



# WARP

TRAINING AUSTRALIA

RTO 51972



**Student Handbook  
Warp Training Australia  
Western Australia | Queensland  
RTO 51972**



## ***Our Courses Open Doors and Create Futures***

At Warp Training Australia we are committed to providing quality training to ensure we do all that we can to provide the best future for all of our participants.

Our trainers have extensive knowledge and hands on experience throughout their specialised industry. We train and develop our participants to the highest standards of best practice, to allow each and every successful participant to provide value to their workplace. Our friendly office staff are well trained and ready to help you out with any questions that you may have throughout your journey.

For our office locations, click on the relevant link below:

[Warp Training Australia WA](#)

AND

[Warp Training Australia QLD](#)



## A note from our CEO

Warp Training Australia's origins grew out of a need to provide Main Roads Western Australia approved traffic management accreditations in partnership with leading Traffic Management organisations.

WTA's continual growth enabled the expansion into Queensland to provide accredited courses in line with the Department of Transport and Main roads in Queensland.

Today, we are growing and evolving more into the civil construction space and are striving to develop more quality courses to meet the needs of industry and to provide exceptional training for our customers and participants.

Over the past 12 months I have been developing a team that values the importance of our participants' journey ensuring that we

deliver the best customer service and quality training to each individual that passes through our doors.

Here at Warp Training Australia (WTA) our focus is YOU! Helping you to achieve your goals, to meet your needs and to provide industry with the best trained candidates for potential employment.

Thank you for considering WTA for your training.

Mr. Jacob Gliddon  
*Chief Executive Officer*

## A little about this handbook...

This handbook provides details of what courses we offer and how to enrol, along with policies and procedures that are relevant to you while you study with Warp Training Australia (WTA) RTO 51972.

We want to ensure that you are informed about our services and obligations and also your rights and obligations, this handbook is designed to help you with some questions that you may have. These might be questions like what you need to bring to class, what to do if you do not pass, what to do if you have a complaint and more.


WTA reserves the right to make changes to any part of this document or any of our policies and procedures. We will contact you if there are any noteworthy changes, however, the latest version of this document will be on our website.

In this handbook, people choosing to train with WTA will be referred to as either the participant, the learner or the student.

At WTA, our team is our most important asset; we are accountable, committed, honest, loyal and respectful and we acknowledge that YOU are one of the most important parts of that team.

You can reach out to any of our team members, and you are welcome to contact us via 1300 019 304, [admin@wta.edu.au](mailto:admin@wta.edu.au) or via our social media accounts:

 @wtaedu

 Warp Training Australia

If you have **any questions** about the content in this handbook, please call us on **1300 019 304** and one of our team members will be able to help.



## **Courses Offered**

Below you'll find the courses we offer. While we do endeavor to keep all of our materials as up to date as possible, changes in training requirements are common so to find the most current information you can see our website [www.wta.edu.au](http://www.wta.edu.au).

We deliver both accredited and non-accredited courses.

### **WA Courses**

<https://www.wta.edu.au/traffic-management-control-course-perth/>

### **QLD Courses**

<https://www.wta.edu.au/traffic-control-courses-brisbane/>

### **What's a non-accredited course?**

Non-accredited courses are fantastic for a little extra knowledge or if you need to have Professional Development points for your position. Some companies require that you do a non-accredited course to keep current in your job. If you have any questions, give our team a call and we can help you out.

## Mode of Delivery

For some of our courses we are by law or regulations to provide face-to-face training, and we think that's a great thing.

Face-to-face training provides the ability to interact with other students and our trainers while you are training, and we think that this is a big help when studying.

We have decided that for now, we are keeping all of our classes face-to-face.





