



# STUDENT HANDBOOK

© Version 1: RTO Standards 2025 - December 2025

RTO Provider 50384

The Bentley Professional Centre  
Suite 2, 1140 Albany Highway  
Bentley WA 6102

T: (08) 9356 2269  
[www.waacademy.com](http://www.waacademy.com)

ABN 28 266 397 567

#### DISCLAIMER

WA Academy endeavours to ensure that all information contained within this Student Handbook is accurate and current at the time of publication. However, changes to legislation, regulatory requirements, or national standards may occur from time to time. Such changes may impact the accuracy or currency of the information provided. WA Academy reserve the right to update or amend this handbook as necessary to reflect these changes. Students are encouraged to refer to the latest version available on the WA Academy website or contact WA Academy for the most up-to-date information.

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## Dear Student



On behalf of the entire WA Academy team, I extend a warm and sincere welcome. We are delighted you have chosen to study with us and look forward to supporting you throughout your educational journey.

With over two decades of experience in the training and education sector, WA Academy is committed to delivering high-quality, nationally recognised training that meets the rigorous standards of a Registered Training Organisation (RTO). Our programs are designed to not only meet, but exceed, industry expectations—equipping you with the skills, knowledge, and confidence to thrive in your chosen field.

We pride ourselves on fostering an inclusive, safe, and supportive learning environment. Our dedicated administrative staff, passionate trainers and assessors, and state-of-the-art purpose-built facilities are all here to help you succeed. We believe every student has unique potential, and we are committed to helping you realise yours.

As you begin your studies, we encourage you to familiarise yourself with our Student Handbook, which outlines key policies, procedures, and expectations. Approaching your studies with commitment, professionalism, and respect will ensure a positive experience for both yourself and your fellow students.

At WA Academy, our mission extends beyond delivering qualifications—we aim to empower you to become ‘work-ready’ through hands-on, industry-based training that blends strong theoretical foundations with practical experience. Whether your goals are to launch a new career, upskill, or pursue a personal passion, we are here to support you every step of the way.

We are proud to be part of your learning journey and look forward to celebrating your achievements as you work toward your goals. Your success is our success.

Once again, welcome to WA Academy. We are honoured to be part of your story.

Warm regards,  
Keryn Carter  
Principal – WA Academy

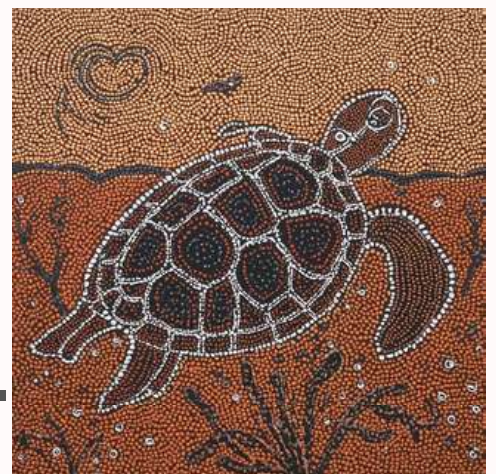
# WELCOME



# ACKNOWLEDGEMENT OF COUNTRY

WA Academy acknowledges the Whadjuk Noongar People, the Traditional Custodians of the land on which our Academy is located. We recognise and respect their enduring connection to the land, waters, and community, and we pay our respects to Elders past, present, and emerging.

We honour the rich cultural heritage and contributions of Aboriginal and Torres Strait Islander Peoples, and we support reconciliation through respect, inclusion, and shared understanding.



# MISSION STATEMENT

WA Academy is committed to providing comprehensive training and assessment aligned with the highest industry standards. Our goal is to support and motivate students to achieve excellence, develop confidence and proficiency in their chosen careers, guided by dedicated trainers and assessors who make meaningful impact. WA Academy values diversity and strives to accommodate individual student needs while consistently promoting social justice, inclusivity, and a supportive environment to ensure equitable learning for everyone.

# WELCOME TO WA ACADEMY

We are delighted to welcome you to WA Academy and hope your learning experience with us is both rewarding and inspiring.

WA Academy operates in accordance with the Standards for Registered Training Organisations (RTOs) 2025, ensuring that all training and assessment services are of the highest national standard. Our focus is on providing quality education that supports students in achieving their goals and prepares them for success in their chosen pathways.

Our operations are guided by integrity, professionalism, and a strong commitment to student support and continuous improvement. We maintain quality assurance across all areas of our work and continually monitor and evaluate our performance through feedback, audits, and review processes.



# OUR SERVICE COMMITMENT

WA Academy is dedicated to delivering high-quality training and assessment services that align with both industry standards and student expectations. Our commitment is reflected in our ongoing efforts to:

01

Provide training and assessment that align with current industry needs and emerging trends

02

Deliver innovative, engaging, and relevant educational experiences

03

Build and maintain strong relationships with students, supporting them throughout their learning and career journey

04

Offer flexible learning options to accommodate diverse needs and lifestyles

05

Create a supportive, inclusive, and respectful learning environment that encourages growth and achievement

06

Ensure all training is delivered by qualified trainers and assessors with relevant industry experience and expertise



07

Continuously monitor, evaluate, and improve our training and assessment practices to ensure excellence

08

Produce confident, competent, and work-ready graduates who make meaningful contributions to the community and industry

We are also committed to providing accurate, transparent, and accessible information about all courses, services, and policies to both prospective and current students. Our goal is to ensure that every learner is well-informed, supported, and empowered throughout their studies.

# OUR COMMITMENT TO OUR STUDENTS

## OUR COMMITMENT TO YOU

At WA Academy, we are committed to providing and upholding the highest standards of training and support. We look forward to guiding you throughout your learning journey and helping you develop the skills, knowledge, and confidence needed to succeed in your future career.

01

Providing a safe, respectful, and inclusive environment for all students and staff

02

Promoting excellence in education through practical, industry-focused training

03

Supporting your personal & professional development

04

Upholding fairness, transparency, and accountability in all aspects of our operations, including feedback and complaint resolution

# HANDBOOK OVERVIEW

Thank you for choosing WA Academy as your training provider. We are committed to delivering excellence in education and ensuring that your learning experience is both productive and rewarding. Our goal is to support you in achieving your academic and professional aspirations while preparing you to become work-ready for your chosen industry.

WA Academy is a leading Vocational Education and Training (VET) provider dedicated to maintaining the highest standards of training in a professional and supportive environment. As a student, you are expected to conduct yourself with maturity, respect, and consideration for others, contributing to a positive and inclusive learning community.

