



WALGA



WALGA Training Student Handbook

2023

WALGA Training (RTO Code 51992)
ONE70, LV1, 170 Railway Parade, West Leederville, WA 6007
PO Box 1544, West Perth, WA 6872
T: (08) 9213 2088
training@walga.asn.au

About WALGA Training

WALGA's key focus is working for Local Government in Western Australia. As the peak industry body, WALGA advocates on behalf of 139 Local Governments in Western Australia and negotiates service agreements for the sector. All Local Governments are members of WALGA.

Council Members and Officers have access to the WALGA Governance Advisory Service providing guidance on matters relating to the Local Government Act and Regulations, other legislation impacting on the operations of Local Governments and to promote good government and best practice for the sector.

The governance team undertakes regular industry needs analysis through consultation with metro and regional councils, facilitating collaborative research, advocacy and other initiatives focussing on improving the long-term sustainability through quality services throughout the sector. In addition, WALGA facilitates professional development in areas such as Economic Development, Emergency Management, Employee and Industrial Relations, Environment, Governance and Organisational Services, Infrastructure, People and Place, Planning and Waste.

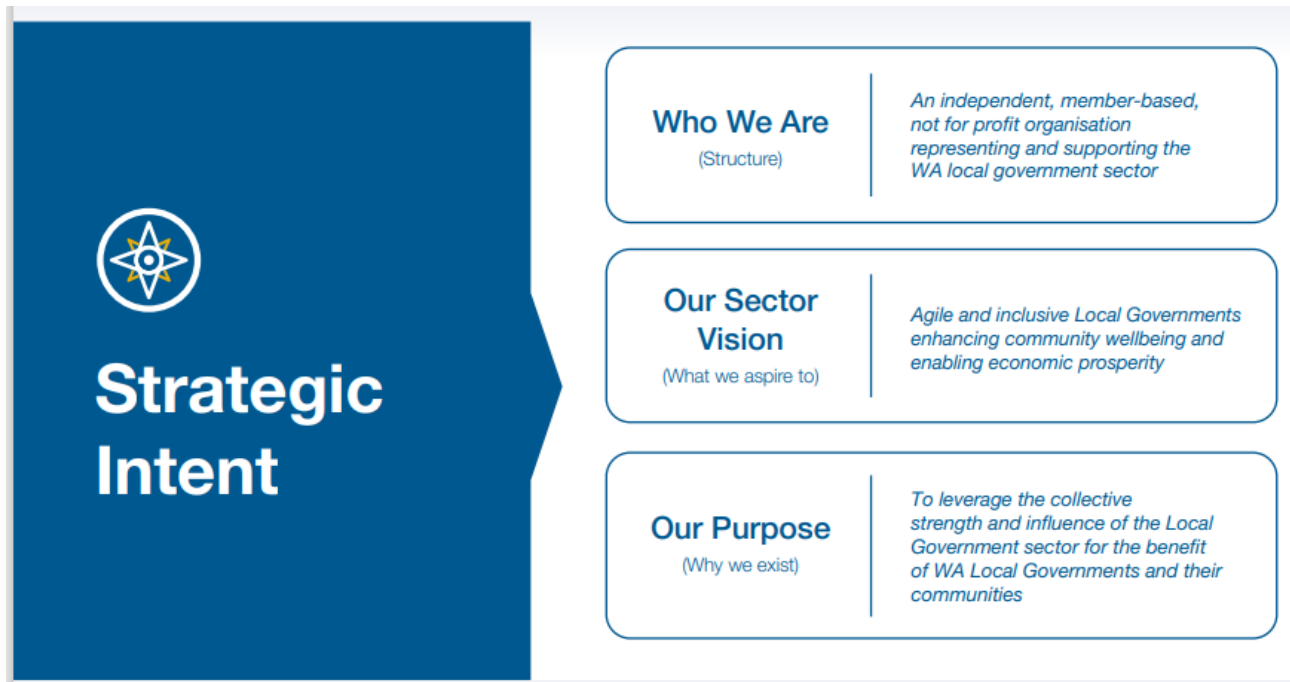
Our training offerings provide up-to-date, relevant, tailored training solutions for Councils, Council Members and Local Government Officers by offering nationally accredited training programs and non – accredited highly specialised workshops.