## Learners Rights and Responsibilities

**When studying with a Registered Training Organisation (RTO), there are certain rights that you, the learner has, and also a few responsibilities too.**

### **It is your right that:**

- The course that you have decided to study meets both current industry standards and accreditation requirements;
- Prior to enrolment, you are entitled to access course information and our policies and procedures (we have included this information in this handbook and you can also see our website for more details [www.wta.edu.au](http://www.wta.edu.au));
- You have the right to know if the RTO closes or stops delivering the course or any part of the course you are enrolled in;
- You are provided with information about the assessment requirements of the course at the start of the course;
- You have your training outcomes assessed and are provided with regular feedback on your progress;
- You are treated fairly and respected by fellow students and staff;
- You are trained in an environment free from any form of discrimination and harassment;
- Your personal records are kept private and secure and only made available to authorised users;
- You have access to our Complaints and Appeals process;
- You learn in a safe and supportive environment;
- You receive compliant, quality training and assessment;
- If you are deemed competent and all other obligations such as payment have been met, that you receive AQF certification (this applies to accredited courses only).



### **It is your responsibility:**

- To manage your own learning and assessment requirements (i.e. participate in activities, complete any pre-course work that is required, etc);
- To ensure that you have all of the required materials and equipment for your course;
- To complete all assessments within the set time periods (or as otherwise advised);
- To treat all staff and other learners with respect and fairness;
- Not to discriminate or harass other learners or staff;
- To follow all health and safety procedures in the learning environment;
- Not to participate in any of our courses while you are under the influence of drugs or alcohol;
- To provide proof of eligibility such as pre-requisites;
- To advise staff of any changes to your personal details; and
- To advise staff if you will be withdrawing from the course.



## Legislative Requirements

WTA (RTO 51972) 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 it is the responsibility of WTA to ensure that all WTA personnel are made aware of any changes to the legislation.

**Below is a list of legislation that impacts on WTA, *it includes but is not limited to:***

- *National Vocational Education and Training Regulator Act (2011)*
- *Humans 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 (1988) 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)*



At WTA we are committed to ensuring that the training and assessment environment and our workplace is 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 Australia 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 and contractors of WTA, clients and learners 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, contractors, clients or learners who breach this policy.***

## Trainer Requirements

WTA complies with all of the requirements of the Australian Quality Framework (AQF) and all other relevant legislation and regulations.

We ensure that you will be trained by a Trainer and Assessor who meets the following standards:

- ▣ A Certificate IV in Training and Assessment (TAE40116, or demonstrated equivalent and all other upgrades as necessary); and
- ▣ A vocational qualification(s) to at least the same level being trained and/or assessed; and
- ▣ Currency via industry experience in the appropriate vocational area of study.
- ▣ WTA is committed to keeping our trainers up-to-date with industry and training requirements through on-going Professional Development. This is to ensure that our trainers deliver best practice training to better your learning experience.

Our trainers are passionate about delivering our courses to the highest standard, about the welfare of our participants and complying with all relevant legislation, regulations and standards.



## What about Unit Pre-requisites?

**“A pre-requisite is a thing that is required as a prior condition for something else to happen or exist”.**

A number of our Units of Competencies require pre-requisites.

This is especially true for those that have extra requirements from State or Federal Government organisations such as Main Roads Western Australia (MRWA - WA) or Department of Transport and Main Roads (TMR – QLD). Pre-requisite forms are available through our website and must be completed and sent back to [admin@wta.edu.au](mailto:admin@wta.edu.au) and approved by WTA *prior* to the commencement of your training.

It is your responsibility to provide proof of eligibility at the time of your enrolment.

Remember that our team is only too happy to help you if you have any questions or concerns.



LLN is an abbreviation for Language Literacy and Numeracy. It is a prerequisite for our courses that all participants have at least basic English language literacy and numeracy skills.

On your first day of training all students will be assessed to ensure that you have the LLN skills required for the course. If you aren't quite at the level you need to be at do not despair.

WTA will support you as much as we can, and where extra assistance is required beyond the support that WTA can give you, we will refer you to an LLN program\*.

We understand that sometimes people struggle with reading, writing and math and we will endeavor to help you as much as possible. If you are concerned as to whether or not you will meet the requirements, please call our team at WTA on 1300 019 304 and we can determine whether you may need a little improvement.

You can find some more information at [www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment](http://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment) in relation to LLN help.

There are many things that you can do to improve on your LLN skills, there are apps on your phone and there are websites such as Reading Writing Hotline [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au) that can help.