This Student Handbook has been designed to help you understand the key policies, procedures, and expectations that guide our operations and outline your responsibilities as a learner. It provides a comprehensive overview of the information you will need throughout your studies, including details about how training and assessment are delivered, the support available to you, and the standards that ensure a safe, fair, and high-quality learning experience.

Our policies and procedures reflect the principles of integrity, quality training, safety, and well-being, and are continually reviewed to ensure they meet evolving industry and educational standards.

WA Academy upholds the Standards for Registered Training Organisations (RTOs) 2025, ensuring that all training and assessment meet national quality benchmarks. We are responsible for the accurate and compliant issuance of Australian Qualifications Framework (AQF) certification, including Qualifications, Records of Achievement, and Statements of Attainment.

We are dedicated to fostering a supportive and engaging learning environment and look forward to working with you throughout your studies. On behalf of the WA Academy team, we wish you every success as you embark on your learning journey and in your future career.







## LOCATION & GETTING THERE

WA Academy's training facilities are situated at Suite 2, 1140 Albany Highway, Bentley WA 6102, within the Bentley Plaza Shopping Centre.



## PUBLIC TRANSPORT

**Bus Stop:** Albany Highway, located opposite Bentley Plaza Shopping Centre.

**Train Station:** Welshpool, approximately a 10 - 15 minute walk to WA Academy.

**Timetables:** For bus and train schedules, please visit the Transperth website at <https://www.transperth.wa.gov.au>

## PARKING

Parking is available for all students in the designated parking area at the front of WA Academy's training facilities, located within the Bentley Plaza Shopping Centre parking lot. Students are kindly requested to park in any available spaces within the first three (3) rows, as these are allocated for WA Academy students (please refer to the map).

Parking for students is provided free of charge.

## PARKING (CONTINUED)

To avoid receiving parking infringements, students must register their vehicles. Once registered, students will have access to complimentary, all-day parking without the need to display a ticket or permit.

Please be advised that students must park their vehicles in designated student parking bays. Vehicles not parked in these designated areas may be issued an infringement, as all other parking zones are subject to a three (3) hour parking limit and are monitored regularly.

Detailed instructions regarding the vehicle registration process will be included in your student welcome pack email.

Additionally, accessible parking bays for individuals with disabilities (ACROD) are available in the same area at the front of the training facilities.

The WA Academy assumes no liability or responsibility for any parking infringements incurred by students.

**Student parking bays are highlighted in orange**





## TRAINING ENVIRONMENT & FACILITIES

WA Academy is equipped with modern training facilities and equipment, including dedicated practical classrooms, treatment rooms, student clinics, and salon areas.

The facilities, equipment, and resources are designed to be safe, appropriate, and supportive of comprehensive and high quality training outcomes.

WA Academy's facilities comply with all requirements necessary to operate as a Registered Training Organisation (RTO) for the delivery of the SHB Hairdressing and Beauty Services Training Package, in alignment with industry standards.

WA Academy facilities include the following:

- Reception area
- Two (2) hairdressing classrooms/simulated salon areas including large basin area
- Four (4) beauty therapy classrooms/simulated salon areas including spa treatment area/wet room and spray tanning booths
- Two (2) make-up studio classrooms
- One (1) nail classroom including 5 pedicure spa chairs
- Student lunchroom area including kitchen facilities
- Student lockers
- Restroom facilities
- Administration offices
- Boardroom
- Free parking

## TRAINING RESOURCES

All students receive comprehensive training and assessment resources relevant to their qualification. These materials include, but are not limited to:

- WA Academy Student Handbook
- Skin Deep Learner Guides
- Skin Deep Policies and Procedures Manual
- Skin Deep PowerPoint Presentations

## TRAINING RESOURCES (CONTINUED)

- Skin Deep Knowledge Assessments, Performance Assessments, Assessment Observation Forms, Performance Benchmarks and Treatment Plans
- Supplementary handouts related to industry-specific suppliers and their product ranges
- Instructional Educational Videos
- All necessary products, equipment, student kits (where applicable), and materials required for classroom activities.

## SUPERSEDED TRAINING PRODUCTS

When a training product within WA Academy's scope of training is superseded, students are:

- Informed promptly, including prior to enrolment, to ensure there is no disruption to their studies.
- Not enrolled in training products that have been removed or deleted from the National Training Package register, nor in those that are set to expire before the completion of their qualification.
- Supported in completing the current training product within the teach-out period or transitioning to its replacement training product. Students are advised of the equivalent and non-equivalent units of competency, as well as any additional units required to complete their qualification.









## TRAINING & ASSESSMENT

As a Registered Training Organisation, WA Academy conducts training and assessment in accordance with the requirements of the National Training Package, Vocational Education & Training Acts and Regulations, Standards for RTO's 2025, VET Quality Framework and industry expectations and requirements.

All assessments undertaken at WA Academy are competency-based. This means that our training and assessment activities focus on the student's ability to apply relevant skills and knowledge to perform assessment tasks to the training package requirements and industry standards.

The skills and knowledge required for each unit are outlined in what are referred to as Units of Competency. WA Academy delivers a combination of core and elective units to ensure each qualification meets the standards and requirements of the Training Package.

To achieve competency in any unit, students must demonstrate the ability to perform the required skills and demonstrate the necessary knowledge across a variety of situations and environments. This may include assessments conducted in a classroom setting, simulated salon environment, and theoretical knowledge questions.

WA Academy's trainer and assessors will gather evidence of a students' skills to confirm that they possess the necessary knowledge and can perform the specified tasks to the required standard over a designated time period. Assessment criteria and conditions are clearly stated in assessment paperwork and Performance Benchmarks which Trainers discuss with students prior to assessment ensuring that all students are aware of the assessment requirements needed to achieve competency. The evidence collected during an assessment must demonstrate the following:

- The ability to perform tasks to the industry standard and timing.
- An understanding of why tasks should be performed in specific ways.
- The students' capacity to manage unexpected issues or problems.
- The ability to work effectively within a team.

## TRAINING & ASSESSMENT (CONTINUED)

- The students' competence to multitask, such as performing tasks while adhering to health and safety requirements.
- Knowledge of relevant industry or workplace legislation, rules, and procedures.

In some cases, the assessment is holistic in that it may integrate a number of tasks that make up a competency. The student will be made aware of how the assessment will be carried out by the Performance Benchmark Guidelines.