Kind Regards

Eva Godwin

Training Services Manager WALGA Training

WALGA Corporate Strategy 2020 – 2025



Our Values

Respect	We treat everyone with honesty, integrity and respect
Excellence	We are a professional organisation delivering positive impact for members and community
Accountable	We take responsibility and work openly and transparently to earn the trust of stakeholders
Collaborative	We leverage strong relationships and partnerships
Innovative	We constantly strive to improve, innovate and adapt

Our Focus

We deliver on our purpose and vision by:

Undertaking research on the most important issues that Local Government faces

Facilitating collaboration and creating platforms to inspire innovative and progressive policy solutions

Delivering services to support and build capacity across the Local Government sector

Influencing decision makers by delivering strong evidence-based recommendations and advocacy in support of sector positions

Welcome

WALGA Training is a Registered Training Organisation (RTO Code 51992) delivering nationally recognised training programs. We also offer specialised short courses for Council Members, Local Government Executive Managers and Officers. For detailed information on individual courses including course content, learning outcomes, course duration, location and fees, please visit our website <https://walga.asn.au/Training.aspx>.

The WALGA Training Team is looking forward to supporting you throughout your study journey. This Student Handbook will explain your rights and obligations, where you can find information, policies and procedures and how to access support to assist you in successfully completing your chosen qualification.

Please take the time and read this Student Handbook prior to your course orientation into a nationally accredited Training Program.



Location

Western Australian Local Government Association (WALGA) is centrally located in West Leederville, close to public transport and parking opportunities.

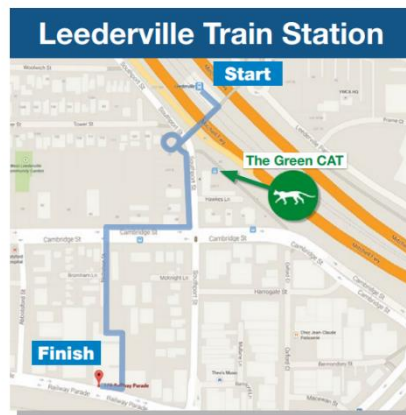
Address: ONE70, LV1, 170 Railway Parade, West Leederville, WA 6007

Phone: 08 9213 2098

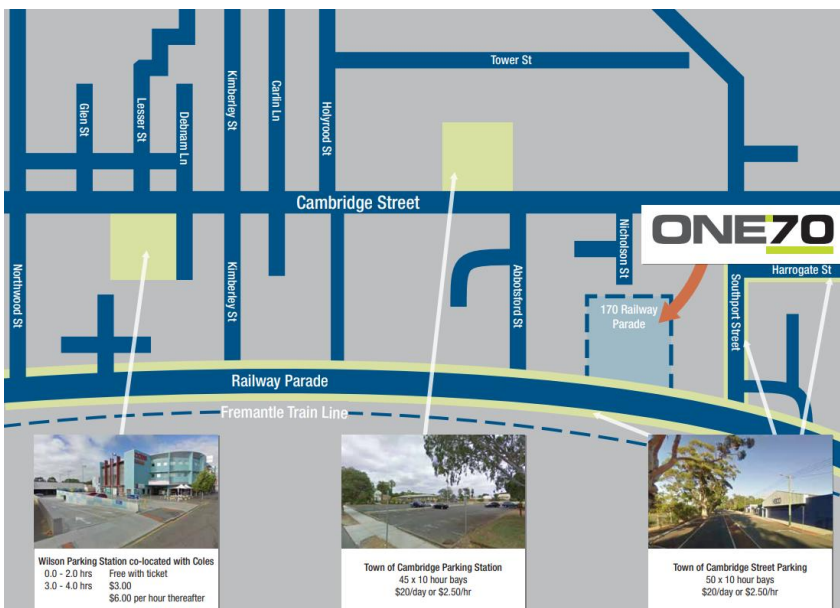
Email: training@walga.asn.au

Parking and Transport Guide

Public Transport Guide



You can get to ONE70 by catching the train to either City West or Leederville and walking 5-10 minutes using the directions above. The Green CAT is a free public bus that stops near Leederville Train Station that is also a great way to get to ONE70. If you are running late for training please call us on 9213 2098.



