



# **WA ACADEMY STUDENT HANDBOOK**



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©  
WA Academy Student Handbook Version  
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## **Welcome from the WA Academy Team**

The team of WA Academy would like to take this opportunity to welcome you. As a team we are committed to providing excellent education to all of our students, and we are very excited to have you join us.

With 20 plus years of experience we take very seriously our responsibility to ensure our quality of training and assessment is always compliant with the Standards for a Registered Training Organisation.

With a committed and supportive Administrative team, passionate Trainers and Assessors, purpose built training facilities and our collective desire to create a learning environment that is safe, inclusive and conducive to you meeting your training needs, we are here to support you on your journey.

We believe that every student is capable of reaching their full potential and as a team we will do our best to support and motivate you to do so.

We ask that you familiarize yourself with our Student Handbook, applying yourself to the policies, procedures, as well as your studies and display inclusive and respectful behavior during your time with us.

Our goal is to not only to provide you with exceptional training and industry respected qualifications but to assist in empowering you to build your skills, abilities and confidence in your chosen career outcome. Through our industry-based training we believe we offer the ability for our students to build strong practical and theoretical knowledge and skills.

In closing, here at WA Academy we believe we are not only in the business of education and training, we are also in the business of helping make dreams and passions a reality, and what a an honour and privilege that is.

Keryn Carter

WA Academy Principal

## **Our mission**

WA Academy takes seriously the need to train and assess students to the highest industry standard. To assist and encourage all students to achieve and excel to become confident and talented in their chosen career with guidance and support from lecturers that make a difference. WA Academy seeks to accommodate student differences, at all times promote social justice and inclusivity.

# WA Academy information

## Welcome to WA Academy

This handbook outlines WA Academy policies and procedures, which are your guidelines and a point of reference for Students, Trainers, Assessors and Administration support.

These policies and procedures reinforce WA Academy's commitment to the highest quality of Vocational Education and Training. WA Academy will continuously adopt and adapt policies and procedures where necessary to support and maintain a high quality of training outcomes.

WA Academy adheres to *'The Standards for Registered Training Organisations'* ensuring that its obligations are met to the learner, including that WA Academy is responsible for the quality of training and assessment in compliance with these *Standards* and for the issuing of the AQF qualifications, records of achievement and statements of attainment.

## Student Records

All students are required to notify WA Academy of any change of address or other details within seven days.

As a requirement as a Registered Training Organisation and for the purposes of other government bodies WA Academy will request personal information from students. This information collected will include;

- Personal details
- Language and cultural diversity
- Disability
- Schooling
- Previous qualifications achieved
- Employment
- USI (Unique Student Identifier)
- Study reason
- Course details

All students under the *'Data Provision Requirements'* are required to read the privacy notice permitting WA Academy to collect and disclose personal enrolment information to the National Centre for Vocational Education Research Ltd (NCVER).

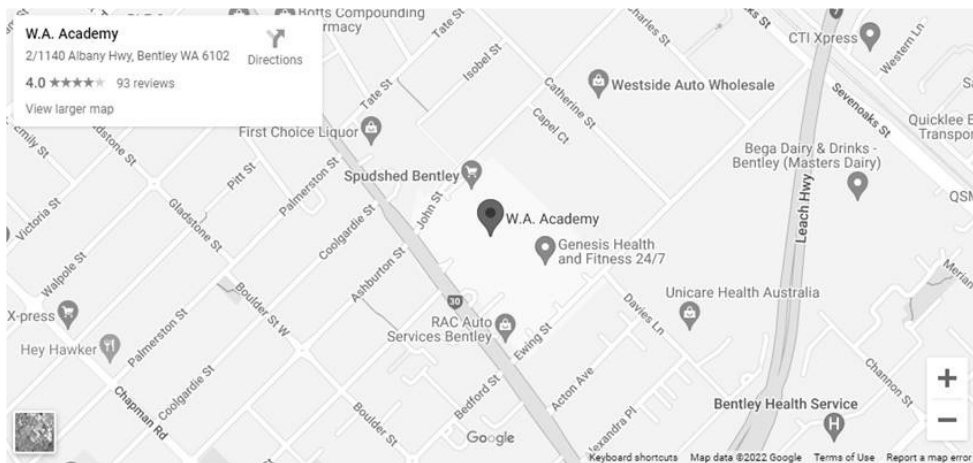
## Student Services and Support

Please refer to the reference guide below to assist you with your questions and studies.