Simulated practical assessments such as role plays may be required to demonstrate skills that are not a common occurrence.

Upon completion of an assessment, verbal feedback will be given to the student by the assessor stating the outcome of the assessment and all relevant tracking paperwork will be completed.

Competency-based training and assessment are designed to provide the student with every opportunity to develop the necessary competencies. If the evidence and or performance does not meet the assessment criteria or benchmarks, the assessor will provide feedback and may suggest additional support, followed by the opportunity to re-sit the assessment when ready.

All assessments are carried out by a qualified assessor and are designed to ensure that each students' performance is assessed against the competencies set out in the Training Package.

WA Academy incorporates the following assessment strategies to undertake the assessment of each students' skills against assessment criteria:

- Knowledge assessment
- Practical observation assessment
- Performance assessment
- Research task assessment, observation forms, role plays and case studies (where applicable)
- Logbooks (where applicable)
- Presentations

## SELF-DIRECTED HOME STUDY

Self-directed home study is an integral part of each students learning journey. It is recommended that students dedicate the appropriate hours per week to independent study. This is undertaken by the student, outside of scheduled class hours and is to undertake activities that include prescribed reading of learner guides, completing knowledge assessments and performance assessments and engaging in general revision. The exact amount of time required may vary depending on the individual student and their enrolled qualification; Please refer to the Unit Outline for the recommended number of study hours for each unit.

# ASSESSMENT PROCEDURES

At WA Academy, knowledge assessments must be submitted to your trainer by the due date specified in the Unit Outline.

You must achieve competency in all knowledge assessment questions to be “Satisfactory” and having met the assessment requirements.

## ASSESSMENT OUTCOMES

S Satisfactory  
NS Not Satisfactory

A student will be awarded competency (C) on completion of all elements of the unit when all assessments tasks and criteria have been completed satisfactorily, which includes providing any supporting assessment evidence.

If a student fails to satisfactorily complete all assessment tasks in a unit of competency they will receive an outcome of (NYC) ‘Not Yet Competent’. The student will have the opportunity to then undertake an assessment resit.

## UNIT OUTCOMES

C Competent  
NYC Not Yet Competent  
RPL Recognition of Prior Learning  
CT Credit Transfer

If a student does not agree with the assessment outcome or believes the assessment process is not correct, they can appeal, utilising the Assessment Appeals Form.

## PRINCIPLES OF ASSESSMENT

Assessments will be conducted in accordance with the following principles of assessment.

### Fairness

The individual learner’s needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Adjustments must not compromise the integrity of the training product or assessment requirements.

### Flexibility

Assessment is flexible to the individual learner by:

- Assessing competencies held by the learner regardless of how or where they acquired those skills; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

# PRINCIPLES OF ASSESSMENT (CONTINUED)

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.

## Validity

## Reliability

Assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

## RULES OF EVIDENCE

WA Academy is required to ensure that all evidence provided by learners, as proof of their competency, meets the following rules of evidence.

## Validity

The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.

## Sufficiency

The assessor must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.

## RULES OF EVIDENCE (CONTINUED)

### Authenticity

The assessor must be assured that the evidence presented for assessment is the student's own work.

### Currency

The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## RE-ASSESSMENT (RESIT)

If you are assessed as “Not Satisfactory” in any assessment activity—whether practical assessment or theoretical knowledge—you will have the opportunity to undertake a re-assessment (resit). Re-assessment may occur during designated resit periods listed in your unit outline or can be scheduled through the ‘Student Resit’ portal on the WA Academy website.

## RE-ASSESSMENT (RESIT) FEE

Please note that if the re-assessment (resit) is not completed within your scheduled course timeframe and falls outside this period, applicable fees will be charged.

Knowledge questions assessment fee - no charge unless course completed more than (6) six months prior.

Failure to arrive to a scheduled re-assessment (re-sit) booking will result in a \$120 resit fee being charged for your next resit.

Practical assessment fee - \$120 per day

## MISSED ASSESSMENTS

Students are expected to attend all classes and complete all assessments. If an assessment is missed, a medical certificate may be required. An excessive number of missed classes and assessments may require re-enrolment in the entire unit, as it may be considered that your ability to successfully complete the unit has been affected. Additional charges may also apply in such cases and is subject to timetable availability.



# REASONABLE ADJUSTMENT

WA Academy is committed to providing comprehensive training and assessment and ensuring that all students have equal access to education and training opportunities. WA Academy values diversity and strives to accommodate individual student needs while consistently promoting social justice, inclusivity, and a supportive learning environment to ensure equitable learning for everyone.

Reasonable adjustments are modifications or accommodations made to ensure that students with disabilities or specific needs can successfully participate in training and assessment processes. These adjustments may include providing additional time for assessments, offering adjustments in assessment submissions or allowing for the presence of a support worker. The goal is to create an inclusive learning environment where every student can succeed. At enrolment, the Principal will ascertain the special needs of a student both for training and assessment so that WA Academy can take appropriate action to assist the student. If a student requires any reasonable adjustments during their enrolment period, they are to contact the Principal to discuss their needs and arrange appropriate accommodations.

## How it Works:

- 1. Learner Discloses Need:** The student identifies and communicates their disability or need to WA Academy.
- 2. Consultation:** WA Academy consults with the learner and trainers to discuss their needs and potential adjustments.
- 3. Adjustment Implementation:** The agreed-upon adjustments are made to the assessment tasks or the learning environment.
- 4. Competence Assessment:** The student is assessed using the adjusted methods, demonstrating their skills on the same basis as other students.

# TYPES OF CERTIFICATION

WA Academy issues three (3) types of certification, in accordance with its approved scope of registration. Certifications are awarded based on student achievement and compliance with the relevant standards under the Australian Qualifications Framework (AQF), where applicable.

## 1. Qualification

Issued under the AQF for nationally recognised training. A full qualification is awarded only when a student has been assessed as competent in all required units of competency that comprise the qualification.

## 2. Record of Results

Accompanies an AQF qualification and lists all units of competency that have been successfully completed as part of the qualification.

## 3. Statement of Attainment (SOA)

Issued under the AQF for nationally recognised training when a student has been assessed as competent in one or more individual units of competency.

## Certificate Distribution and Conditions

- Certificates will be mailed only to the postal address listed on the student's profile in our Student Management System. It is the student's responsibility to ensure that their contact details are accurate and up to date.
- Certificates will not be released to third parties without the student's prior written consent.
- A \$50 fee applies for the issuance of duplicate or replacement certificates.
- An additional \$100 archive retrieval fee applies for accessing and reproducing paper-based records from archived files.