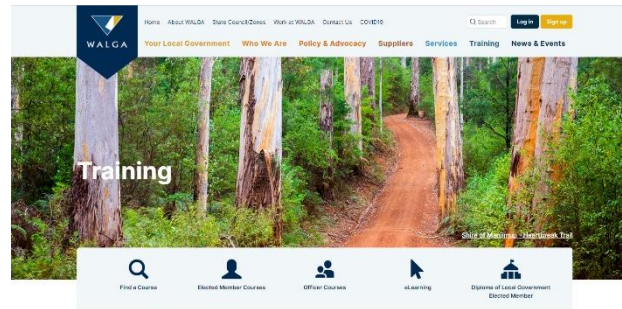
WALGA-Parking-and-Transport-Information.pdf.aspx

Nationally Recognised Training

Our current scope of registration is listed on the training.gov.au website at <https://training.gov.au/Organisation/Details/51992>

Course Information

You will find detailed information about your chosen course on our website. There is a Course Information Book for each program which has a detailed course description, explaining the course structure including core and elective units of competency, mode of delivery, delivery location, assessment requirements and expected duration.



Enrolment

To enrol into a course, future learners must complete the WALGA Enrolment Application Form and submit to training@walga.asn.au with a Purchase Order number or payment from your Local Government (See below).

If you are unsure about which course is suitable for you, we recommend that you phone us or visit our office during our business hours, 8:30 am – 4:30 pm, Monday to Friday.

You are required to satisfy any pre-requisite enrolment requirements and provide a Unique Learner Identifier number (USI) at the time of enrolment.

Traineeships

A Traineeship is a registered training agreement with the State and Territory Authorities (STAs).

An employer may nominate a trainee, or an individual may find an employer who is willing to employ the person as a trainee. All parties (employer, trainee, the Australian Apprenticeship Support Network and the RTO) sign the traineeship contract and agree on a training plan – to find out more on how Australian Apprenticeships work, please visit their website, www.australianapprenticeships.gov.au/who-does-what .

A Traineeship is an excellent way to combine training with work, enabling you to have a job while you complete your vocational training towards a nationally recognised qualification. Traineeships are available to anyone including students in Year 11 and 12, school-leavers, individuals who wish to re-enter the workforce or an adult worker simply wishing to change careers. When you finish your apprenticeship or traineeship you will have a nationally recognised qualification that's held in high regard in many overseas countries as well.

Traineeship training is delivered in a combination of “on and off the job training”. Our designated WALGA trainer will deliver a weekly ZOOM session, offer mentoring and support including visiting the trainee at the workplace.

For Trainees who are eligible to access funding through Jobs and Skills WA, the VET FEES AND CHARGES POLICY applies. For up-to-date information visit

<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-ppr-vet-fees-charges-jan2023.pdf> or got to Jobs and Skills WA <https://www.jobsandskills.wa.gov.au/>



Orientation

All new enrolled Learners must participate in Orientation. Generally, this is facilitated online or at the first-class delivery. Orientation explains the role of the WALGA Training Student Services Team, the role of the Trainer/Assessor and how to seek support throughout the study journey with WALGA Training.

Course Fees

The fees charged for a course, including course fees and any other charges, are specified in the Course Information Book.

The cost of the program includes all Face to Face, virtual training via ZOOM, refreshments and lunches, training resources, individual learner support and assessment fees.

Traineeships funded under Jobs and Skills WA are charged the hourly rate based on nominal hours as stated in the Letter of Offer and as outlined in the VET FEES and CHARGES POLICY <https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-ppr-vet-fees-charges-jan2023.pdf>.

Payment of Fees

If your Local Government (Employer) pays the fee, a purchase order will confirm your enrolment. Your Local Government can opt to pay the full course fee upfront or pay by instalments for each study term or Unit of Competency as agreed in the Training and Assessment Plan. On issuance of an invoice, payment is due within 14 days.

If you wish to pay your fees as an individual, WALGA training does not require upfront payment of the full course fees. WALGA training will establish a payment plan to be implemented over the duration of the course, with each separate payment being less than \$1,500. The payment schedule will align with your Training and Assessment Plan with payments usually coinciding with the start of each study term, depending on the nationally recognised program.

