiring language, literacy, numeracy (LLN) or digital literacy support.
- Support may include one-on-one tutorials, extra resources, or adjusted learning plans developed in consultation with the trainer.
- Students may request assistance through their trainer, the Student Support Team, or by emailing support@trainingworx.com.au.
- LLN needs are initially identified through the Pre-Training Review and monitored throughout the course.

Pastoral Care and Wellbeing

- Emotional, mental-health, and personal-wellbeing support is available to all students. A student needs to email support@trainingworx.com.au and speak to our chief of staff, Jennifer. She will send you the names and contact details of people who can assist in these circumstances.
- Training Worx staff are trained to provide initial guidance and can refer students to external professionals for specialised support.
- We maintain confidentiality and treat all wellbeing information in line with the **Privacy Act 1988**.
- Student wellbeing data and feedback are discussed monthly at staff meetings and validation sessions to drive continuous improvement.

Flexible Learning and Reasonable Adjustments

- Training Worx provides **flexible delivery modes** (online, blended, or face-to-face) to meet diverse needs.
- **Reasonable adjustments** may be made to assessment conditions or timelines for learners with disability, health, or personal circumstances that impact study.
- Students requesting adjustments should speak directly with their trainer or contact the **Chief of Staff** for a formal review.

Access to Records

- Students can access their personal and academic records at any time by contacting **Student Services**.
- Records are stored securely in our **Student Management System (SMS)** and managed in accordance with data-protection and retention requirements in the **QMS 2025 Edition**.

External Wellbeing and Support Services (Perth Area)

Training Worx does not provide clinical services or pay for external treatments, however we ensure students know where professional help is available.

Service	Purpose / Why We Recommend It	Contact Details
Perth Clinic – Dr James Hickey	Consultant Psychiatrist (MBBS, BA, FRANZCP). Experienced in general psychiatry, ADHD and veteran mental health. A calm, private setting for adults needing assessment or ongoing care.	Level 2, 46 Parliament Pl West Perth • (08) 9486 5800 • perthclinic.com.au
Headspace Perth	Free/low-cost counselling, mental-health, and drug-and-alcohol support for ages 12–25 — ideal for younger learners or family members.	36 Murray St Perth • (08) 6164 0680 • headspace.org.au/perth
Lifeline WA	24/7 crisis support and suicide-prevention hotline. Immediate help for anyone in distress.	13 11 14 • lifelinewa.org.au
Beyond Blue	National 24-hour support for anxiety, depression, and stress management.	1300 22 4636 • beyondblue.org.au
Relationships WA	Counselling and mediation services supporting personal wellbeing, relationships, and family balance.	(08) 6164 0200 • relationshipswa.org.au
Crisis Care Helpline (WA Gov)	After-hours emergency and welfare assistance for people in crises.	1800 199 008 • communities.wa.gov.au

Service	Purpose / Why We Recommend It	Contact Details
R U OK?	National program promoting mental-health awareness and encouraging help-seeking conversations.	ruok.org.au

In an emergency, always call 000 or attend your nearest hospital emergency department.

Continuous Improvement

Student feedback on learning and wellbeing support is collected through surveys and direct consultation, analysed during monthly staff validation meetings, and used to enhance services, resources, and responsiveness.

This feedback cycle ensures that Training Worx continues to meet its commitment to 'making the difficult easy' while fully complying with the Revised Standards for RTOs (2025).

10. Complaints and Appeals Process

"All students will be supported throughout the process, and advocacy support can be made available if required."

If you have a complaint or grievance, Training Worx has a clear policy and procedure in place to address your concerns. You also have the right to appeal any decision made by Training Worx, including decisions related to complaints or grievances you have raised. This may include an academic appeal if you disagree with an assessment outcome.

Types of Complaints and Appeals:

- Conduct of Training Worx staff, trainers, assessors, or other students.
- Academic appeals related to assessment decisions or progression in your course.
- General complaints about facilities, course delivery, or other aspects of your experience.

Process for Complaints and Appeals:

1. **Step 1: Informal Resolution**
Wherever possible, we encourage you to first raise your concern informally with the person involved (trainer, assessor, or staff). Many issues can be resolved quickly at this level.
2. **Step 2: Formal Complaint Submission**
If your concern is not resolved informally, you can submit a formal complaint in writing to the Complaints Officer at [email/website link]. You will receive an acknowledgment within five business days.
3. **Step 3: Investigation and Initial Response**
The relevant personnel will investigate the complaint. We aim to provide an initial response within 10 business days. During this time, you will be informed of the progress and any further information required.
4. **Step 4: Appeal Process**
If you are not satisfied with the outcome of your complaint, you can lodge a formal appeal. For academic appeals, you must submit a request for a review of the decision within 10 business days of receiving the outcome.