# WA ACADEMY ACADEMIC INTEGRITY STANDARDS

WA Academy is committed to maintaining high standards of training and assessment. To uphold this commitment, the following academic integrity standards apply:

- Participate honestly and with integrity in all learning and training activities.
- Ensure all assessment submissions are your own work; plagiarism, collusion or submission of work completed by another person is strictly prohibited.
- Complete assessments individually, and refrain from collaborating with others.
- Refrain from using artificial intelligence (AI) software, such as Chat GPT or similar, to complete knowledge question assessments. Instead, use only the resources provided by WA Academy, including Skin Deep learner guides and the policies and procedures manual.
- Protect and secure your work to prevent unauthorised copying or misuse.

## **Responsibility of Trainers & Assessors**

Trainers and Assessors are responsible for upholding these standards and verifying the authenticity of each student's work, ensuring it is their own.

## **Consequences of Academic Misconduct**

Any instance of collusion or plagiarism will be treated as academic misconduct. Such cases may prompt a formal investigation by the Principal, which could result in the requirement to redo the assessment and/or the initiation of disciplinary procedures.

# STUDENT ENGAGEMENT & PROGRESSION

WA Academy monitors and supports student engagement, retention, progression and completion levels to ensure students can complete their studies within the specified course duration. This monitoring system also ensures that all students have access to appropriate training support and that students' needs are identified and addressed to enable progression through training and assessment.

The system is based on the understanding that:

- Students are primarily responsible for managing their own academic success including understanding and meeting the assessment and progression requirements of their course.
- The role played by trainers and support staff is critical in enabling students' success.
- WA Academy ensures that the necessary tools are available for students to monitor their progression and provides timely and constructive feedback on assessment tasks.
- Students deemed to be making insufficient academic progress will be identified as "at risk".
- "At Risk" students will be advised of their status in a timely manner and an intervention strategy implemented to ensure future success.

Satisfactory course progress requires that the student has participated in the delivery of training and achieved all required assessments.

WA Academy retains evidence of student's attendance in scheduled classes in order to demonstrate that students are satisfactorily and actively participating in training.

# STUDENT ENGAGEMENT & PROGRESSION (CONTINUED)

Identifying a student as being 'at risk' of making unsatisfactory progress may involve the observation of the following indicators:

- Inconsistent attendance or limited engagement during class sessions.
- Failure to complete and achieve assessment tasks within designated timeframes.
- Insufficient completion of self-directed study required to meet assessment requirements outside scheduled class times.
- Evident difficulties impacting the student's academic performance, both theoretical and practical.

WA Academy will implement the following strategies to assist a student with their academic progress and attendance:

- Monitor and assess course attendance, participation and progress of all students.
- Proactively inform and provide guidance to students who are at risk of not meeting progression requirements and as applicable the parent/guardian of those that are under 18 years of age.
- Support students identified as being 'at risk' of non-completion through the implementation of targeted intervention strategies.





## ENTRY & ENROLMENT PROCESS

All prospective students are invited to attend a one-on-one information session and tour of WA Academy, or alternatively contact us via phone or email to discuss any course or enrolment queries before an enrolment is processed. During this inquiry process, prospective students will receive detailed information about the course, including:

- Course content, duration, delivery modes, and commencement dates.
- Training support services
- Fees, payment terms, and financial policies.

The aim of the pre-enrolment process is to:

- Provide sufficient information to prospective students to ensure that they make informed decisions regarding enrolment with WA Academy.
- Determine whether the qualification is appropriate for the student.
- Ensure the student meets the entry requirements.
- Identify the student's prior learning, skills, and experience.
- Information regarding any Recognition of Prior Learning (RPL) application submitted by the student, including evidence.
- Information regarding any Credit Transfer application submitted by the student, including evidence.
- Ensure that all prospective students have the appropriate level of Language Literacy, Numeracy & Digital (LLND) skills to successfully complete the qualification level selected and alternatively direct them to the appropriate level.
- Identify disabilities that need to be considered for the desired qualification.
- Identify if the student requires any additional support needs.
- Any matters the student may wish to raise related to course participation and completion of qualification.

To enrol in a course with WA Academy, you must be at least 15 years of age or older.

STUDYING WITH  
WA ACADEMY



## ENTRY & ENROLMENT PROCESS (CONTINUED)

If a prospective student is under 18 years of age at the time of enrolment, a parent or guardian is required to agree to and co-sign the student's enrolment form.

Prospective students who are of school age and wish to undertake full-time study with WA Academy are required to complete either an Exemption or a Notice of Arrangements (NOA) in accordance with regulatory and education authority requirements. This ensures that their enrolment complies with compulsory schooling obligations and provides clarity regarding the student's educational arrangements. Completion of the appropriate documentation is mandatory prior to commencement of studies.

## LANGUAGE, LITERACY, NUMERACY & DIGITAL (LLND) ENTRY REQUIREMENTS

As a requirement of the student entry procedure, students may have to undertake a Language Literacy, Numeracy and Digital (LLND) assessment.

A LLND test is an assessment that evaluates a prospective student's foundational skills in reading, writing, communication, mathematics and digital. The primary purpose of the test is to identify potential learning support needs and ensure a student has the necessary skills to succeed in a course or vocational training, with results used for academic eligibility. The tests assess core skills like reading, writing, oral communication, and numeracy, based on frameworks such as the Australian Core Skills Framework (ACSF).

A prospective student may be required to complete a LLND assessment to assess their suitability and capacity to undertake the course to ensure they have an ACSF level at or above the required 'Exit level' for their chosen course.

To successfully complete their studies, learners are expected to have a foundational understanding of the following core skills:

### **Reading and Writing**

Learners must be able to read, comprehend, and produce a variety of written texts in English across different contexts and formats.

### **Oral Communication**

Learners should be capable of understanding and responding to spoken English language, including unfamiliar vocabulary and concepts, in a range of settings.

### **Numeracy and Mathematics**

Learners need a basic understanding of mathematical concepts, including the ability to interpret and use measurements, graphs, simple statistics, maps, and directions. An introductory knowledge of formulae and problem-solving strategies is also required.

# LANGUAGE, LITERACY, NUMERACY & DIGITAL (LLND) ENTRY REQUIREMENTS (CONTINUED)

Exemptions from undertaking the LLND assessment are granted to applicants who meet specific academic criteria, including:

- Completion of Year 12
- Enrolment in an entry-level course
- Prior completion of a course at WA Academy or other Registered Training Organisation/TAFE at one level below the current level of enrolment.