Items for Question	Position	Email	Number
Timetable Fees Deferment	General enrolment queries Resits Certificate re-prints	Enrolment Officer enrolment@waacademy.com	08 9356 2269
Assessment requirements	Model times Assessment outcome	Trainers & Assessors reception@waacademy.com and your email will be forwarded to the trainer Please attention the email to your lecturer in the subject line.	08 9356 2269
Model book Late or absentees	Reception	reception@waacademy.com	08 9356 2269
LLN Support information Health issues support Parental support & General queries	Course Adviser & Principal	info@waacademy.com	08 9356 2269

## WA Academy Location and Facilities

WA Academy is located at Suite 2,1140 Albany Highway, Bentley WA 6102



- Bus Stop: Albany Highway (across the road from Bentley Plaza)
- Train Station: Welshpool- 10-15 minute walk to WA Academy.
- Timetables: For both Bus and Train visit Transperth <https://www.transperth.wa.gov.au/>

Students enrolled at WA Academy will have available for their use;  
All program support materials such as;

- Learner guides, Powerpoints, Educational videos & resources and other course related materials
- Television and whiteboards
- Practical salon environment
- Student services and support



## **Unique Student Identifier (USI)**

The Unique Student Identifier (USI) is a National Government initiative for all students from 1st January 2015. Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to have a USI before we can issue their certificate.

For further information on what a USI is and how this number will affect you please access our fact sheet from WA Academy Enrollment Team.

## **WA Academy Hours and Attendance**

Your attendance hours along with additional required study and assessment hours will depend on the course you are undertaking and the delivery mode, full time, part time, (please refer to your individual timetable or training plan). Administration will however be open each morning at 8:30am and close at 5.00pm for general enquiries.

Students should arrive 10-15 minutes prior to the start of their allocated class. It is imperative that the Trainer is aware of all students' whereabouts at all times. If leaving WA Academy for any reason, you should advise your Trainer. If not attending class on a scheduled day, you should contact reception as early as possible.

Students under the age of 18 must have parent/guardian consent, when arriving late, leaving early or if absent from class.

## **Smoking**

WA Academy and its perimeters are a non-smoking environment.

## **Alcohol and Drugs**

WA Academy has a responsibility to ensure that all staff and students of WA Academy present themselves for duty in a fit state and are not under the influence of alcohol or other drugs. Anyone who has a drinking or drug related problem is encouraged to seek professional care. Any one found to be under the influence of either will be asked to leave WA Academy immediately pending discussions with the Principal.

## **Professional Conduct**

WA Academy will treat others with honesty, respect and courtesy. Behavior that is argumentative, disruptive, violent, intimidating, discriminatory, sexist, belittling, or abusive is not appropriate and will not be tolerated. Any student behaving in an unacceptable manner will be asked to leave WA Academy immediately, and could be withdrawn from the rest of their course pending discussions with the Principal.

## **Bullying - WA Academy Bullying Policy**

WA Academy has a ZERO tolerance to bullying in any form whether face to face or by other means. This type of behavior will not be tolerated at WA Academy and is taken very seriously.

