



WALGA Training Student Handbook

2025/2026



Western Australian Local Government Association
RTO Code 51992

ONE70 Level 1, 170 Railway Parade
West Leederville WA 6007

About WALGA

The Western Australian Local Government Association (WALGA) is an independent, member-based, not for profit organisation representing and supporting the WA Local Government Sector.

Our membership includes all 139 Local Governments in the State. WALGA uses its influence, support and expertise to deliver better outcomes for WA Local Governments and their communities.

WALGA's vision is for agile and inclusive Local Governments enhancing community wellbeing and enabling economic prosperity.

WALGA Training is a Registered Training Organisation (RTO code 51992), and we look to actively support and build capacity in the sector through offering nationally recognised training programs specific for Local Governments in Western Australia.

Our programs are developed through extensive consultation with subject matter experts. The WALGA Training team is proud of our ongoing commitment to offer contemporary, up to date learning resources that enables best practice for the WA Local Government sector and captures ongoing legislative changes and what they mean in practice.

Our group of carefully selected Trainers and Assessors are subject matter experts in their field of expertise. They are eager to share their extensive knowledge in a safe and engaging environment, encouraging participants to expand their knowledge and practical skills to further develop their own capacity throughout their selected program.

Welcome to WALGA Training.

Eva Godwin

Training Services Manager WALGA Training

WALGA Corporate Strategy 2025 – 2029

Our Vision

To be the authoritative voice and trusted partner for Western Australian Local Government

Our Values

Respect	We treat everyone with honesty, with integrity and respect
Excellence improvement.	We strive for excellence and an environment of continuous
Accountability	We take responsibility and work openly and transparently.
Collaboration	We value strong relationships and partnerships.
Curiosity	We encourage a spirit of enquiry, and an innovation mindset.

Strategic Pillars



 <p>Influence</p> <ul style="list-style-type: none"> • Lead advocacy on issues important to Local Government. • Champion Local Government. • Lead policy development for the Local Government sector. • Empower the Local Government sector to build communities equipped for the future. 	 <p>Support</p> <ul style="list-style-type: none"> • Anticipate, understand and respond to Member needs. • Offer integrated, Member-centric services. • Provide practical sector-wide solutions based on research and evidence. • Grow opportunities for Local Government sharing of services and resources. 	 <p>Expertise</p> <ul style="list-style-type: none"> • Optimise organisational capability to service Members' needs. • Pursue growth and innovation through investment in emerging technologies. • Promote a dynamic, agile, high-performance culture. • Foster relationships between our subject matter experts and stakeholders. 	 <p>Explore</p> <ul style="list-style-type: none"> • Diversify WALGA's revenue streams. • Invest in transformation and innovation. • Adopt a positive risk culture informed by the organisation's frameworks and policies. • Encourage experimentation and agility to enable quick adaptation to change.
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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 Executives and Managers and Local Government 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/our-services/training>

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 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 online Course Orientation.



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

Location and Transport

The WA Local Government Association is located at ONE70, 170 Railway Parade, West Leederville.

Public Transport



Travel via train to either Leederville, City West or West Leederville Train Stations - walk 5-10 minutes using the directions above. You can get to ONE70 by catching the train to either City West or Leederville Stations and walk 5-10 minutes using the directions above. The Green CAT service is a free public bus that stops near Leederville Station. This is an easy way to get to ONE70. If you are running late for training please call us on (08) 9213 2088.

CAT Bus Timetables can be found on the Transperth website transperth.wa.gov.au/Timetables/CAT-Timetables.



NATIONALLY RECOGNISED TRAINING (NRT)

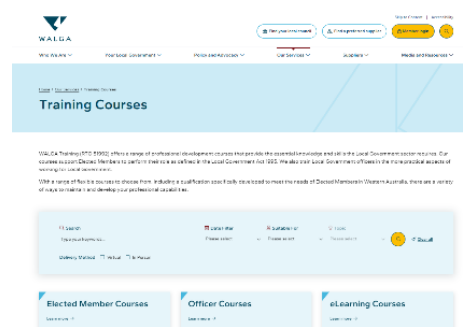
Our current scope of registration is listed on the training.gov.au website at <https://training.gov.au/Organisation/Details/51992>

Nationally recognised training is accredited training that leads to the issuance of nationally recognised certification of qualifications, and/or units of competency from the Australian Qualifications Framework.

This differs from non-accredited training which is not nationally recognised and leads to certification of participation, or attendance.

