



# Student Handbook

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122 Grandstand Road ASCOT WA 6104



Free parking on site

Welcome to Warp Training Australia (WTA) RTO number 51972

WTA's origins grew out of a need to provide MRWA approved traffic management accreditations for our sister company, but that was just the start. Today we are much more than just trainers in traffic management, courses on scope are consistently growing and evolving to meet the needs of industry and our commitment to exceptional training is delivering well trained personnel to those industries we support.

Our students are our focus, we train to ensure that they leave with a level of comprehension and competency that delivers real value to their employers the moment they are back at, or start their job. WTA constantly engage with industry to stay on top of current and evolving trends to ensure our training remain relevant and continues to deliver real time value.

WTA is about great training and support for all whom we serve.

Jacob Gliddon  
Chief Executive Officer  
Warp Training Australia

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## Code of Conduct

At WTA we are committed to ensuring that the training and assessment environment and our workplace are free from discrimination and harassment. Our practice is guided by our commitment to comply with the Equal Opportunity Act 1984. This legislation was enacted by the Western Australian Parliament in 1984 and came into operation in July 1985. Its objectives are:

- To eliminate discrimination on the grounds of sex, marital status, pregnancy, family responsibility or family status, race, religious or political conviction, impairment, age or gender history in the areas of work, accommodation, education, the provision of goods, facilities and services, access to places and vehicles, land and the membership of clubs
- To eliminate sexual and racial harassment in the workplace, educational institutions and accommodation
- To promote community recognition and acceptance of the equality of men and women, and the equality of people of all races, regardless of their religious or political convictions, their impairments or their age.

All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against staff or students who breach this policy.

## About This Handbook

This handbook provides details of policies and procedures relevant to your studies. If you have any questions about anything contained in this handbook, please contact WTA on 1300 091 304

## Courses offered

- **Basic Worksite Traffic Management (BWTM)**
  - RIIWHS302D – Implement Traffic Management Plan
  - RIICOM201D – Communicate in the Workplace
  - RIIWHS201D – Work safely and follow WHS policies and procedures
- **Combined Basic Worksite Traffic Management (BWTM) Traffic Control (TC)**
  - RIIWHS302D – Implement Traffic Management Plan
  - RIIWHS205D – Control Traffic with a Stop/Slow Bat
  - RIICOM201D – Communicate in the Workplace
  - RIIWHS201D – Work safely and follow WHS policies and procedures
- **Advanced Worksite Traffic Management**
  - RIICWD503D – Prepare Work Zone Traffic Management Plan
  - RIIRIS402D – Carry out the Risk Management Process
  - RIIWHS201D – Work safely and follow WHS policies and procedures
  - RIIGOV401D – Apply monitor and report on compliance systems
- **Worksite Traffic Management**
  - RIIRIS402D – Carry out the Risk Management Process
  - Modification of Traffic Management Plans
- **Event Traffic Control**
  - MRWA Event Traffic Control Course
  
- **First Aid Units**
  - HLTAID001 – Provide cardiopulmonary resuscitation
  - HLTAID003 – Provide first aid
  
- **Construction Induction**
  - CPCCWHS1001 – Prepare to work safely in the construction industry
  
- **Other**
  - ACHMOM213 – Operate and maintain chainsaws

## Learners Rights and Responsibilities

Learners in our courses have the right to:

- Have access to course information, our policies and procedures, prior to enrolment, to ensure that they can make an informed decision about their study;
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow students and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaints process;
- Learn in a safe and supportive environment

Learners also have the responsibility:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc.);
- To complete all assessments within set time periods (as advised);
- To treat all training staff and other students with respect and fairness;
- Not to discriminate or harass other participants or staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise staff of any changes to their personal details; and
- To advise staff if they will be withdrawing from the course.

## Access to Records

WTA is required to keep your Training & Assessment records secure for a prescribed period as per legislative requirements. You have a right to access your records. To access your records you will need to be able to identify yourself via photo ID (Drivers Licence, Passport). Accessing your records may incur a miscellaneous charge. Please contact WTA for pricing.

## Access & Equity

WTA welcomes participants from all backgrounds, regardless of race, impairment, or any other factor. Discrimination against any group or individual is prohibited in any form, by any staff member, trainer or course participant.

## Access and equity and client service

WTA is committed to access and equity principles and processes, which relate to admissions, delivery methods, assessment and support arrangements for students with literacy and numeracy needs.

Student selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all students to participate in VET training without discrimination.

All training staff are qualified to assist students with special needs and all trainers are required to adhere to our access and equity policy.

## Accidents / Injuries

All accidents/injuries which occur at WTA must be reported to your Trainer immediately. If you have caused any damage or noted a fault, it must be reported to your Trainer.