The results of the LLND assessment enables WA Academy to provide advice about the appropriateness of the training to meet a student's needs prior to enrolment.

Results from the LLND assessment will be communicated as follows:

- The student will receive their results via email promptly after the assessment.
- The Enrolment Officer and Principal of WA Academy will be notified of the assessment results.
- A copy of the results will be securely stored in the Student Management System within the student's file as part of their enrolment documentation.

If a prospective student does not have the necessary skills and competencies to successfully engage with the desired qualification, WA Academy will advise the individual regarding the suitability of the training program and make alternate recommendations.

Additionally, WA Academy can recommend relevant support services, including but not limited to:

- Language, Literacy, and Numeracy support groups
- Reasonable adjustments, where applicable adhering to all RTO standards
- Additional Trainer support and guidance
- LLN Study Support Sessions

# STUDY SESSIONS (KNOWLEDGE QUESTIONS & PERFORMANCE ASSESSMENTS ASSISTANCE)

Study Sessions are provided to assist students who require additional support in completing knowledge questions, assessment corrections, or course-related study tasks. These sessions offer a structured and supportive environment where students can seek academic guidance, enhance their understanding of course material, and develop effective study techniques.

The purpose of the Study Sessions is to:

- Provide academic assistance with theory components and assessment requirements
- Support students in identifying and addressing areas for improvement
- Encourage collaboration and shared learning among students
- Promote efficient study habits and time management skills

## Schedule

- **Frequency:** Every second Friday throughout the calendar year
- **Time:** 10:00 am – 1:00 pm
- **Location:** WA Academy Boardroom

## Booking Procedure

- Students must book in advance by emailing [reception@waacademy.com](mailto:reception@waacademy.com) to confirm available dates.
- Bookings are essential to secure a place in each session.
- A minimum of four (4) student bookings is required for each session to proceed. However if this minimum is not reached, an alternative option will be provided.

## Student Requirements

Students attending a Study Session are encouraged to:

- Bring relevant study materials, including notes, learner guides, and assessment tasks.
- Bring suitable snacks or refreshments to maintain concentration during the session.
- Wear comfortable clothing (uniform is not required).

## Guidelines for Participation

To gain the maximum benefit from each session, students should:

- Arrive on time and be prepared to engage in study activities.
- Identify specific topics or questions they require assistance with prior to attending.
- Actively participate and collaborate respectfully with peers and facilitators.
- Maintain a professional and focused approach throughout the session.

# UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a lifelong, unique reference number consisting of 10 letters and numbers that provides access to an online digital record of your nationally recognised Australian training and education achievements since 2015. The USI is compulsory for students enrolled in nationally recognised vocational education and training (VET) or higher education studies in Australia to ensure they can access their results and graduate successfully. You can create your USI online using a valid Australian form of identification. Once established, your USI remains with you for life, meaning you only need to obtain it once.

If you have undertaken a VET course since 2015, including courses completed while at school, you will already have an existing USI.

Please note that without a USI, you will be unable to receive your statement of attainment or record of achievement upon completion of your studies.

Your USI must be submitted either at the time of enrolment or, at the latest, by the first day of attendance at your classes.

## How do I create or find my Unique Student Identifier (USI)?

1. **Visit the USI Website:** Go to the official Unique Student Identifier website.
2. **Create Your USI:** Follow the instructions to create your USI online.
3. **Provide ID:** You will need a valid form of Australian identification to verify your identity, such as a driver's licence or passport.
4. **Share with your Provider:** Once you have your USI, share it with your education or training provider so they can record it on your student record.
5. **Find Your USI:** If you have previously created a USI follow the instructions to find your USI online.

Someone can create a USI on your behalf, as long as they have your permission to do so and meet one of the roles or relationships outlined by the office of the Student Identifiers Registrar.

## Validation and verification of your USI

Submitting an invalid USI results in the same outcome as failing to submit one entirely. Therefore, it is essential to complete the process carefully and make any necessary amendments as required.

Should there be any issues with validation or verification following your submission, we will contact you to provide guidance.

## Check your USI number is correct

To ensure your USI is accepted as valid when submitting to WA Academy, please verify the following:

- The USI is entered exactly as it appears in the USI registry.
- No spaces or special characters are included in the submission.
- The USI provided belongs to you.
- The USI is clear and legible.





# ORIENTATION

An orientation is conducted for each new student on the first day of their course by their Trainer. During this orientation, students are given a comprehensive tour of WA Academy's facilities and given specific information relating to emergency procedures, health & safety and relevant policies and procedures for their training.

Prior to the orientation, each student receives a welcome pack via email which contains information pertaining to their course, along with a copy of the Student Handbook.

WA Academy offers pre-commencement tours and meetings to help students become familiar with the campus and feel confident before beginning their studies. Please contact us to arrange a convenient appointment.

# HOURS AND ATTENDANCE

The attendance hours for each student, including any additional self-directed study and assessment times, will vary depending on the qualification and the delivery mode. Students are encouraged to refer to their individual timetable, training plan and qualification/unit outlines for detailed information.

WA Academy's Reception and Administration team are available Monday to Friday, from 8:30am to 5:00pm, to assist with general enquiries.

Students are advised to arrive 10 to 15 minutes prior to the start of their scheduled class.

For safety reasons, it is essential for Trainers to be aware of all students' whereabouts at all times whilst in attendance at a class. If a student needs to leave WA Academy early for any reason, they should notify their Trainer in advance, ensuring they sign out and their early departure is recorded on file.

If a student is unable to attend class or will be arriving late, they are required to contact WA Academy between 8:30am and 9:30am via telephone (preferred) or email, regardless of the reason for the absence.

Students under the age of 18 must obtain parent or guardian consent if arriving late, leaving early, or being absent from class. Furthermore, a parent or legal guardian is required to notify the school by phone in the event that the student will be absent.

In the case of illness resulting in absence on a scheduled practical assessment day, the student must provide a medical certificate to substantiate their condition. This certificate should be emailed to the Enrolment Officer, who will retain the documentation in the student's file within the Student Management System. If there is no opportunity to complete the assessment within the current class unit outline, the student must complete an Assessment Resit Form to complete any missed assessments.