### **What is Bullying?**

**Bullying** is a form of harassment. **Bullying** behaviour is based on the misuse of power in human relationships. From an occupational health and safety perspective, **workplace bullying** is defined as: *repeated, unreasonable behaviour directed towards a person or group of persons at a workplace, which creates a risk to health and safety.*

**“Unreasonable behaviour”** is behaviour that is offensive, humiliating, intimidating, degrading or threatening. It includes, but is not limited to:

- Verbal abuse
- Initiation pranks
- Excluding or isolating employees
- Giving a person the majority of an unpleasant or meaningless task
- Humiliation through sarcasm, or belittling someone’s opinions
- Constant criticism or insults
- Spreading misinformation or malicious rumours
- Setting impossible deadlines
- Deliberately changing work rosters to inconvenience certain employees
- Deliberately withholding information or resources, that are vital for effective work performance
- Manipulating the impression of others to split the work group into taking sides
- Displaying written or pictorial material which may degrade or offend certain employees

**“Repeated behaviour”** refers to the nature of the behaviour, not the specific form of the behaviour. Therefore, repeated unreasonable behaviour may be a pattern of diverse incidents, often escalating over time, eg. verbal abuse on one occasion, personal property intentionally damaged on another occasion, and subsequently being unreasonably threatened with the sack. **“Occupational violence”** is defined as any incident where a person is physically attacked or threatened in the **workplace**. If **bullying** involves assault or threat of assault, criminal laws may apply and it may therefore become a police matter.

## **Single Incidents**

Although a single incident of workplace harassment is not considered to be bullying behaviour, it can be distressing for the individual and can still cause injury. Single incidents of harassment should be treated as warning signs and preventative action should be taken to avoid further incidents taking place. Depending on the circumstances, a single incident of harassment may be an offence under the *Discrimination Act 1991*.

## **Where to get Advice and Assistance**

The WA Academy Principal is the appointed adviser. When consulted, the WA Academy Principal can help a person clarify whether behaviors perceived as offensive in fact constitutes bullying. Separate advisers if necessary can provide confidential support and assistance to both the person raising concerns and the person who is the subject of those concerns.

## **WA Academy Sexual Harassment Policy**

All staff and students have a basic right to an environment free from sexual harassment. WA Academy is committed to the provision of such an environment.

## **What is Sexual Harassment?**

### **Sexual Harassment Defined**

Sexual harassment is a general term covering unwelcome sexual behaviour. This could be a demand for sexual activity. It could be unwelcome sexual jokes, or even comments about a person's sexual behaviour. It could also be the display of offensive pictures or the use of offensive language in the workplace. Behaviour that is not freely consented to because of fear, intimidation or coercion constitutes sexual harassment because it is unwelcome.

### **Where to get Advice and Assistance**

The WA Academy Principal is the appointed advisor and when consulted, the WA Academy Principal can:

- Help a person clarify whether behaviour perceived as offensive in fact constitutes sexual harassment;
- Explore possible strategies to resolve the difficulty using informal procedures;
- Advise the person of their rights under relevant legislation;
- Provide supportive counselling.

## **Access and Equity**

WA Academy will ensure access to all programs is available to all persons regardless of age, colour, gender, race, religious or ethnic background. WA Academy is committed to the principles of equal opportunity in training for all persons and therefore will not tolerate any forms of discrimination or harassment on the grounds of sex, race, marital status, pregnancy, age, impairment, religious or political conviction.

## **Complaints and appeals policy**

WA Academy's Complaints and Appeals Policy and Procedure ensures all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. To ensure the principles of natural justice and procedural fairness are adopted at every stage of a complaint or appeal, WA Academy follows its Complaints and Appeals Policy and Procedures.

WA Academy's Complaints and Appeals Policy and Procedure is to manage and respond to allegations involving the conduct of:

- a. the RTO, its trainers, assessors or other staff;
- b. a third party providing services on the RTO's behalf, its trainers or other staff;
- c. a learner/student of the RTO.