On completion of your training all fees must be paid before WALGA Training can issue your Qualification or Statement of Attainment.

Other Fees and Charges

Tuition Fee(s)	This fee is for the actual course and is stated in the Letter of Offer (LoO).	As advertised and listed in the Letter of Offer
Resource Fee	The resource fee is to cover additional learning resources including but not limited to e-books, industry placements, excursions, WIFI, LMS etc. It is a once off fee per course and is non-refundable after the course has started.	Depending on the course and listed in the Letter of Offer
Course Variation Fee – Fee for Service only	This fee is to cover the administrative cost to adjust the Training and Assessment Plan. It occurs if a learner changes their mind to either defer, suspend or change their unit selection after accepting the Letter of Offer and the learner has to be re-enrolled into all effected individual units.	\$ 50.00 for each UoC or \$ 150.00 per study term to be re-enrolled

Credit Transfer	Unit of Competency (UoC) achieved as part of nationally recognised training delivered by another Registered Training Organisation.	No charge
Recognition of Prior Learning (RPL):	The process of assessing evidence submitted for the purpose of RPL. There is no charge for an initial discussion of an application being submitted, however on agreeing to undertake RPL a fee per UoC applies.	Depending on the course and listed in the Letter of Offer
Re-Assessment Fee	A Re-Assessment fee applies If the candidate has not submitted any work by the due date without communication to the Trainer & Assessor.	\$ 25.00 per Unit of Competency
Re-Enrolment Fee	If a candidate has not achieved competency after more than 2 assessment attempts.	Full cost of the UoC
Reissuance of a Qualification or SoA	Replacement of a Certificate / Statement of Attainment	\$ 50.00

Refunds

WALGA Training understands that cancellation, deferment or suspension of your training is sometimes unavoidable. The WALGA Course Cancellation Policy and Procedure and the Fees, Charges and Refund Policy and Procedure are summarised below:

- To cancel your training you must inform us in writing by completing the Cancellation Form and email this to training@walga.asn.au.
- To request a refund, please complete the Refund Form.

Conditions under which a refund is provided are as follows:

- WALGA Training guarantees to complete the training and assessment once the learner has commenced study in their chosen course. Should a learner be unable to complete the full course of study, WALGA Training will offer a place to the learner on the next equivalent course.
- Should a learner be unable to complete a course due to extenuating circumstances (e.g. bereavement or illness), WALGA Training will guarantee to accommodate the learner on the next available course.
- WALGA Training reserves the right to postpone training if minimum class numbers are not met or in the event the trainer and assessor is unavailable. An alternative date will be offered.
- WALGA Training will inform the learner as soon as practicable if there are any changes to agreed services.

Refund on Course Cancellation

WALGA Training will apply the following percentage of refund to all course cancellations:

Timing	Description
Enrolment fee	<ul style="list-style-type: none"> Enrolment fee is non-refundable at any time
Cancellation prior to course commencement up to 10 working days of initial course start	<ul style="list-style-type: none"> Pre-paid Tuition and Assessment Fees are fully refundable
Cancellation less than 10 working days' notice prior to initial course start	<ul style="list-style-type: none"> Pre-Paid Tuition and Assessment Fees will receive a 50% refund
Cancellation after course start	<ul style="list-style-type: none"> No refunds will be issued if cancellation has been received after a course has commenced.

Refunds for a course funded through Jobs and Skills WA



Full Refund

A full refund of the applicable course fee is payable where:

- WALGA Training has to cancel or re-schedule training for a Unit of Competency or for the study term or
- WALGA training cannot offer a study place due to maximum number of places being reached or
- A student submits a cancellation form on or before the census/withdrawal date for a Unit of Competency or for the study term

Pro Rata Refunds

WALGA training will consider a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

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

All refunds require relevant documentary evidence (for example, cancellation form, medical certificate).

Refunds following Re-Marking

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25.00 re-marking charge (if it has been paid) will be refunded.

Study Commitment

Learners should expect to complete additional hours of pre-reading, research, study and assessment work at home each week to keep up with the course delivery. Depending on the course you are enrolled in and the course duration you have chosen, the amount of study commitment may vary. You will find detailed information in the Course Information Book for your chosen course.