COURSE INFORMATION

WALGA Training publishes up to date information about your chosen course on the WALGA website - [Training | WALGA | WALGA](#). Each course has a Course Information brochure with a course description outlining the course structure (core and elective units of competency), available mode of delivery, delivery location, assessment requirements and expected duration.



ENROLMENT

To enrol into a course, future students must complete the WALGA Enrolment Application Form and submit to training@walga.asn.au. If you are unsure about which course is suitable for you, we recommend that you phone us or visit our office during business hours, 8:30 am – 4:30 pm, Monday to Friday. You are required to satisfy any prerequisite enrolment requirements and provide a Unique Student Identifier number (USI) at the time of enrolment.

LETTER OF OFFER

During the enrolment process, the WALGA Training team will confirm if the course you wish to enrol in, is suitable for your needs and if you have the required Language, Literacy, Numeracy and Digital Navigation skills to succeed in your studies. During this process, a Training and Assessment Plan will be established, and we will propose a schedule which details all information in the Letter of Offer.

If you would like to adjust the schedule, contact WALGA Training to discuss prior to signing the Letter of Offer as this is a binding contractual document.

ORIENTATION

Prior to course commencement, new students must participate in an orientation. Generally, this is facilitated online or at your first class. Orientation explains the role of the WALGA Training Student Services Team, the role of the Trainer/Assessor and how to seek support throughout your study journey with WALGA Training.

TRAINEESHIPS

A Traineeship is a registered training agreement with the Apprenticeship Office at the WA Department of Training and Workforce Development (DTWD). 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, the employer, the trainee, the Apprentice Connect Australia Provider and the RTO (WALGA Training) sign the traineeship contract and agree on a training plan. To find out more on how Australian Apprenticeships work, please visit their website, [Apprenticeships advice and support | Australian Apprenticeships](#). For more information on Jobs and Skills WA and the support they offer, go to [Get that job! | Jobs and Skills WA](#)



TRAINING PLAN OUTLINE FOR TRAINEES (TPO)

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

EXTENSION OF A TRAINEESHIP

A training contract is for a prescribed period of time, dependant on the qualification and most often 12 or 24 months. At times, a Traineeship has to be extended due to various reasons such as a change in personal circumstances or a change of the employer. Please ensure that you inform WALGA Training immediately if there is a change in circumstances that may affect your ability to complete on time.

COURSE FEES

The fees charged for a course (course fees and any other charges), are specified in the Course Information brochure. The cost of the course includes all training activities (Face to Face or via ZOOM), refreshments and lunches (if attending at the WALGA training venue), training resources, individual student support and assessment fees. The Letter of Offer outlines all Fees and Charges.

Traineeships funded under **Jobs and Skills WA** are charged at the hourly nominal rate outlined in the VET FEES and CHARGES POLICY. Please refer to the current fees and charges policy - [Vocational education and training fees and charges policy](#)

PAYMENT OF FEES

If your Local Government employer pays the course fee, a purchase order will confirm your enrolment. Your Local Government can opt to pay the full course fee upfront or pay by instalments as agreed in the Letter of Offer. 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 accept upfront payment of fees from individual learners in excess of a total of \$ 1500.00 at any time. WALGA training will establish a payment plan 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 training program. All fees must be paid in full before WALGA Training will issue your Qualification or Statement of Attainment.

LIST OF FEES AND CHARGES

Tuition Fee(s)	This fee is for the actual course (delivery of training and conducting all assessments) and is stated in the Letter of Offer.	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, this fee is listed in the Letter of Offer
Course Variation Fee – Fee for Service enrolment only	This fee covers the administrative cost to adjust the Training and Assessment Plan. It occurs if a student changes their mind to either their study schedule or unit selection after accepting the Letter of Offer and the student has to be re-enrolled.	\$150.00
Credit Transfer	Acceptance of Credit for a Unit of Competency UoCs delivered by other Registered Training Organisations.	No charge
Recognition of Prior Learning (RPL):	RPL is charged per Unit of Competency. The fee depends on the AQF level e.g. LGA50220 \$ 500.00 per UoC	\$ 500.00
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 and Assessor.	\$25.00 per Unit of Competency
Re-Enrolment Fee	A Re-Enrolment fee applies, if a candidate has submitted their work and after 2 assessment re-submissions, did not achieve competency, resulting into a not competent assessment outcome.	Full cost of the UoC
Reissuance of a replacement Certificate / Statement of Attainment	Replacement of a Certificate/Statement of Attainment	\$50.00

CHANGE OF UNITS 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 to the next term start. Please be aware, that there is a variation fee of \$150.00 to pay as per the Fees and Charges Policy.