WA Academy's Complaints and Appeals Policy

- a. are publicly available;
- b. sets out the procedure for making a complaint or requesting an appeal (refer to next page);
- c. ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- d. provide for review by an appropriate independent consultant of WA Academy and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

WA Academy will endeavour to respond to complaints and/or appeals within 7 days. However if it is considered more than 60 calendar days are required to process and finalise the complaint or appeal, WA Academy will:

- a. inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b. regularly update the complainant or appellant on the progress of the matter.



## **Disciplinary procedure**

If a breach is to occur in relation to WA Academy Policies and Procedures, the following process will apply:

**Breach 1.** A verbal warning will be given and recorded on the Student Management System

**Breach 2.** Further breaches of the same policy will incur a written warning and recorded on the Student Management System

**Breach 3.** A further breach of the same Policy or Procedure could result in termination of the training contract.

Malicious acts of damage to property or theft will result in immediate termination of training.

## **Occupational Health and Safety (OH&S)**

WA Academy is committed to ensuring that all operational and business activities involving employees, students and the public in general are carried out in a safe and hazard free environment in accordance with relevant OH&S guidelines.

Safety is an attitude and part of our culture. WA Academy believes that the right way is the safe way.

To ensure we continue to have a safe place to work, please observe the following basics:

- Follow all safety instructions, notices and restrictions
- Wear appropriate safety protection i.e. gloves, shoes, aprons
- Report any work hazard, unsafe condition or unsafe act immediately to management
- Report any injury immediately to your lecturer and complete an Incident form for the Principal and ensure that proper first aid or medical treatment is applied as far as you are able

If you are unsure of the requirements of OH&S please ask and you will be given the appropriate documents to read.

## **First Aid**

Basic first aid kits are available and contain items to enable basic first aid to be applied. Please ask your Trainer if you need anything.

Medications for headaches (including Panadol type tablets) are not able to be given to students by Trainers or the Administration Team.

# Emergency Procedures

## Reporting an Emergency

- Alert staff/customers and vacate immediate area
- Call Triple Zero (000) from a safe location
- Inform details of emergency and location, remember to remain calm and speak slowly and clearly

## Evacuation Procedure

- Immediately exit the facility in a calm and orderly manner
- If the nearest exit cannot be used, use the nearest alternative exit
- Help others along the way, only if there is no immediate threat to yourself
- If there is a fire, close doors behind you as you leave to contain the fire and smoke
- Do not go back for any personal belongings or stop to collect any along the way
- Go to the designated meeting (muster point) point after leaving the building so that the relevant person can do a head count to ensure that no one has been left behind
- Do not reenter the building until advised it is safe to do so

## All Staff Members Should Know

- The location of the nearest and alternative exits
- The location of the evacuation assembly point/s
- Who is in charge of doing the head count and overseeing the process
- Location of the fire equipment and how to use it
- How to shut down the electricity
- How to report an emergency

## In an Emergency Call **000**

## **Student Appearance**

WA Academy operates fully functioning salons. It is imperative that all students dress appropriately and in-line with Occupational Health and Safety requirements. This is a WA Academy requirement of attendance and is not negotiable.

Refer to your Welcome Letter for specific uniform requirements.

Should the correct uniform not be worn a uniform breach form will be issued and assessments will not be permitted to be undertaken.

## **Fees and Charges**

At WA Academy most 'fee for service' programs are set at the beginning of the year. Some fees and charges may change throughout the year; however WA Academy will endeavour to keep the student well informed on any pending changes to fees.

Each year the Department of Education, Employment and Workplace Relations issues a fees and charges policy schedule to all Private Registered Training Organisations (RTO), which is collected on behalf of the department. WA Academy adheres to that policy. Feel free to ask for a copy of the fees and charges schedule.

## **Deferment Process**

If you require deferment from your course of study you are obliged to do so in writing utilising the deferment application form and accompanied with relevant supporting evidence. Deferments will be granted on a case by case basis and must be lodged in person or via email. Deferments will only be granted for a maximum of 12 months and no exceptions can or will be made and during the deferment period all course charges/payments still apply. Deferment fees apply. Only one deferment will be able to be permitted per qualification.