## Alcohol and Substance Abuse

At all times students must be free of illicit drugs and alcohol while attending WTA. Consumption of alcohol or use of unlawful/illicit drugs whilst attending WTA, including adjoining car parks and roadways is strictly forbidden and will result in the removal of offenders from the course. Employers will also be notified and where relevant, information will be passed onto appropriate law enforcement.

## Assessments

The training you will be undertaking is competency based. The competencies required and assessments that will be undertaken for your course are clearly stated to you at the beginning of the course.

All WTA trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

Participants and the trainer/assessor must be present for all planned assessment tasks. These will be carried out during the scheduled days of training. After successful completion of the course you will receive a certificate or Statement of Attainment for the appropriate units for the course.

It is the trainer/assessor's responsibility to ensure all participants receive the information to acquire the knowledge and skills required to complete their course successfully. The following types of assessment methods may be used by WTA during the course:

- Practical demonstrations
- Role play
- Group projects
- Assignments
- Questioning – written and verbal

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which skills you



have mastered, and which skills require further practice. The trainer/assessor will be flexible in the assessment method used (e.g. those with literacy issues, may undertake a verbal assessment).

In a situation where you have been assessed as 'Not Yet Competent' your trainer/assessor will give you feedback and guidance on what you need to do to improve and advise you when to resubmit or demonstrate the assessment task(s) for re-assessment.

Every participant who is assessed as "Not Yet Competent" in their theory assessment is entitled to one free theory re-assessment, to be arranged at a mutually convenient time.

If you are unsatisfied with the result of either the initial assessment or re-assessment you should refer to the assessment appeals process (in this document) for the steps to take.

### Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear, or you are not certain about, you should speak to the trainer/assessor, as soon as possible, so that they can arrange the necessary assistance
- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- use of special equipment,
- practicable extension of timelines

### Certification Policy

WTA will only issue certificates to students that meet the following:

- All requirements for unit of competency have been met
- Certification meets the AQTF Framework
- Confirmation that all fees have been paid
- USI provided and validated

If a student requires a replacement Statement of Attainment it may incur a miscellaneous charge. Please contact WTA for pricing.

### Complaints and Assessment Appeals

#### **Purpose**

To ensure complaints and appeals are addressed efficiently and effectively.

#### **Scope**

The *Complaints and Appeals Policy and Procedure* is available to all clients of WARP, including those who are being serviced by a third party.

## Policy

WTA believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

WTA will manage all complaints and appeals fairly, equitably and efficiently as possible. WTA will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, WTA acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person. Confidentiality will be maintained throughout the process of making and resolving complaints.

## Complaint Process

To initiate the complaint process:

- The client speaks directly with the person concerned to resolve the problem within 7 days, or writes to the Chief Executive Officer within 21 days if unable to speak directly to the person concerned; and
- While not mandatory, it is strongly recommended that the client lodges the complaint in writing, and, where possible, using the appropriate form.

To investigate the complaint:

- Acknowledge receipt of the complaint and investigate the matter with all concerned parties;
- For complaints regarding assessment, organise remarking or reassessment as necessary;
- For non-assessment complaints, ensure that the investigation is appropriate to the nature and seriousness of the complaint, calling on external investigators if necessary; and
- In all cases, the investigation is to be conducted, fairly, openly, and impartially.

To resolve the complaint:

- Respond to the client in writing within 21 days of receiving the complaint with results of the investigation;
- If the complaint requires more than 60 calendar days to resolve, then the client will be notified in writing, including being provided a reason why, and will be notified in writing of the progress of the complaint every week thereafter until the complaint is resolved;
- Ensure that results of the investigation include any corrective action necessary to prevent similar complaints and ensure that the changes are implemented; and
- Advise all parties of the Appeal Process and/or any external organisations that may assist, for example, police, counselling organisations, Consumer Affairs etc. if the complaint is unresolved.

To finalise the complaint:

- Update records including the Complaints & Appeals Register.

## Appeal Process

To initiate the appeal process:

- The client lodges an appeal directly to the Chief Executive Officer within 21 days of being advised of the outcome of a complaint or assessment; and
- While not mandatory, it is strongly recommended that the client lodges the appeal in writing and, where possible, using the appropriate form.

To resolve the appeal:

- Acknowledge the appeal in writing and alert all concerned parties that an appeal has been lodged within 7 days of receiving the appeal;
- For appeals regarding assessment, organise remarking or reassessment acceptable to all parties to the appeal. Either the Chief Executive Officer or the client may seek reassessment or arbitration by a third party/panel acceptable to all parties;
- For non-assessment appeals, first meet all parties to seek conciliation. If unsuccessful, refer the matter to a third party/panel acceptable to all parties;
- If the appeal requires more than 60 calendar days to resolve, then the client will be notified in writing, including being provided a reason why, and will be notified in writing of the progress of the complaint every week thereafter until the complaint is resolved; and
- In all cases the appeal is to be conducted fairly, openly and impartially.