DEFERRAL, SUSPENSION OR CANCELLATION

APPLICATION FOR DEFERMENT OR SUSPENSION INITIATED BY STUDENT

Deferment of a course is prior to course commencement whilst a suspension is after course commencement. WALGA Training understands that at times, a student may experience a situation or circumstance beyond their control and therefore wishes to defer or suspend their course. Students wishing to defer their enrolment(s) are advised to get in touch with Student Services at WALGA Training as soon as practical to discuss options.

The Student Services Officer will explain the deferment or suspension process and any financial implications. Students must demonstrate compassionate or compelling circumstances to be eligible to apply for deferment or suspension from their studies. A request to defer or suspend must be in writing.

Please be aware, that there is a variation fee of \$150.00 to pay as per the Fees and Charges Policy.

DEFERRAL AND SUSPENSION INITIATED BY WALGA TRAINING

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 student as soon as practicable if there are any changes to agreed services.

COURSE CANCELLATION – FEE FOR SERVICE

The WALGA Course Cancellation Policy and the Fees, Charges and Refund Policy are summarised below.

Cancellation by Provider: At times and in very serious situations, WALGA Training reserves the right to cancel a student'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 issues could not be resolved.

Cancellation by the Student: To cancel your course, a student must inform WALGA Training in writing by completing the Cancellation Form and email this to training@walga.asn.au.

- Before cancelling a course, it is recommended that you discuss your situation with your Trainer/Assessor or the WALGA Training Student Services to identify how we can support you.
- Depending on the situation, you may wish to defer or suspend your course for **up to 2 terms of study**.
- If you wish to cancel your enrolment, check the withdrawal date in your Letter of Offer to see if you are entitled to a refund.

CANCELLATION OF A TRAINEESHIP FUNDED THROUGH JOBS and SKILLS WA

Any Traineeship/ Course cancellation funded through Jobs and Skills WA must be in writing and will be reported via the DTWD Apprenticeship Office on the WAAMS portal. Any applicable refund will be administered as per the VET FEES AND CHARGES POLICY published by the Department of Training and Workforce Development.

REFUNDS – FEE FOR SERVICE

Cancellation by Provider for Fee for Service courses

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

- WALGA Training has to cancel or re-schedule training or
- WALGA Training cannot offer a study place due to maximum number of places being reached.

Cancellation by student for Fee for Service courses

Cancellation received in writing prior to course start

A full refund of any pre-paid course fee is payable, when a student withdraws in writing before the nominated course start date. A \$ 150.00 administration fee applies.

Cancellation received in writing after course start but before the stated withdrawal date in the Letter of Offer

A refund applies for any study term not yet commenced. There is no refund of non-commenced units of competency within a commenced study term. A \$ 150.00 administration fee applies.

Cancellation after the stated withdrawal date in the Letter of Offer

No refund is applicable, if a student withdraws in writing from a course **after the stated withdrawal date in the Letter of Offer**. No administration fee applies.

EXTENUATING CIRCUMSTANCES

A student wishing to withdraw due to personal extenuating circumstances beyond their control, may apply for a refund by informing WALGA Training in **writing** of their situation and supplying relevant documentary evidence. Extenuating circumstance may cover the following examples:

- terminal or serious illness or accident with serious injuries requiring long term hospitalisation, preventing the student from completing their program of study; or
- other extenuating reasons to be approved at the discretion of the WALGA Training Services Manager.

STUDY COMMITMENT

Students should expect to complete additional hours of pre-reading, research, study and assessment work at home each week to keep up with the course requirements and relevant assessment tasks. 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 brochure and your Letter of Offer.

EQUIPMENT REQUIRED FOR WORK/ HOME STUDY

In order to complete the necessary assessments tasks at work or at home, students will require a laptop or PC with audio and video capabilities, internet access with high speed WIFI and appropriate software for word processing (Microsoft Suite). We recommend that you check with the IT Department at your Local Government to ensure that you have easy access to our Student Portal. At times, pop-up windows block a device and need to be allowed. It is highly recommended that you have access to at least one computer screen and a mouse for effective navigation of documents, websites and the Student Portal.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SKILLS

LANGUAGE, LITERACY AND NUMERACY

Depending on your chosen program, students applying for a course will need to undertake an online language, literacy and numeracy and digital skills test and/or undertake an enrolment interview prior to enrolment. This is to ensure that the student can successfully participate and complete their training program.

Students need to undertake reading and research of course materials and refer to organisational policies and procedures, strategic information and other Local Government documents which may have complex text or refer to legislation, numerical data and statistical information or calculations.

We recognise that not all people are able to comprehend, read, write, or perform calculations to the same level.