# UNIT OUTLINE & LESSON PLAN

Students will receive a Unit Outline or Lesson Plan from their Trainer on the first day of each unit. This document provides comprehensive details, including:

- The units of competence being delivered and assessed
- The aim of the unit
- Expected professional skills outcomes
- The structure of the delivery
- Required equipment and resources
- An outline of delivery and assessment, including scheduled practical assessment dates and times, and model requirements.
- A summary of assessments and expected outcomes
- Procedures regarding non-attendance at training and assessments
- Information on public holidays and scheduled break weeks

## SIMULATED SALON ENVIRONMENT

Certain units of competency require students to complete a minimum of 38 hours of structured workplace learning within a simulated salon environment. These hours, referred to as 'clinic hours,' are an essential component of the unit requirements and form part of the students' practical training.

WA Academy's simulated salon is open to the general public, allowing students to gain hands-on experience providing services to real clients in a professional setting. This provides students with valuable practical experience, including performing services, as well as exposure to other aspects of the salon environment such as client greeting, communication, and customer service.

Students are required to record all clinic hour activities and learning tasks in their logbook. Clinic hours are unpaid, and it is important to remember that these sessions are a compulsory part of their learning.

At all times, students are expected to maintain professional behaviour and conduct, demonstrating the standards and practices of the industry.

# MODEL REQUIREMENTS & INFORMATION

As part of the qualification requirements, students must complete practical assessments and practice sessions prior to formal assessment. These components are to be conducted on real paying clients/models to demonstrate competency across a range of techniques and client types.

Unless otherwise directed by the Trainer and Assessor, practical assessments may be performed on male or female clients.

Certain assessments require students to work with a variety of models to ensure experience with diverse hair, skin, and body types. WA Academy is obligated to comply with these assessment standards; however, it recognises that sourcing suitable models may present challenges for some students.

The following information is provided to assist students in meeting these requirements.

## WHO CAN BE A MODEL/CLIENT?

- Models 18 years of age or older who can provide informed consent for services; this is completed by the signing of an Indemnity Form.
- Models 15–17 years of age may participate only with pre-arranged written parental/legal guardian consent using the *Model Parental Consent Form*. This form is available in your Welcome Pack or from your Trainer and Assessor. The signed form must be submitted with your assessment paperwork.
- Models under the age of 15 years cannot be utilised at any time.

Models may include:

- Family members or relatives
- Friends
- Work colleagues
- Neighbours
- Model-swapping arrangements with other students

## MODEL REGISTER

WA Academy maintains a Model Register containing contact details of individuals who have registered their interest in being models on the WA Academy website.

This is available for students to access and call models:

- In electronic format (email request to: [reception@waacademy.com](mailto:reception@waacademy.com)), or
- In paper format at reception (paper copies must remain onsite).

## SOURCING MODELS VIA SOCIAL MEDIA

The following Facebook groups may be used to request models for assessments:

- *Perth WA Hair and Beauty Model Wanted!*
- *Hair and Beauty Models Perth*
- *Massage Skin and Beauty Models WANTED Perth WA*
- *PERTH HAIR/BEAUTY MODELS & BUSINESS PAGE*
- *Models Needer for Nails and Eyelash Extensions in WA*

These groups are **public and not operated by WA Academy**.

Our WA Academy Principal or designated staff member conducts **monthly reviews** to ensure content remains appropriate and safe.

# MODEL REQUIREMENTS & INFORMATION (CONTINUED)

## **Important: Students Under 16 Years of Age**

Due to current Australian online safety and social media platform regulations, students under 16 years of age must not create posts, manage accounts, or communicate directly with potential models on social media.

- A parent/legal guardian must post and communicate on the student's behalf.
- The parent/guardian should remain the main contact point for any communication, questions, or model bookings.

## **Students Aged 16–17**

Students aged 16–17 may use social media to source models under the current online safety and social media platform regulations, however:

- A parent/guardian is strongly encouraged to assist in monitoring interactions.
- No personal or identifying information (such as home address or private phone number) should be shared.

## **NEW AUSTRALIAN SOCIAL MEDIA & ONLINE SAFETY LAWS (Effective 10 December 2025)**

Under these regulations, all users posting online must:

- Ensure posts are truthful, respectful, and lawful
- Avoid sharing private personal information
- Obtain consent before sharing images or details of others
- Report any harassment, impersonation or inappropriate contact immediately

No student should:

- Arrange private or off-site meetings
- Share personal social media accounts unnecessarily
- Continue communication if they feel uncomfortable

Any concerns must be reported to the WA Academy Principal immediately.

## **MODEL ASSESSMENT FEE**

A \$5 model assessment fee applies to all models, as required by the National Training Package guidelines which specify that practical assessments must be conducted on a *paying client*.

Please note: clinic day models and hairdressing models separate price lists apply

## **ATTENDANCE REQUIREMENTS**

Models must:

- Arrive alone, with no accompanying persons.
- Children, including babies and toddlers are not permitted on site. Students are expected to inform their model of this requirement in advance.
- Arrive on time and remain for the full duration of the scheduled appointment.







## COURSE FEES

WA Academy charges fees for all training and assessment services. Detailed information regarding course fees, charges, and applicable terms and conditions can be found in the Course Brochure and Enrolment Form provided pre-enrolment.

The following guidelines apply to all enrolments:

- A minimum deposit is required to confirm and secure a place in the training program.
- A student payment record will be created for each enrolment, documenting all payments made.
- Students may request access to their payment records at any time by contacting the Enrolment Officer via email.
- All payments made towards course fees will be officially recorded and receipted.
- Outstanding fees must be paid in full prior to course completion, as per the agreed payment schedule provided at enrolment.

### Payment Plan – FFA PaySmart

WA Academy offers a flexible payment plan option through our direct debit provider, FFA PaySmart, allowing students to pay course fees progressively throughout the duration of their course.

Key points regarding the PaySmart arrangement:

- Students must sign a direct debit agreement with PaySmart as part of their enrolment.
- It is the student's responsibility to ensure sufficient funds are available in their nominated bank account or credit card to meet scheduled payments.
- In the event of a failed transaction due to insufficient funds or a declined payment, PaySmart will apply a \$15.00 late dishonour fee. This fee is a third-party administrative charge and is non-refundable.

Students are encouraged to view the PaySmart Product Disclosure Statement (PDS), which outlines all applicable fees, terms, and conditions.

# COURSE FEES (CONTINUED)

## Non-Payment of Fees

Failure to meet payment obligations may result in the following actions:

- If two (2) or more consecutive payments are missed, the student will be temporarily suspended from attending classes until the outstanding balance is resolved.
- Students may only resume classes once payment is made or written approval is granted by the Principal.
- Suspended pending resolution of outstanding payment issues or debt collection.