To notify all parties of the appeal decision:

- The independent appeals body and WTA must report the results of the appeal and any corrective action to be taken to all concerned parties; and
- The independent appeals body and WTA must advise all parties of any external organisations that may assist, for example, police, counselling organisations, Consumer Affairs etc. if the appeal is unresolved.

To finalise the appeal process:

- Update all records including the *Complaints & Appeals Register*.

A copy of this Policy is available to all learners.

## Dress Standards & Personal Protective Equipment

Appropriate safety clothing, footwear and personal protective equipment (PPE) must be worn at all times while operating on or near roads and where there are signs indicating such requirements, or as directed. Synthetic tracksuit pants, t-shirts, singlet, tank tops, jumpers with hoods, loose fitting clothing and clothing with offensive wording, logos or motifs printed on them are not acceptable.

## Emergencies

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display in each room.

If there is a fire on the premises you must follow the procedures below:

**SIGNAL:** Tell the staff there is a fire. The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire

- What is burning
- Staff person's name

## Evacuation Procedures

Evacuation procedures are outlined at the exit of each room of our premises. Please make yourself familiar with these procedures.

### Upon The Direction of the Staff:

- Ensure no-one enters the fire area
- Evacuate all walking people first, wheel-chaired people, then staff
- Check all toilets, rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

## Feedback

Your feedback is important to WTA. You will be given a feedback form at the end of your training. Please be honest with your answers as we use this for continuous improvement.

## Fees and Refunds

Fees are payable when the student has agreed to our Term and Conditions and must be paid on confirmation of booking. We may discontinue training if the fee is not paid as required. Fees will vary for different training programs. For a full list of current fees and charges please refer to the web page.

The following refund policy will apply:

1. In the event that the student provides written notice of cancellation from a course, the refund for the amount of fees paid in advance will be calculated as follows:
  - Notification more than 5 business days before the commencement date:
    - Full refund of all course fees paid less \$30 for administrative expenses will be retained by WTA Training.
  - Notification of less than 5 business days before the commencement date:
    - No refund will be paid.
  - If the student fails to attend the scheduled course the course fee is non-refundable and a rescheduling fee will apply to rebook the course.
2. A 50% course rescheduling fee applies if the student:
  - Wants to change the course date less than 5 days from the start of the course.
3. A 50% course rescheduling fee applies if the student:
  - Is more than 15 minutes late from the course start time;

- Has not completed the mandatory pre-course learning material (where required);
- Does not have the required PPE (for the practical training);
- Is a 'no show' on the first day of the course. (Students not present on day one of the course must reschedule the whole course).

Under these circumstances the course fees are non-refundable and entry to class is not permissible

Discretion may be exercised by the Training Coordinator in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in- lieu of a refund. Training Coordinators may also authorise a refund of tuition fees if the circumstances require it.

### Assessment re-sit fees

#### **Theory re-assessment**

The 1<sup>st</sup> theory training and re-assessment will be conducted at no cost. Students must be found Competent in this re-assessment before they can progress to the practical re-assessment (if needed)

#### **Practical Training and re-assessment**

If the student is found Not Yet Competent in the practical assessment section of the training a training and re-assessment session will be available for a fee. (BWTM &TC = \$200). Please contact the office on 1300 019 304 for further information.

Fees must be paid before re-assessment is conducted.

If a student is deemed to be Not Yet Competent on the re-sit they are required to rebook the whole course at the full rate.

### How to Enroll

Enrolment to a WTA course is by completion of the WTA Student Registration Form and payment of fees to WTA. This can be done through our web page or over the phone.

### Learner Conduct in Training Courses

While on the premises, learners are required to conduct themselves in an appropriate manner.

#### **Attendance**

You are required to be in attendance 15 minutes prior to your classes scheduled start time and report back from breaks punctually.

Neatly presented clothing, appropriate to the workplace is expected.

### **Behaviour**

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work.

### **Mobile Phones**

Please switch off your mobile phone while in a WTA training session. If you need to have your phone active please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

### **Cleanliness**

You are required to clean up after yourself and place any rubbish in the bins provided.

### **Language Literacy and Numeracy (LLN)**

Students will be assessed on language, literacy and numeracy level prior to commencing training course. Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, WTA is to adopt strategies which enable the student to progress in their desired training program.

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within WTA, the student (after consultation) will be referred to LLN Training which may be at their own cost.