5. Step 5: External Review

Suppose you believe your issue has not been adequately addressed through the internal process. In that case, you may seek an external review by contacting the relevant regulatory body, such as TAC or the appropriate state training authority. Check the statement on the TAC website.

Principles of Fairness and Impartiality:

- Training Worx applies the principles of natural justice and procedural fairness throughout the complaints and appeals process. This means:
 - **Right to be heard:** You will have the opportunity to present your case.
 - **Evidence rule:** Decisions will be based on the evidence provided.
 - **No bias:** All parties involved in the investigation will act impartially.

Resolution Timelines:

- We aim to resolve complaints and appeals as quickly as possible, ideally within 60 calendar days. If more time is required, you will be informed in writing of the reasons for the delay and provided with regular progress updates.

Record Keeping and Continuous Improvement:

- All complaints and appeals will be securely recorded and stored under our privacy policy.
- We regularly review complaints and appeals data to identify trends and take corrective action where necessary to improve our services.

Access to Complaints and Appeals Policy:

The full complaints and appeals policy is available on our website at [Complaints Appeals Policy & Procedure](#). A printed copy can be provided upon request.

- **Complaints Procedure:**

Students may submit complaints to Training Worx by completing a formal complaints form, which is available upon request. All complaints will be handled fairly and resolved promptly.
- **Appeals:**

Students have the right to appeal any assessment decision or other RTO decision. Appeals will be handled through a formal process, and if unresolved, may be referred to an independent review.
- **Natural Justice and Procedural Fairness:**

Training Worx applies the principles of natural justice in handling all complaints and appeals, ensuring impartiality, fairness, and transparency at every stage.
- **Resolution Timelines:**

Complaints and appeals will be addressed within 60 days, and students will be regularly updated on the progress if the timeline is extended.

11. Policies on Plagiarism, Misconduct, and Discipline

- **Academic Misconduct:**
Academic misconduct, including plagiarism, cheating, or collusion, will not be tolerated. The consequences range from resubmission to course dismissal, depending on the severity of the offence.
- **Student Code of Conduct:**
Students must conduct themselves professionally and respectfully during all training sessions. Disruptive behaviour or harassment will lead to disciplinary action.
- **Disciplinary Procedures:**
Disciplinary actions for misconduct will follow formal procedures, ensuring fairness and providing the opportunity for the student to respond.

12. Governance, Compliance, and Quality Assurance

All systems, procedures, and quality assurance mechanisms referenced in this handbook are governed by the Training Worx Quality Management System (QMS), aligned with the 2025 RTO Standards.

- **Adherence to VET Legislation:**
Training Worx complies with all relevant 2025 Standards, including the Outcome Standards, Compliance Requirements, and the Credential Policy.
- **Internal Audits:**
Regular internal audits ensure continuous improvement, alignment with industry standards, and compliance with the latest VET Regulations.
- **Industry Engagement:**
We work closely with industry stakeholders to ensure our training programs meet current industry needs and trends.

13. Graduation & Issuance of Qualifications

- **Issuing Qualifications:**
Training Worx will issue qualifications and Statements of Attainment under the Australian Qualifications Framework (AQF).
- **Completion Requirements:**
To receive certification, students must complete all required units and assessments and meet all course obligations.
- **Timeframe for Issuance:**
Certificates will be issued within 30 days of course completion, provided all fees are paid and requirements met.

14. Course Marketing Permission

- **Consent for Use of Testimonials & Images:**
Students can opt-in to allow Training Worx to use their testimonials, feedback, or images for marketing purposes. This is optional, and no materials will be used without permission.

A request will be extended by Training Worx when necessary.

15. Legislation & Standards Reference

“Training Worx does adhere to the National Principles for Child Safe Organisations (where applicable for VET Delivered to School Students) and all Standards for RTOS 2025 – Outcome Standards, Compliance Requirements, and Credential Policy”

- **Legislative Framework:**
Training Worx complies with the following legislation:
 - Vocational Education and Training Act 1996
 - Disability Standards for Education 2005
 - Australian Qualifications Framework (AQF)
 - Student Identifiers Act 2014
 - Privacy Act 1998 and Australian Privacy Principles (APPs)