As an RTO, WALGA Training has a responsibility to identify any barriers to learning early, and if any gaps are identified, we may adjust your Training and Assessment Plan or implement a suitable support strategy to set you up for success. If we cannot bridge the gap, we will make recommendation to either choose a more suitable training program or refer you to an available training support service.

Enrolment Process

Initial Enquiry

Students are provided with clear and accurate Information

Student completes and emails Enrolment Form

WALGA to conduct LLND test/ Interview

WALGA Training to issue Letter of Offer

Student to sign and accept Letter of Offer and arrange for payment

Welcome Email and access to Student Portal/ Orientation

DIGITAL LITERACY SKILLS

To successfully participate in WALGA's training programs, it is essential that students have intermediate digital literacy skills to:

- operate a PC or laptop (keypad, audio, video functions) with basic understanding of fault finding, troubleshooting and managing pop ups
- access and navigate software
 - create, edit and save documents using Microsoft Office 365 and Adobe (WORD, EXCEL, PDF or other)
 - participate in virtual meetings
 - create digital recordings
 - undertake internet searches (in particular finding legislative text) and download the latest information
 - navigate the WALGA Training Student Portal aXcelerate to submit and upload all assessment work.

Note: All students are provided with training and support to navigate the Student Portal, however if you feel uncomfortable, please reach out to your Trainer/Assessor and arrange for a one-on-one tutorial in your first weeks of study.

ACCESS, INCLUSION AND EQUITY

All students have equal access to our nationally recognised training programs irrespective of their gender, culture, linguistic background, ancestry, socio-economic background, as well as disability, age, marital status, pregnancy, sexual orientation, special needs or carer responsibilities.

Students who meet the entry requirements set by WALGA Training for each program, including any relevant workplace experience, language, literacy, numeracy and digital (LLND) skills, or prerequisite qualifications, will be considered for enrolment into a nationally recognised training program within our scope of registration. Students are informed throughout their program about how and when they can contact WALGA trainers/assessors and other support staff and are provided with timely responses to their queries or request for support.

WALGA trainers/assessors and other support staff are committed to providing a supportive learning environment, acknowledging the difference between people and cultures and recognising all individuals learn differently. Through proactive support, follow ups and encouragement we will give our students the best opportunity to achieve their goals. Students are encouraged to disclose their disability, if they wish to do so, and trainers/assessors will make reasonable adjustments for a student with disability where it is appropriate to do so and does not compromise the integrity of the training product. Students are encouraged to provide feedback throughout their student life cycle to suggest opportunities for continuous improvement. All complaints and appeals are treated impartially, and confidentiality is respected, following the WALGA complaints and appeals procedure.

STUDENT SUPPORT SERVICES

If you are feeling overwhelmed and you are 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, cultural adjustments, personal or work pressures or a lack of language, literacy numeracy or digital skills (LLND) which may have not been identified on enrolment.

WALGA Training is here to support you through any challenges you may face during your time of study with us. It is however imperative and your responsibility that you talk to your Trainer/Assessor or to the WALGA Administration team and ask for help.

Students requiring additional support or mentoring are encouraged to discuss their situation with their Trainer/Assessor in the first instance. WALGA Training endeavours to identify special needs prior to enrolment or within the first few weeks of a program and aims to offer practical support, for example:

- arrange for additional mentoring facilitated by the trainer/assessor
- implement a student support plan
- arrange a meeting with the workplace supervisor
- find a suitable study buddy

EXTERNAL TRAINING SUPPORT SERVICES

If the support required is beyond WALGA's Training capacity or expertise and we are unable to offer the required support to successfully complete the training program, WALGA Training will refer the student to appropriate external agencies, for example:

Counselling Services

- Lifeline - [Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.](#)
- Beyond Blue - [Get support - Beyond Blue - Beyond Blue](#)
- Headspace (Mental health support for up to 25 year olds and their families) - [headspace National Youth Mental Health Foundation](#)
- Mental Health Commission – [Helplines | Mental Health Commission](#)
- Family Relationship Advice Line - [Family Relationship Advice Line | Family Relationships Online](#)
- The Samaritans - [The Samaritans WA - Anonymous Emotional Support in Western Australia](#)

LLN Support

- The Read Write Now Program is a free Adult Literacy Support service for adults wanting to learn and improve their reading, writing, maths, study or digital skills - [Adult Literacy & Numeracy - Teaching Adults To Read & Write | Read Write Now](#)

Trainees

- Students who have entered a Traineeship Contract are eligible to access free mentoring and support through their Apprentice Connect Australia Providers.