## 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 WTA training staff are qualified to assist students with special needs and all trainers are required to adhere to all policies or processes in relation to Access and Equity.

WTA welcomes participants from all backgrounds, regardless of race, impairment or any other factor.

Discrimination against any group or individual by any individual include staff and participants or any other person is prohibited in any form.

*\*Please note that any additional LLN training completed outside of Warp Training Australia will be at your own cost.*

### What is a USI and Why do I Need one?

A USI is an acronym for Unique Student Identifier.

After 1<sup>st</sup> January 2015, it became a requirement for anyone studying [nationally recognised training](#) to have a USI. This keeps all of the nationally recognised training you've completed in one place and you have access to your transcript via their website.

As it is a requirement, we need to have your USI before we can issue you a Statement of Attainment as we need to register the completion of your training.

For a video that gives you more information you can visit <https://youtu.be/QD8eXcYvINk>

If you do not have a USI visit [www.usi.gov.au/students/create-usi](http://www.usi.gov.au/students/create-usi) and you will be able to create one.

If you are having any trouble with this, you can chat with our Training Coordinator on 1300 019 304 or we can help you out with this on the first day of your training.

# In case of Emergency

We have our Emergency Procedure located in each room of our Training Rooms at WTA please make sure you have a look through it and read the document carefully. While an emergency is unlikely, if you know what you need to do this will help you to stay calm and follow the procedure.

If you see a fire on the premises, if it is safe to do so notify a staff member and they will call 000. If you need to call 000, call and give the following details:

Name and Address

The location of the fire

What is on fire

In each room there will be an Evacuation Procedure, showing you how to exit the building and where to meet. We have designated meeting areas so that we know that all visitors and staff members are accounted for, so please don't leave this area until we have checked you off our list. Make sure you have a look at this when you get to class and make yourself familiar with the plan.

Even with the best laid plans sometimes emergencies can need a Plan B - You are required to follow any directions given to you by the WTA staff in case of emergency.



A bit more...

**Participant Support** – WTA will assist you as much as possible in your pursuit to complete your training program. If you feel that you need a bit of extra support, please let our trainer know. While you shouldn't be embarrassed to ask for help, we know that it isn't always easy, our trainers will be available in the breaks or after the class, so please let them know during this time and they will help you out.

**Plagiarism and/or Cheating** – Plagiarism is like an intellectual theft. It can be on purpose (cheating) where you deliberately copy the work of someone else, or if you use someone else's words without acknowledging that those words were written first by another person. We encourage you to use your own words when writing your answers, it also helps us to show that you have a deeper understanding of the content being covered. Cheating and Plagiarism are not accepted here at WTA, and if you are found cheating you will automatically receive a Not Yet Competent mark as a result.

**Parking** – While we do offer free onsite parking, it is at your own risk. Keep your car locked at all times and make sure you keep all of your valuables secure.

**Safety** – You are responsible for your own safety while training at WTA. WTA will provide you with as safe a learning environment and prior to the commencement of the course, your trainer will take you through site safety. If you believe that there is something that is unsafe and it has not been covered by your trainer, please let your trainer or a WTA team member know as soon as possible.

**Smoking** – WTA is a smoke-free learning environment, as such you are not allowed to smoke inside the building. There is a designated smoking area that you can use outside in your allotted breaks.

**Accidents and Injuries** – All accidents and injuries (regardless of how minor) need to be reported as soon as the incident occurs to your trainer or another WTA team member. If you have caused any damage or noted a fault, please report this to your trainer as soon as possible.

**Alcohol and Substance Abuse** – You must be free of all illicit drugs and/or alcohol while attending training at WTA. Consumption of alcohol or unlawful/illicit drugs at WTA including adjoining car parks and roadways is strictly forbidden and you will be asked to leave the course as a result. Employers will also be notified where relevant, and information will be passed onto the appropriate law enforcement. If our trainers or any other staff members have reason to believe you are under the influence of illicit drugs or alcohol, for the safety of yourself and others you may be asked to leave the training session. This may result in extra fees should you choose to continue to study at another date.