## **Replacement of Certificate**

Any request for additional copies of certification will attract a \$50 re-print fee. Should your Certification be archived, this will attract a further \$100 archive retrieval fee. Please contact our Enrolment Team for more details.

## **PaySmart**

At WA Academy, students can utilise the payment plan option, PaySmart system of payment for payment of course. Please ask to see the PaySmart product disclosure statement (PDS) relating to fees and charges when utilising the PaySmart service.



# Refund Policy

Please see the back of your WA Academy enrolment form for full details relating to;

- Fee For Service Refund Policy
- Apprenticeship & Trainee Refund Policy

## Fee for Service Refund Policy

1. I acknowledge that on signing this agreement I become liable to pay the full amount, whether or not I attend all the classes or withdraw before the end of the course.
2. Should I wish to withdraw prior to commencement, a cancellation fee of 25% of the total course fee will be charged.
3. I should understand that delays in paying my fees may result in my exclusion from class.
4. I understand that all my fees must be paid in full otherwise I will not be able to sit my final examinations, receive my results or receive my qualifications.
5. Payments of more than 7 days overdue may incur a bookkeeping fee of \$5.00 per week.
6. I understand the college cannot accept responsibility for any accident, injury damage or loss of property through negligent and or inappropriate behaviour.
7. I agree the college will calculate the final payment date and I will pay my fees in full by this date.
8. I agree to indemnify the college in respect to all debt collection costs and commissions as a result of my fees becoming outstanding for a period of greater than 30 days.
9. Deferments can only be granted on a case by case basis, application for deferments must be in writing and lodged in person or by email. Confirmation of deferment acceptance will be sent to you, otherwise the onus remains on the student to attend class. Deferment will only be granted for a maximum of 12 months in any case, and no exception can or will be made.

## Apprenticeship & Traineeship Refund Policy

Should a student wish to withdraw from the WA Academy, withdrawal must be provided in written form to ensure that the student is eligible for appropriate refund see below details.

Requests for refunds must be made within 2 weeks of the students intended withdrawal date, unless otherwise stated.

### Full Refunds

A full refund only applies under the following conditions:-

1. If the qualification/module/unit of competency is cancelled or rescheduled to a time unsuitable to the student.
2. If WA Academy are in a position that they are not able to accommodate the student in a placement.

### Part Refunds

A partial refund is available under the following conditions:-

1. The student withdraws within 4 weeks of commencement.
2. The student withdraws prior to the delivery of 25% of the unit competency.

Note: A partial refund consists of a return of 100% of course fee, 50% of resource fee.

### Pro-rata Refund

A pro-rata refund is available if the student withdraws for reasons of personal circumstances that are beyond their control, namely:-

1. Serious Illness
2. Injury/Disability
3. Other exceptional reasons at the discretion of the accounts officer.

Note: In all of the above cases, relevant documentation is required, example medical certificate

While we appreciate that changes can occur in student's lives, either financially or personally, no circumstances will constitute any loss of responsibility towards the good financial status of your enrolment.

## **Commencement Day at WA Academy**

On your first attendance day at WA Academy please present to main reception on arrival so any outstanding requirements can be finalised. You will be directed to the student facilities for collection by your Trainer who will direct you to your class. Your welcome letter will advise your class start time and students are expected to arrive for class 10-15 mins early and wait in the lunch area for their lecturer.

## **Models**

All students are required to provide models as per the Training Package assessment requirements, for the practical components contained throughout all qualifications and units. On day 1 of your new unit your Trainer will outline the model requirements for assessment. Please check with your Trainer the training package rules in regard to utilising the same model for multiple assessments.

Models are required to be 15 years of age or over and any models participating in an assessment are required to pay a fee. Please understand that due to OH&S regulations and the restricted space available in the training rooms, only models, students and staff will be allowed into the training rooms. WA Academy can assist with models by providing contact details from our model book if required.