Equipment required for work/ home study

In order to complete the necessary work at work or at home, learners will require a laptop or PC, Internet access with highspeed WIFI and appropriate software for word processing (Microsoft suite). You might want to check with the IT Department at your Local Government to ensure you have easy access to our Learner Portal. At times, pop up windows are blocked on your device and need to be allowed.

Access & Equity

WALGA Training will implement fair educational programs, maximise the participation of learners and will provide a culturally inclusive environment. It will assist learners to access support and guidance services that cannot be offered internally.

WALGA Training recognises its legal responsibility to take all reasonable steps to ensure that staff and learners are not subject to any form of harassment. WALGA Training is firmly committed to providing a working, teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, but it also reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

It is the responsibility of all WALGA Training staff to ensure the requirements of the access and equity policy are met at all times. More details can be found in the WALGA Training P&P – Access & Equity.

Learner Support Services

Learners requiring assistance with their training should contact their Trainer/Assessor in the first instance. WALGA Training is committed to meeting the needs of all learners. If support cannot be provided internally, appropriate external referrals will be suggested.

If you are feeling overwhelmed and struggling with your studies, approach your Trainer/Assessor at the earliest opportunity and discuss your situation. At times this could relate to the comprehension of the topic, a lack of language, literacy and numeracy skills (LLN) which have not been identified on enrolment, cultural adjustments, personal or work pressures or other issues. WALGA Training is here to support you through arising challenges you may face during your time of study – it is however imperative that you talk to your Trainer/Assessor or to the WALGA Administration team and ask for help.

Language, Literacy and Numeracy (LLN) Assistance

Our standard course materials contain written documentation and some numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can, to accommodate anyone with difficulties in regards to language, literacy or numeracy.

Training Plan

On enrolment, the WALGA Training team will establish and confirm a Training Plan, taking into consideration the anticipated duration, the mode of study and the type of program you are accessing. The Training Plan confirms Face to Face or ZOOM training times and locations, support sessions and assessment due dates.

You are required to agree to the proposed schedule by signing your Letter of Offer or negotiate an alternative schedule prior to the start of the course.

Training Plan for Trainees

If you are undertaking a traineeship, the Training Plan must be signed by yourself, your guardian if you are under 18, your employer/ supervisor and the responsible Course Coordinator or Trainer/Assessor.

Extension of a Traineeship

At times, a Traineeship has to be extended due to various reason such as a change in personal circumstances or change of an employer. Please ensure that you inform WALGA Training immediately if there is a change.

Credit Transfer

In accordance with the Standards for RTOs 2015, WALGA Training recognises UoCs achieved as part of nationally recognised training delivered by other Registered Training Organisations. Evidence to support an application for Credit Transfer may include a Record of Results or a Transcript of an Academic Record from the issuing RTO identifying the Units successfully completed. WALGA Training will verify evidence provided with the issuing RTO. Learners who are awarded a Credit Transfer will be exempt from completing those Units at WALGA Training.

Recognition of Prior Learning

WALGA Training offers RPL to individuals who believe that they already have the skills and competencies to meet the requirements of a particular Unit of Competency.

The knowledge and skills will usually have been achieved through work or other study undertaken. If, on enrolment, the Trainer/Assessor establishes that the applicant has the required knowledge and skills, the option of RPL will be offered. The RPL process implemented by WALGA Training is based on assessment only so applicants are informed that for each Unit where RPL is requested they will be required to complete the assessment activities for that unit. The rationale behind WALGA Training's approach to RPL is based on the fact that the assessments for Units of Competency are based on evidence gathered in the applicant's workplace.

Training Delivery

Training is delivered in flexible formats such as classroom delivery with presentations or lectures, mentoring sessions, practical activities, workshops, group work or research. A review of a learner's progression is undertaken on a regular basis and a progression report is issued and emailed to the learner and the employer, ensuring that learners are progressing towards the expected learning outcomes within the agreed course duration.