### **Legislative Requirements**

WTA is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation is continually being updated and WTA Traffic Management is responsible for ensuring all WTA personnel are made aware of any changes to current legislation

Current legislation that effects WTA Training includes, but is not limited to, the legislation listed below:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 2006
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2001)
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Workplace Injury Management and Workers Compensation Regulation 2002
- Student Identifiers Act 2014

### **Mutual Recognition**

WTA will recognise all AQF Statements of Attainments and Qualifications issued by other Registered Training Organisations within Australia.

## Parking

Free parking is offered to all students. Your vehicle should be locked at all times and valuables secure. Parking is at your own risk.

## Participant Support Policy

WTA will assist all students in their efforts to complete training programs. If you are experiencing issues please discuss with your Trainer or WTA Training Coordinator.

## Plagiarism and Cheating

Students must abide by the assessment rules set by Trainers. Students found cheating will automatically receive a Not Yet Competent result. Assessment must be your individual, original work.

## Privacy

WTA operates in compliance with all the current commonwealth privacy legislation. All WTA staff are fully aware of the requirements of the Privacy Act in relation to our operation as a Registered Training Organisation. We will at all times ensure that all required procedures are followed to ensure your rights to privacy.

## Recognition of Prior Learning

Recognition of Prior Learning is an essential component of competency based training. It focuses on current competency standards gained by individuals through formal or informal training, work experience and life experience, which relate to an accredited course of study.

## Record of Results

You will receive your Statement of Attainment and/or Certificate of Accreditation together with your accreditation card by mail within 30 days of successful completion of your unit of study. Reprints of Statements or Certificates will attract an additional fee. Please contact WTA for pricing.

## Safety

Your safety is your responsibility; WTA will provide a safe learning environment and prior to course commencing, the trainer will explain site safety.

## Smoking

WTA is a smoke free learning environment. As such you are not permitted to smoke inside the building. You are permitted to smoke outside the building, at least 7 metres from any doorway.

## Trainer Requirements

WTA abides by the requirements of the Australian Quality Training Framework (AQTF) in the quality and standard of its training and assessment staff. All of our trainers and assessors have, as a minimum, the following:

- A Certificate IV in Training and Assessment (TAE40110, or demonstrated equivalent) and;
- A vocational qualification(s) at least the same level being trained or assessed and;
- Industry experience in the appropriate vocational area of study and the ability and commitment to keep up-to-date with industry and training requirements through ongoing, relevant Professional Development

## Trainer Currency

WTA Traffic Management is required to apply systems to maintain and develop the professional competency of trainers and assessors and training support personnel. This includes ensuring that staff maintain the currency of their knowledge and skills relevant to the training and assessment being delivered or the role they perform.

## Training Package Transition

At WTA Traffic Management we acknowledge our obligation to remain informed of changes to training packages and to establish transition arrangements for existing students and those students who may be enrolled during a transition period. Our obligation is underpinned by the Australian Quality Training Framework requiring RTOs to manage their scope of registration to transition from superseded Training Packages within 12 months of their publication on the national register so that they only deliver currently endorsed Training Packages.

## Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Before we can issue you with a Statement of Attainment we need your USI so we can register your completion of Training. Please advise us of your USI prior to Training or if you have any issues obtaining a USI.

Below is a link to USI Fact Sheet which will assist you in setting up your USI

<http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>



## Unit Pre-Requisites

A number of units, especially those linked to Main Roads WA accreditation have prerequisite requirements. It is the responsibility of the student to provide proof of eligibility at enrolment. Pre-requisite forms are available through our web site and must be completed and lodged prior to the commencement of training. Complete forms to be sent to [enquiries@wta.edu.au](mailto:enquiries@wta.edu.au)

If you are unsure about these pre requisites, please contact WTA.

Similarly, those wishing to undertake Advanced Worksite Traffic Management Training courses should thoroughly familiarize themselves with MRWA requirements as published in the MWRA Works on Roads Code of Practice. Students who fail to meet these requirements cannot be issued with an MRWA Accreditation.

<https://www.mainroads.wa.gov.au/OurRoads/TrafficManagement/Pages/FormsPublications.aspx>

## What to Bring

To establish your identity and for regulatory compliance we require that you bring to all courses:

- Photo ID, (Valid driver's license, Passport)
- Construction Safety Awareness Card (for all MRWA courses)
- Unique Student Identifier
- Pen and note paper
- Any pre-requisites as required by your course e.g. Main Roads accreditation

## What If I Don't Pass My Course

If you are deemed not yet competent from either theory or practical assessment, WTA will allow you to re-enroll in one subsequent course, at no charge to achieve competency. If this is not convenient WTA may arrange alternate options with possible fees.