## **Student Equipment**

As part of your course of studies at WA Academy, you may require specific equipment. The student can purchase this equipment from WA Academy. Requirements are outlined on the course brochure prior to enrolment and on your unit outline once you commence your unit/qualification.

## **Student Lockers**

Whilst at WA Academy students will need to utilise the supplied lockers. Please see reception to discuss availability. Lockers are available on a first-in-basis. Please bring a padlock on your first day to secure your personal belongings in a locker. Utilising lockers is mandatory as no bags, mobiles or personal items other than learners guides, note books, stationary and water are permitted in class.

## **Mobile Phones**

Mobile phones are not permitted in class as they are disruptive to the 'user' and 'others' around them and impede learning. Mobile phones need to be switched off and on silent and left in the student's locker. If you are utilising your phone for model purposes you will need to undertake this activity in the student break area and NOT in the classroom, simulated salon environment or in the hallways.

## **Student Breaks and the Breakroom**

Breaks will vary depending on the course you are undertaking. If you are working in a salon, you may have to take your break at a time suitable to your bookings. All lunch breaks will be taken in 30 minute intervals.

Students may supply their own lunch having access to the fridge, microwave and kettle in the WA Academy student kitchen. We also have numerous local shops and lunch bars nearby. Food and drinks (other than water) are not permitted in the classrooms or salons at WA Academy. The lunchroom must be kept clean at all times. Students are responsible for ensuring all scraps and rubbish are placed in the bins provided. Students for OHS reasons must not congregate or sit on shopping centre walkways or areas.

## **Student Support Service**

Trainers and support staff at WA Academy have many years experience in the education field and can assist students with matters relating to their course. Students should approach their Trainer if they are experiencing difficulties in their course and where additional support is required the student will be referred to an appropriate staff member.

At any time students can make appointments through our Receptionist to meet with The Principal or the appropriate support team member to discuss any assistance they feel they may need. WA Academy will either arrange support and advice or refer the student to the appropriate person or organisation to assist them.

## **Welfare and Guidance**

The aim of WA Academy is to ensure every student has a positive experience and to monitor the care and welfare of students. Students who require additional support can access any of the following services and helplines. There is a range of services available to provide support and immediate response to people in crisis or in need of urgent medical care.

[https://www.healthywa.wa.gov.au/Articles/J\\_M/Mental-health-emergency](https://www.healthywa.wa.gov.au/Articles/J_M/Mental-health-emergency) [https://www.healthywa.wa.gov.au/Articles/A\\_E/Emergency-and-crisis-services](https://www.healthywa.wa.gov.au/Articles/A_E/Emergency-and-crisis-services)

### **Telephone Help Lines**

Metro callers – Phone 1300 555 788 (local call)

Peel callers – Free call 1800 676 822 (free from land line only)

Country callers – 1800 552 002 (RuralLink – free from land line only)

### **Other Emergency Contact Numbers**

Police, Fire, Ambulance 000

Suicide Call Back Service (external site) – 1300 659 467

Poisons Information Centre – 13 11 26

Lifeline (external site) – 13 11 14

Kids Helpline (external site) – 1800 551 800

Crisis Care (counselling, accommodation and food) – 9223 1111

### **If you need information or someone to talk to**

- Beyondblue (external site) – 1300 224 636
- Headspace (external site) – 1800 650 890
- Men’s Line Australia (external site) – 1300 789 978
- The Samaritans Crisis Line (external site) – Crisis Line: 135 247 and Youthline WA: 1800 198 313
- Post and Antenatal Depression Association of Australia (PANDA) HelpLine (external site) – 1300 726 306
- Multicultural Mental Health (external site) – 1300 136 289
- Alcohol and Drug Information Service (external site) – 9442 5000 or Country Toll Free 1800 198 024
- Sexual Assault Resource Centre (external site) – 1800 199 888
- YouthFocus (external site) – 6266 4333

## **Healthdirect**

Phone: 1800 022 222 (free from land line only)

## **Alcohol and Drug Support Service**

Alcohol and Drug Support Line (formerly the Alcohol and Drug Information Service/ADIS)

24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person's alcohol or drug use.