## Final Certification and Outstanding Fees

Students must ensure that all fees are fully paid prior to the issuance of any qualifications or certificates. WA Academy reserves the right to withhold certification until the student's account is settled in full.

# WA ACADEMY FEE FOR SERVICE ENROLMENT AGREEMENT: TERMS AND CONDITIONS - REFUNDS, FEES & DEFERMENTS

By enrolling in a course with WA Academy as a Fee-for-Service, Self-Funded, Non-Government-Funded student, you agree to the following terms and conditions relating to your fees, refunds, and enrolment obligations.

## 1. Withdrawal Before Course Commencement

If you withdraw PRIOR to the official course start date, a 25% cancellation fee will be applied. This fee covers administrative and processing costs incurred by WA Academy.

## 2. Course Fee Liability

Upon signing this agreement, you become legally responsible for the full course fee, regardless of attendance, completion, or withdrawal after the course has commenced.

No refund will be provided for withdrawals after the course has commenced, except where required under Australian Consumer Law or in exceptional circumstances, at the discretion of WA Academy.

## 3. Provider Default or Course Cancellation

If WA Academy is unable to deliver the course in full, a refund of portion of the unused tuition fees will be provided, or an alternative arrangement offered at no additional cost to student.

## 4. Late Payments

Fees not paid by the due date may result in:

- Suspension from classes or access to course materials until payment settled
- Referral to a debt collection agency if fees remain unpaid over 30 days

## 5. Final Payment Date

WA Academy will provide you with a final payment schedule. All fees must be paid in full by the agreed date to remain enrolled and eligible for assessments and certification.

# WA ACADEMY FEE FOR SERVICE ENROLMENT AGREEMENT: TERMS AND CONDITIONS - REFUNDS, FEES & DEFERMENTS (CONTINUED)

## 6. Non-Payment Consequences

If your account remains outstanding:

- You may be excluded from attending classes or accessing resources
- You will not be permitted to sit assessments, receive results, or be issued with a qualification.
- You will be liable for all debt recovery costs, including any collection agency commissions and legal fees

## 7. Deferment Policy

Requests to defer enrolment must:

- Be submitted in writing using the official Deferment Form and sent via email.
- Receive written approval from WA Academy via email. Students are required to continue attending classes until deferment has been officially approved.
- Be limited to a maximum period of 12 months. No extensions beyond this period will be granted under any circumstances.
- Each student is permitted one (1) deferment per qualification only

## 8. Complaints and Appeals

You have the right to access WA Academy's formal Complaints and Appeals Policy, which is fair, confidential, and free of charge. If you are dissatisfied with any aspect of your course or service, you are encouraged to raise your concerns through this process and as soon as the issue arises.

## 9. Privacy and Use of Personal Information

WA Academy collects and stores personal information in line with the Commonwealth Privacy Act 1988, Western Australian State Privacy and Responsible Information Sharing Act 2024 and government reporting requirements (AVETMISS). Your information may be shared with relevant government authorities as required but will not be disclosed to third parties without your consent.

## 10. Acknowledgement

By signing this agreement, you confirm that:

- You have received, read, and understand the course information and fee schedule
- You understand your obligations as a student of WA Academy
- You are aware of your rights under Australian Consumer Law and the Standards for RTO's 2025

# APPRENTICESHIP & TRAINEESHIP ENROLMENT & REFUND POLICY

Should you, as an Apprentice or Trainee who is Government Funded, wish to withdraw from WA Academy, withdrawal must be provided in written form to ensure that the student is eligible for appropriate refund see below details.

## **Full Refunds**

A full refund only applies under the following conditions for Apprentices and Trainees only:

1. The Apprentice/Trainee did not commence training at WA Academy.
2. If the qualification/module/unit of competency is cancelled or rescheduled to a time unsuitable to the student.
3. If WA Academy are in a position that they are not able to accommodate the student in a placement.

## **Pro-rata Refunds: Apprentice/Trainee only**

A pro-rata refund is available under the following conditions:

1. The Apprentice/Trainee withdraws prior to the unit census dates listed on their invoice.
  2. The Apprentice/Trainee withdraws prior to commencing unit.
- 
1. I should understand that delays in paying my fees may result in my exclusion from class.
  2. I understand that all my fees must be paid in full otherwise I will not be able to receive my qualification.
  3. I agree the college will calculate the final payment date and I will pay my fees in full by this date.
  4. 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.
  5. 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.
  6. By agreeing to this statement, I acknowledge that I understand students will use each other as models for practice whilst learning and I consent to participating in this practice. If I have any concerns or issues regarding being a model, I will communicate them before enrolling to explore alternative options.
  7. I understand the college cannot accept responsibility for any accident, injury damage or loss of property through negligent and or inappropriate behaviour.

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.



## STUDENT BEHAVIOUR

Students are expected to uphold high standards of conduct and appearance at all times, contributing positively to the reputation of WA Academy.

- Students must refrain from any form of physical or verbal abuse towards staff, fellow students, or members of the public.
- Inappropriate behaviours such as disruptive conduct, smoking, vaping or eating during class are prohibited.
- Students will not engage in inappropriate behaviour when wearing the WA Academy uniform.
- Aggressive behaviour, whether verbal, physical, or expressed via social media, will not be tolerated under any circumstances.
- Students are required to behave safely and responsibly when moving around the facilities and when using WA Academy's equipment.
- Discrimination of any kind is strictly forbidden.
- Bullying or harassment of any student, whether on campus, off campus, or through social media, is unacceptable and will result in disciplinary action and possible cancellation.
- Disruptive behaviours that hinder the learning environment for others are not permitted.
- Cheating, plagiarism, or any form of academic misconduct is strictly prohibited.

All students are expected to demonstrate professionalism and respect in all interactions to ensure a safe and conducive learning environment.

## CLASSROOM GUIDELINES

During theory and practical classes students are reminded to:

- Turn off mobile phones and store them securely in their student lockers.
- Follow the instructions provided by the trainer and actively participate in all classroom activities.
- Seek assistance or clarification whenever necessary.



## CLASSROOM GUIDELINES (CONTINUED)

- Demonstrate respect towards the trainer, fellow students, and staff at all times.
- Maintain a positive and cooperative attitude.
- Obtain prior permission from the trainer if it is necessary to leave the classroom.