Assessment

Overview

All assessments related to nationally recognised training conducted by WALGA Training will:

- Comply with the requirements of the Standards for RTOs 2015
- Be consistent with the assessment requirements of the relevant training package
- Lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent

All of our assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess
- **Reliable** - Assessment procedures will be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fair** - Assessment procedures will be fair, so as to not disadvantage any learners
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that reflect the workplace

Assessments are an important aspect of learning and learners will be informed of the context and purpose of the assessment and the assessment process. This will include information about:

- the assessment processes
- number of assessments
- types of assessment
- assessment methods and alternative assessment methods if required to accommodate special needs or circumstances
- the individual weighting of each assessment

Assessment Due Dates

Assessments are designed to help learners achieve a specific learning outcome, demonstrating their competence over a period of time for each unit of competency throughout the course.

The completion and submission of assessments are the learner's responsibility. WALGA Training emphasises the following:

- check and follow the Training and Assessment Plan and make note of individual due dates
- communicate in writing with your Trainer/Assessor and keep a copy of all your work, emails and submissions
- if you cannot attend or submit your assessment due to illness or injury, ensure you get suitable evidence such as a medical certificate and inform your Trainer/Assessor via email as soon as you can

To obtain a satisfactory outcome for each individual assessment task, learners must submit all assessment tasks on the nominated due date. After successfully meeting all requirements of a unit, you will then be deemed competent.

There are three forms of Re-Assessment:

1. **Assessment Extension:** If you are struggling to complete an assessment due to extenuating circumstances, contact your Trainer/Assessor to negotiate an extension at the earliest opportunity, but at least 48 hours prior to the due date.
2. **Re-submission:** If you have not met the requirements of an assessment task to a satisfactory standard, your Trainer/Assessor will provide you with detailed feedback and explain what part you have to resubmit at an agreed date.
3. **Re-Sit:** If you have not submitted your assessment without informing your Trainer/Assessor, your assessment will be deemed Not Yet Satisfactory, and a \$ 25.00 re-assessment fee will apply if you wish to re-sit the assessment.

Assessment Feedback

Your Trainer/Assessor is available to guide you through the assessment process and will provide feedback and advice in regard to your assessment performance.

Should the evidence you submit for an assessment task be deemed to be Not yet Satisfactory, or your overall assessment outcome for a unit of competency be Not Yet Competent, the Trainer/Assessor will clearly explain the available options for re-assessment in writing including the available timeframe.

Training Environment & Health and Safety

We recognise our obligations under relevant legislation including the *Work Health and Safety Act 2020*. Throughout your training, you will be provided with relevant health and safety information including the location of fire extinguishers and first-aid kits, emergency evacuation procedures, COVID19 requirements and general information on health and safety in an office environment.

Relevant Legislation

WALGA Training is subject to a variety of legislation related to training and assessment as well as general business practice.

Legislation governs our obligations as a Registered Training Organisation, our obligations to you as our client, and any requirements that relate to the Local Government or other relevant industries that we are conducting training for.

Records Policy

WALGA Training is committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the data or our learner's privacy.

Individual learner records will be electronically stored in our Learner Management System "aXcelerate" and the Learner Portal. All records are protected by password and access is restricted to WALGA Training staff only.

We are required to submit statistical data (AVETMISS) on our learners annually and our software systems retains learner results for a period of not less than 30 years.

In the event that we cease to operate as an RTO, we will transfer all records to the Training Accreditation Council of Western Australia (TAC) in the appropriate format and detail as specified by the regulatory body at the time of ceasing RTO operations.

Access to Learner Records

Access to individual learner training records will be limited to that specified by the legislative and regulatory framework we operate under such as:

- trainers and assessors to access and update the records of the learners whom they are working with
- management staff as required to ensure the smooth and efficient operation of the business
- officers from the Department of Education and Training, TAC or their representatives for activities required under the Standards for Registered Training Organisations
- people who are permitted by law to access these records (e.g., subpoena / search warrants/ social service benefits / evidence act)

Learners can request access to their record or authorise in writing the release of specific information to third parties.

Privacy

WALGA Training takes the privacy of our clients and learners very seriously and we will comply with all legislative requirements. The Enrolment Form requires each learner to confirm that they give permission for the RTO to share information with their employers. In all other cases, the RTO will seek written permission from the learner to make information available to others.

More details can be found in the WALGA Training P&P – Records Management – Learner Records.

WALGA Learner Code of Conduct

WALGA Training is committed to provide training and assessment services in a spirit of co-operation and mutual respect.