**Phone:** (08) 9442 5000 (metro callers) or 1800 198 024 (country callers)

**Email:** [alcoholdrugsupport@mhc.wa.gov.au](mailto:alcoholdrugsupport@mhc.wa.gov.au)

**Website:** Mental Health Commission (external site)

**Live chat:** Visit Alcohol. Think Again. (external site) or Drug Aware (external site)

## **Parent and Family Drug Support Line (formerly the Parent Drug Information Service/PDIS)**

24 hour 7 days a week, statewide counselling, information, referral and support for anyone concerned about a loved one's alcohol or drug use.

**Phone:** (08) 9442 5050 (metro callers) or 1800 653 203 (country callers)

**Email:** [alcoholdrugsupport@mhc.wa.gov.au](mailto:alcoholdrugsupport@mhc.wa.gov.au)

**Website:** Mental Health Commission (external site)

## **Ngala**

Phone: (08) 9368 9368

Outside metro area – Free call 1800 111 546 (free from land line only)

## **Samaritans Crisis Line (formerly Suicide Emergency Line – Country)**

Crisis Line: 135 247

Youthline WA: 1800 198 313

## **Sexual Assault Resource Centre (SARC)**

Phone: (08) 9340 1828 (crisis line 24 hours)

Outside metro area – Free call 1800 199 888 (free from a land line only)

## **Women and Newborn Drug and Alcohol Service (WANDAS)**

Phone: (08) 9340 1582 or 0414 892 753

# **Recognition of Prior Learning (RPL)**

## **What is Recognition of Prior Learning (RPL)?**

Recognition of Prior Learning (RPL) is an assessment only process that recognises competencies you currently have, regardless of how or where the learning occurred. This includes competencies attained through any combination of formal or informal training and education, work experience or general life experience.

In order to apply for recognition of prior learning in any unit you must provide evidence that addresses and meet the requirements for this unit. Your evidence may take a variety of forms and could include:

- Certificates and/or qualifications achieved
- References from past employers
- Testimonials from clients and previous work samples
- Substantiated Resume/Curriculum Vitae

To be able to grant RPL to proceed to assessment only bypassing the training element the assessor must be confident that the applicant is currently competent against all elements of competency within this unit and must ensure that submitted evidence is authentic, valid, reliable, current and sufficient.

## **Who Can Apply**

RPL is for full units only. If partial RPL is awarded for elements within a unit of competency, then the applicant must complete the other remaining elements to achieve the full unit.

## **How Does the RPL Process Work?**

The entire process is explained at the initial interview. Evidence that is presented by the applicant is matched to the performance criteria contained within the elements for the unit(s) applied for. The evidence is assessed using the following criteria:

- Is the prior learning relevant to the course and address the performance criteria specifically?
- Is the knowledge and skill current?
- Is it authentic and can be verified?
- Is the knowledge and skill appropriate to the level of the unit?

## **To Apply**

To apply for Recognition of Prior Learning the applicant will need to organise a meeting with the WA Academy Principal and complete the RPL Application

Form that is available from WA Academy and provide supporting evidence.

The WA Academy Principal will give advice to the applicant on completing the RPL Application Form and gathering reliable evidence. Applicants will be encouraged to discuss the requirements and the types of evidence they are considering presenting at the initial meeting. If approved the student will progress to undertake the theory knowledge questions onsite and if successful in demonstrating competency in the theory assessment, can proceed to the practical assessment process.