## More Still..

**Access to records** – WTA is required to keep your Training and Assessment records secure for a certain amount of time as provided by legislation. You have a right to your records, and to access these you as mentioned in previous pages you must provide identification via photo ID to retrieve any of the information stored in your file. Assessing your records will incur a \$30.00 administration fee.

**Mutual Recognition** – WTA will recognise all AQF Statement of Attainments and Qualifications issued by other Registered Training Organisations within Australia.

**Recognition of Prior Learning (RPL)** - RPL 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.

**Training Package Transition** – At WTA we acknowledge our obligation to remain informed about 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 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.

## How to Enrol

Enrolling via our website is easy and free, you can access the enrolment page via our course calendar found [here](#).

While we have tried to make this process as user friendly as possible, we understand that not everyone is familiar with the web. You also have the option to enrol via the phone or email. Please see 'Let's talk about fees' for administration costs.



## What do you need to bring to each course?

Firstly, we need to establish your identity and for regulatory compliance we need you to bring the following items for all of our courses:

- Photo ID (this can be a valid licence or passport);
- Your Unique Student Identifier (USI) (If you are unsure about what a USI is please visit [www.usi.gov.au](http://www.usi.gov.au) for more information);
- Any pre-requisites as required by your course (i.e. for all construction courses you will need to bring your Construction Induction Card (white/blue card).

You can find all the specific requirements you need under your chosen course on our website at [www.wta.edu.au](http://www.wta.edu.au).

### On the day of the course....

You are required to be at the location of your course 15 minutes **prior** to your classes scheduled start time.

If you are stuck in heavier than usual traffic, it is important to call us and let us know that you will be running a little late on 1300 019 304.

You are required to be neatly presented, ensuring that you are not wearing clothing that has logos or motifs that could be found offensive.

You will be required to work as a team so it is important that you are aware that certain types of behavior will not be tolerated. You are not to discriminate against any person because of their race, gender, sexual preference, background or religion.

**Mobile phones should be turned off.** You will have regular breaks where you will be able to check them. If you need to have your phone on please advise your trainer and keep it on your desk, turn to silent, preferably with vibrate turned off.

*Please see the "What do you need to bring to each course" for more dress and equipment requirements.*



## Assessments

The training you will be undertaking will be competency based. The competencies required and the assessments that you will need to complete for your course, will be clearly set out for you at the beginning of the course.

All WTA trainers and assessors are bound by regulation to ensure that all assessments are valid, reliable, flexible and fair.

The trainer and assessor will seek evidence to confirm achievement of the competencies required for the course and more than one assessment may be assessed at any given time. The trainer and assessor and you must be present for all planned assessment tasks. These will be carried out during the scheduled days of training.

After the completion of your course, if you have been deemed competent, you will receive a Statement of Attainment for all units that you have completed successfully.

It is the trainer and assessor's responsibility to ensure that you receive the information to acquire the knowledge and skills required to complete your course successfully.

The following types of assessment methods may be used by WTA during the course (please note that this is not an exhaustive list):

- Practical demonstrations;
- Role play;
- Group projects;
- Assignments;
- Questioning, both written and verbal.
- 

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessments as an examination. Your trainer and assessor simply needs to know which skills you have mastered, and which skills you may require further practice to master.

The trainer and assessor are flexible in their assessment methods, for example if you have a literacy issue you may undertake a verbal assessment and will provide you with feedback in relation to each assessment.

If you are unsatisfied with the result of your assessment or re-assessment you can appeal this decision. If you would like to know how to appeal this decision, please see the procedure located in this handbook.

If you are deemed not yet competent (NYC) in either the theory or the practical, please don't be disheartened. This doesn't mean you have failed or that you may not be able to complete the course, it simply means that you might need a little extra knowledge or practice.

WTA will allow you to re-sit relevant assessments in **one** subsequent course (within 3 months of the original course start date), at no charge to yourself. This will be dependent if there are positions available in that course.


If you are deemed NYC for any re-assessments in the subsequent course, there will be charges for any further training and these charges will depend on the course you are completing. Please discuss these options with your trainer, they will provide you with what your next step is and how much it will cost.