TRAINING AND ASSESSMENT PLAN

On enrolment, the WALGA Training team will establish and confirm a Training and Assessment Plan, taking into consideration the anticipated duration, the mode of study and the program you have enrolled in.

The Training and Assessment Plan confirms training times and locations, mentoring sessions and assessment due dates. You are required to agree to the proposed schedule by signing your Letter of Offer. If you require an alternative schedule, you must reach out to WALGA Training prior to the start of the course.

CREDIT TRANSFER

In accordance with the Standards for RTOs 2025, 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. Or you may provide your transcript from the USI registry. WALGA Training will verify evidence provided with the issuing RTO or USI register. Students who are awarded a Credit Transfer will be exempt from completing those units at WALGA Training.

RECOGNITION OF PRIOR LEARNING (RPL)

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, or if the student advises they believe they have the required skills and knowledge, 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 AND STUDENT PROGRESS

Training is delivered as outlined in the Letter of Offer and may include classroom or online delivery with presentations or lectures, mentoring sessions, practical activities, workshops, group work or research. A review of a student's progression is undertaken on a regular basis and a progression report is issued and emailed to the student, the relevant supervisor and/or the Local Government's CEO, ensuring that the student is 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 2025
- 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 Assessments must meet the principles of assessment specified by the RTO standards:

- **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 student and from context to context
- **Fair** - Assessment procedures will be fair, so as to not disadvantage any students
- **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 students 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

ASSESSMENT DUE DATES

Assessments are designed to help students 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 student'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 scheduled training or submit your assessment by the due date 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, students 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 (3) reasons for Re-Assessment opportunities:

Re-attempt: 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. You have up to 2 re-assessment attempts to achieve a Competent or Not Competent outcome.

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.

Re-Sit: If you have not submitted your assessment without informing your Trainer/Assessor, your assessment will be deemed Not Competent, 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 regarding your assessment performance.

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

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, 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 student's privacy.

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

Our RTO is required to submit statistical data (AVETMISS) on all students quarterly and our software systems retain student 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 STUDENT RECORDS

Access to individual student 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 students whom they are working with
- management staff as required to ensure the smooth and efficient operation of the business
- officers from the Department Training and Workforce Development, Training Accreditation Council 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)

Students can request access to their records or authorise in writing to release specific information to third parties.

PRIVACY

WALGA Training takes the privacy of our clients and students very seriously and we will comply with all legislative requirements. The Enrolment Form requires each student 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 student to make information available to others.

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

WALGA STUDENT CODE OF CONDUCT

WALGA Training is committed to providing training and assessment services in a spirit of co-operation and mutual respect. Students at WALGA must take responsibility for their own actions.

The following behaviour is considered inappropriate and 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 sessions
- 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 student Behaviour Management Plan. If the actions of the student are deemed to be very serious, a suspension of study may be imposed.

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

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

Should students persist with their inappropriate behaviour after they have received two warnings and no change of behaviour has occurred, the student will be asked to leave the course without refund or acceptance into another program.

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

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

WALGA STUDY TIPS

WALGA Training has developed a practical Study Tips Guide to provide our students with tips and ideas and a general understanding on how they can improve the effectiveness of their studies to get the most out of their course. On enrolment, the Study Tips Guide is made available. Students can also access the Study Tips Guide on the Student Portal aXcelerate.

PLAGIARISM

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, including that of generative AI, in whole or in part, into one's own without adequate acknowledgement.

Students 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 Student Services/Administration staff;
- A student of WALGA Training

ASSESSMENT APPEALS

Candidates have the right to appeal their 'unsatisfactory' assessment result. To appeal a decision, the candidate must submit in writing to the Training Services Manager the assessment appeal. The **grounds for appeal** must identify that the result received was not based on the assessment marking criteria as outlined in the assessment task.

Other reasons for appeal may be considered. If the request for appeal is accepted, the assessment evidence will be reviewed by another qualified Assessor or a re-assessment may be offered, if necessary.

Students have the right to appeal a decision by following the appeals process within 20 working days and lodge an **internal appeal** in writing and submit via email to training@walga.asn.au

WALGA Training will ensure the fair and efficient handling of any complaints or appeals 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 within 5 working days, and finalised within 40 working days
- Where the complaint or appeal cannot be finalised within 40 working days the complainant/appellant is kept informed of the progress
- 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 the case to 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 outcome, including reasons for the decision

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 to welcoming you to WALGA Training.

Yours sincerely

Eva Godwin - Training Services Manger – WALGA Training

Cert IV TAE, DipTAE, Dip Bus