Learners at WALGA must take responsibility for their own actions. The following inappropriate behaviour will not be tolerated:

- Disruptive and disrespectful behaviour
- Late arrival or leaving class early with no valid reason including ZOOM sessions
- Use of mobile phone interrupting a training and/or assessment session;
- Any form of harassment and/or bullying
- Misuse and/or misconduct in the use of Information Technology (IT)
- Inappropriate or untruthful comments on social media

Repeated incidents or consistent misbehaviour may result in the implementation of a learner Behaviour Management Plan. If the actions of the learner are deemed to be very serious, a suspension of study may be imposed.

If a Trainer/Assessor or staff member notices inappropriate behaviour or poor performance by a learner, they have the authority to:

- Verbally warn the learner that their behaviour is inappropriate
- Ask the learner to leave the class
- Inform the WALGA Training team in writing if incidents continue by lodging a complaint

Should learners persist with their inappropriate behaviour after they received a warning and no change of behaviour has occurred, the learner will be asked to leave the course without refund or acceptance into another program.

If a learner wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.



Serious misconduct such as physical or verbal aggression, assault, theft, fraud, defamation against other learners or staff and serious forms of plagiarism can result in a learner being suspended and/or their enrolment being cancelled.

Plagiarism

Plagiarism is the presentation, of the ideas or words of another writer by one individual, without any form of acknowledgment as if they were their own. This is more than just a form of cheating; it is literary theft and amounts to stealing someone else's work. Learners studying with WALGA Training will be expected to pay scrupulous attention to acknowledging where their ideas and work came from.

Complaints and Appeals

WALGA Training has a Complaints and Appeals policy and procedure in place which is used to manage and respond to allegations involving the conduct of:

- WALGA Training, its trainers, assessors or our administration staff;
- A learner of WALGA Training

WALGA Training will ensure the fair and efficient handling of any complaints should they arise and will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Each complaint or appeal is acknowledged in writing and finalised as soon as practicable and the outcome is recorded in writing
- Each appeal is heard by an independent person or panel
- Each appellant has an opportunity to formally present his or her case
- If the process fails to resolve the complaint or appeal the individual making the complaint or appeal can request it be reviewed by an appropriate party independent of the RTO and the complainant or appellant
- Each appellant is given a written statement of the complaint or appeal's outcomes, including reasons for the decision
- A re-assessment will be carried out, if necessary

More details can be found in the WALGA P&P – Complaints & Appeals published on the Learner Portal.

Course Deferment or Suspension

Deferment of a course is prior to course commencement whilst a suspension is after course commencement. Deferment or suspension must be approved in writing by WALGA Training and may only be granted where the enrolled learner experiences compassionate and compelling circumstances which impacts on their study.

Applicants must request and complete the deferral/ suspension form and email to Student Services to training@walga.asn.au . WALGA Training will then contact you to discuss how to proceed in future to complete the course. Please be aware, that there is a variation fee to pay – see Fees and charges.

Change of Unit of Competency after Course Commencement

If you change your mind about your elective unit selection at any time during your course, you must inform student services in writing at least four (4) weeks prior the next term start. Please be aware, that there is a variation fee to pay – see Fees and charges.

Course Cancellation

Cancellation by the Learner:

If a learner wishes to cancel their course with WALGA Training, the learner must complete a cancellation form which is available to download on the Learner Portal or can be requested through Student Services. Please contact your Trainer/Assessor or WALGA Training if you wish to discuss your request in person. Ensure you understand your obligations by reading the course cancellation policy and procedure.

Cancellation by Provider: At times and in very serious situations, WALGA Training reserve the right to cancel a learner's enrolment due to:

- Non-payment of overdue fees
- Continuous non - progression in a course with no course attendance and/or no submission of assessments and/or no attempted improvement after 2 formal warnings.
- Continuous and very serious misconduct where ongoing complaints could not be resolved.

Learners have the right to appeal the decision by following the appeals process within 20 working days and lodge an appeal in writing and email to training@walga.asn.au .

If you have any questions or need clarification on any matter, please contact Student Services via email training@walga.asn.au or by phoning us on 08 9213 2098.

We look forward of welcoming you to WALGA Training.