If you have been deemed NYC three times, you will be unable to have any more re-assessments.

### **Access and Equity in Assessment**

All reasonable steps will be taken to ensure that you will be given an equal opportunity to undertake your 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 that you aren't certain about, please speak to your trainer and assessor so that they can provide you with the guidance you need. If you require any reasonable adjustment of the assessment due to a physical or other impairment, please discuss this with your trainer and assessor. Reasonable adjustments may include extension of timelines for assessments or specialized equipment where available.

**'Reasonable adjustment'**, as defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005).



What happens  
if I don't pass  
my course?

## Certification Policy

WTA will only issue certificates to you if you have met the following requirements:

- All requirements for the Unit of Competency have been met;
- Certification meets the AQF Framework;
- Confirmation that all fees have been paid;
- A valid USI has been provided and validated.

### Record of Results

You will receive your Statement of Attainment and/or Certificate of Accreditation or Certificate of Completion via email generally within a week after training. Providing all of the conditions have been met any cards or licenses will be given to you on the day you finish you successfully finish your course.

*If you require a replacement Statement of Attainment or any cards, please see “Lets talk about fees” section in this handbook.*



I have a  
Complaint....or I  
want to appeal!

While every one of our team members try their hardest to ensure you have the best journey while training with WTA, we understand that there are sometimes things that have not met your expectation.

You may have a complaint (including, but not limited to) about the course advice, enrolment, suspension/cancellation of an enrolment, the program delivery, marketing material, personal safety, customer service and administration, the learning resources, fees and charges, equity and access, discrimination, harassment or bullying or about a third party that has provided services on our behalf.

Or...

You may want to appeal a decision that has been made on one of your assessments.

Our Complaints and Appeal Policy and Procedure will take you through the steps to lodging your Complaint or Appeal.

An overview of the process is on the following page.

## Complaint Process

- 1.** To initiate your complaint please contact the RTO. You can talk to the trainer, another staff member or email us on [admin@wta.edu.au](mailto:admin@wta.edu.au). Your complaint will be acknowledged as soon as possible if submitted via email. The Business and Compliance Manager will contact you as soon as possible, and within five (5) business days of receiving the complaint.
- 2.** Our Business and Compliance Manager (or a suitable person in their place if they are unavailable) will ask you a few questions about your complaint and will fill in a Complaints Record form.
- 3.** You can be assured that you will be treated fairly, and the matter will be dealt with openly, impartially and confidentially. We need you to know that while it is your right to reserve your anonymity, this may limit the extent to which we can investigate.
- 4.** The investigation will now take place, this will be appropriate to the nature and seriousness of the complaint.
- 5.** You will receive a written response within 21 days from the day we took down the information in the complaint record. If the complaint requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter.
- 6.** We will ensure that any corrective action to prevent similar complaints and that all changes are implemented. We will inform all parties concerned with the actions that were taken.
- 7.** If in the event you believe that we could not satisfy your complaint, an independent person will be engaged to review the decision. This review will allow both sides to share their views and the independent person will make recommendation solutions. The costs of this will be shared between the RTO and the complainant (each paying 50% of these costs).
- 8.** If the matter ends in the appointment of a third party, the decision of the independent third party will be final.

## Appeal Process

- 1.** To initiate your complaint please contact the RTO, you will need to contact the Business and Compliance Manager within 21 days of the outcome of the assessment or complaint. While it is not mandatory, it is best if you do this in writing.
- 2.** Our Business and Compliance Manager (or a suitable person in their place if they are unavailable), will acknowledge the appeal in writing within 7 business days of receiving the appeal. If you would like your assessment re-assessed, it will be done by a trainer at WTA or if this not appropriate either the CEO or appellant may decide to seek third party arbitration.
- 3.** For non-assessment appeals, the parties will first meet to seek conciliation. If this is unsuccessful, the matter will be referred to an independent third party.
- 4.** If the appeal requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter. Cases will be conducted fairly, openly and impartially.
- 5.** WTA and/or The independent appeals body must report all results of the appeal and any corrective action to be taken to all parties concerned, and they must advise all other parties concerned, for example the police, counselling organization, consumer affairs etc.
- 6.** WTA to update all records including the internal Complaints and Appeals Register

## Lets talk about fees....

Fees will vary for each course and can be found on our website.