### **Credit Transfer (CT)**

Credit transfer is when a student has previously completed study and wishes to receive recognition for the previous study they have completed. This is so they can reduce the work they need to do in the qualification or course they are enrolling in.

Should you wish to apply for a credit transfer, please apply for this at the time of enrolment.

Issuing a credit does not involve any level of assessment. The only evidence collected is the certificate and statement of results from the student, or additional information that supports the study that was completed.

WA Academy will contact the issuing provider to check the authenticity of the certificate and ask them to verify the authenticity of the certificate.

### **National Recognition (NR)**

WA Academy accepts and provides credit to learners for units of competency that are deemed equivalent to units of study where these are evidenced by the following:

- AQF qualifications detailing relevant units of competency
- Statements of Attainments detailing relevant units of competency
- Authenticated VET transcripts issued by the Registrar
- Original documentation must be cited for this process to take place.

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

The National Reporting System informs the identification and description of underpinning English language, literacy and numeracy features and requirements within competency standards. The students LLN levels are expected to be equivalent to their level of study. If there is doubt from WA Academy on the appropriate level then testing will be required to determine the appropriate level of study. WA Academy's Enrolment Form Indicates students to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, you can contact the Enrolment Team to discuss your requirements.

## **Assessment**

WA Academy adheres to the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses. All practical and theoretical assessments are recorded in the relevant documentation. This document must remain in the possession of WA Academy. All final assessments will be marked,

C = Competent,

NYC = Not Yet Competent and

RPL = Recognition for Prior Learning.

WA Academy incorporates work which is completed unsupervised, such as take-home assignments, theory assessments, projects and workplace tasks, WA Academy will take precautions to ensure authenticity of these assessments.

WA Academy will utilise face-to-face opportunities (such as the observation of skills) to request further information during assessment for some of the questions. WA Academy will also take further precautions throughout the students learning and assessing to ensure authenticity of the assessments undertaken at home.

## **Assessment Re-sits**

Re-sits are required where a student has been deemed Not Yet Competent in a practical or theory assessment. Should a student be required to re-sit an assessment they will need to contact the WA Academy Enrolment Team and complete a Re-Sit Application Form. Students are required to make contact within 7 days of completion of their unit/course. Re-sit fees are applicable for assessments that are undertaken outside of the course time frame.

Re-sit Fees:

Theory assessment fee = No charge unless course finished 6 months prior

Practical assessment fee = \$120 per assessment if your qualification or unit has been fully delivered and you are taking a place in another class.

## **Ethical Marketing and Advertising**

WA Academy will adhere to the standards for ethical marketing and advertising and the correct use of National and State Territory logos.

## **Personal Belongings and Excess Cash**

WA Academy will take no responsibility for the loss of any personal valuables and strongly recommend that students do not bring any valuables or excess cash on to WA Academy premises. All personal belongings brought to WA Academy must be kept in a secured locker with a padlock provided by the student and must not be taken into class.



## **Privacy and Confidentiality**

WA Academy at all times will treat students' personal information, enrolment details, payment details and academic results with the utmost confidentiality and privacy.

## **Students Right to Access Records**

Students may have access to their personal records by request to the Enrolment Team or Trainer.

## **Cleaning**

All attendees of WA Academy are to follow the clean as you go principle, ensuring a clean and safe environment for all.

## **Absent/Sick Days**

Please contact reception as early as possible to inform WA Academy of your non-attendance. Students under 18 years of age must have a parent/guardian notify WA Academy of their non attendance.

## **Arrival and Departure Times**

If you are going to be late for a scheduled training session please phone ahead to inform WA Academy of your expected arrival time. Alternatively, should you need to leave early please inform your lecturer on arrival. Students under 18 years of age require parent/guardian consent.

## **Government Assistance/Centrelink**

You may be eligible for government assistance from Centrelink such as Youth Allowance or Study Allowances. Health Care Card holders may be eligible for a reduction in fees. Interested parties should consult Centrelink for further information.