Fees under \$1,500.00 are payable in full or via an approved payment plan, once you have agreed to our Terms and Conditions.

You will not be confirmed for training until either the fee is paid in full or as per the approved payment plan.

For fees over \$1,500.00, a \$1,500.00 will be due once you have agreed to the Terms and Conditions with the remainder due on the day that training commences. On the day you will need to see our training coordinator to pay the remainder of the balance owed.

### **Does WTA provide a refund?**

If you provide written notice of cancellation from a course to our team at [admin@wta.edu.au](mailto:admin@wta.edu.au) with 10 or more business days' notice before the start date of your course, all fees will be refunded with the exception of a \$30.00 administration fee.

If you provide written notice of cancellation from your course to our team at [admin@wta.edu.au](mailto:admin@wta.edu.au) with between 5 and 10 business days' notice before the start date of your course, 50% of your fees will be refunded.

If you provide written notice of cancellation from your course to our team at [admin@wta.edu.au](mailto:admin@wta.edu.au) with under 5 business days' notice before the start date of your course, no refund will be given.

If you would like to reschedule your course with less than 5 business days' notice before the start date of your course, a \$50.00 administration fee will apply to all courses except for any of our AWTM/WTM courses. These courses will incur a \$200.00 rescheduling fee. The rescheduling fee may be waived in instances of family emergency or illness, with appropriate evidence (e.g., Medical Certificate) provided.

If you do not provide us with any notice and are more than 15 minutes late, or do not have the required materials as advised on the website, or do not turn up on the first day of training, then a 50% rescheduling fee will apply. If you do not turn up on the day of your course or are more than 15 minutes late, no refund will be given.

If you are to reschedule your course with less than 5 business days' notice before the start date of your course, or after the course commencement, and then provide written notice of cancellation from your new course, no refund will be given regardless of the notice of cancellation provided to the RTO.

We do not offer a cooling off period. Please ensure that you choose your course wisely. If the RTO cannot provide your chosen course on the date that you are enrolled and cannot reschedule you to another date, you will receive a full refund.

WTA promises to let you know as soon as possible if there are any changes made to your course. WTA reserves the right to cancel any course due to unavailability of a trainer or minimum numbers to perform the course are not met.

We understand that sometimes there are unavoidable extenuating circumstances that cannot be avoided. Discretion can be used by our WTA management team and generally in cases such as these you will be given the ability to reschedule your course without incurring a fee.

The Chief Executive Officer or the Business and Compliance Manager may authorize a refund of fees should they feel the situation requires it.

Please note that there may be other fees and charges mentioned throughout the document that are not specifically mentioned here.

## **I have lost my Statement of Attainment and/or my card and need a new one! HELP!**



If you have lost your Statement of Attainment (SoA) and you want it emailed to you, we will be able to email you a copy provided that you can prove your identity.

Proving your identity is important because we handle your personal information as carefully as we can and we want to ensure that we are sending your SoA to you.

You can also authorize us to send this to a third party.

If you would like to have your SoA reprinted or require a replacement card, there will be an associated fee of \$30.00.

If you need to have your SoA or card reissued then you can fill out a form that you can get by contacting WTA and then send it through to [admin@wta.edu.au](mailto:admin@wta.edu.au) and one of our team members will get back to you.



## Feedback

We want to know what we are doing right and what we can do to improve our participants' journey.

If there is something that didn't quite meet your expectations, please email Jacob Gliddon, our CEO [jacob@wta.edu.au](mailto:jacob@wta.edu.au) or call on 1300 019 304 so that we can try to resolve the issue.

If you loved the course and would like to leave feedback for our Trainer and/or staff you can do so by leaving us a Google review by clicking [here](#).

We really appreciate the time you take to let us know how you found the course and how your overall experience was.

Letting our team know they have done a great job makes us smile and if there was something we didn't quite do right we all appreciate the chance to learn and provide better services thanks to your input.