## MOBILE PHONES

During class hours, students are required to store their mobile phones in their lockers, where they must be switched off or set to silent mode. Mobile phones are not permitted within the classroom, as they can be disruptive to both the user and others, thereby hindering the learning environment. Phone calls, text messages, and other forms of mobile communication should not be answered during class time.

Urgent calls can be received through the reception staff, who will relay messages accordingly.

If mobile phones are used for model purposes, these activities must take place in the student break area and are not permitted within the classroom, simulated salon environment, or hallways.

Exemptions:

- For the purpose of monitoring or managing a health condition.
- As part of a negotiated adjustment to a student's learning plan due to disability or learning difficulties.

All exemption requests must be submitted in writing and will be approved by the Principal of WA Academy.

## SMOKING & E-CIGARETTES

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

Smoking, including e-cigarettes (vaping) is not permitted on campus at WA Academy. Smoking is also not permitted along the front verandas at the entrance to the facilities and surrounding businesses or at the rear of the building.

For students who find it necessary to smoke in a break, they should use the designated smoking area at the adjacent shopping centre. Smokers are to ensure that all cigarette butts or other rubbish is placed in the receptacles provided.

WA Academy reminds students that the smell of smoke can detract from the quality of an experience for the client. WA Academy strongly suggests that the utmost care is taken to maintain personal hygiene after smoking, including washing your hands and brushing your teeth if required. Additionally, students are encouraged to use a light spray of perfume or body mist to ensure a fresh and pleasant presence, but it should never be overpowering or interfere with the client's experience.

# ALCOHOL, DRUGS AND ILLEGAL SUBSTANCES

WA Academy has a duty to ensure that all staff and students present themselves in a fit and responsible state for duty, free from the influence of alcohol or other illicit substances. The consumption of alcohol, drugs, or illegal substances on campus is strictly prohibited.

Students exhibiting signs of intoxication or under the influence of drugs will be considered unfit to continue their studies for the day and will be required to leave the premises immediately. A subsequent discussion with the Principal will be necessary prior to their return to campus.

Repeated violations related to the use of alcohol or drugs on campus will result in disciplinary measures. Additionally, any student found to be involved in the sale or distribution of alcohol, drugs, or illegal substances will face serious disciplinary action or possible intervention by authorities such as WA Police.

Individuals experiencing issues related to alcohol or drug use are strongly encouraged to seek professional support. A comprehensive list of support services can be found at the back of this document.

## PRESCRIPTION MEDICATION

If you have a medical condition requiring the use of prescription medication that may impact your safety, please inform WA Academy prior to commencing your classes. This will allow staff to provide appropriate support and assistance as needed. All information shared will be handled with strict confidentiality.

Additionally, it is recommended that you consult with your healthcare provider to assess whether your medication could affect your ability to participate in your studies.

Your medication should enable you to manage your condition safely without compromising your well-being or the safety of others.

## FOOD & DRINKS

No food is permitted in the classrooms without special approval.

Students are only permitted to take a water bottle into the classroom: no other drinks are allowed in the classrooms.

# GROOMING & APPEARANCE

All students are expected to uphold high standards of grooming at all times, including during classes, assessments, and clinic hours. It is essential that students dress appropriately and comply with occupational health and safety requirements. Adherence to these standards is a mandatory aspect of attendance at the WA Academy and is non-negotiable.

Grooming will be assessed during assessment observation periods and may influence assessment outcomes.

While some of the following guidelines specifically address female students, male students are equally required to maintain a neat and professional appearance at all times:

- Long hair must be tied back neatly and away from the face to project a professional image and to comply with occupational health and safety requirements.
- Hair accessories should be black and discreet, including headscarves which must be black.
- Footwear must be plain black with enclosed heels and toes; open-toe shoes, sling backs, strappy sandals, Uggs, or other inappropriate footwear are not permitted.
- Nails should be kept short, clean, and well-manicured.
- Acrylic or gel nails are acceptable if maintained at a short length and do not interfere with the client during any services or treatments.
- Minimal jewellery is permitted, provided it does not interfere with service delivery, the treatment process, or client experience.
- Students should be mindful of unpleasant odours resulting from perspiration or consumption of strongly scented foods or smoking.
- Uniforms must be washed daily to ensure cleanliness and are free of any odours.

Maintaining a professional appearance is essential to uphold the standards of the WA Academy and to foster a respectful and hygienic environment for all.

## UNIFORM REQUIREMENTS

All students are required to wear the WA Academy uniform during class sessions, work placements, and student clinic hours.

Specific uniform requirements are detailed in each student's Welcome Pack email, which is provided upon enrolment.

Students must wear black tailored dress pants or full-length black leggings (no logos or branding evident) in conjunction with the designated WA Academy uniform top.

The following articles of clothing are not permitted:

- Jeans
- Cargo pants
- Tracksuit pants
- Skirts
- Dresses
- Shorts
- Jumpers

## UNIFORM REQUIREMENTS (CONTINUED)

Students may wear a plain black long-sleeve top underneath their uniform top. Alternatively, they may purchase a cardigan featuring the WA Academy logo, available for purchase at the uniform shop.

Failure to adhere to the uniform policy will result in the issuance of a uniform breach form, and students will be ineligible to proceed with assessments until compliance is achieved.

## CLEANING DUTIES

All students are required to participate in cleaning duties of the classrooms they utilise at WA Academy. Each classroom must be thoroughly cleaned and tidied at the end of each lesson by the class that utilized it during the day.

Cleaning responsibilities may include sweeping and mopping floors, cleaning benchtops and sinks, wiping down products, sanitising equipment, and folding and storing towels and other linen.

Students are also responsible for assisting with the washing of towels and linen used during classes, utilizing the laundry facilities located on campus.

Furthermore, the student kitchen is a shared space that must be maintained in a clean and orderly condition at all times. This includes keeping the fridge, microwave, and sink area tidy and free of clutter.

Maintaining high standards of cleanliness in all work and training areas, including practical training classrooms and the student lunchroom, is essential. Specific responsibilities include:

- Disposing of or taking home any food items or containers left in the fridge at the end of the week, as these will be discarded.
- Regularly wiping surfaces to remove rubbish, spills, dust, and grime.
- Washing and returning cutlery and crockery after use; food should not be left unattended.
- Refraining from consuming food in classrooms or salons.
- Ensuring personal items are not left on tables.

Adherence to these standards is vital for a safe, hygienic, and professional environment.

## STUDENT LOCKERS, PERSONAL PROPERTY AND LOST PROPERTY

Items of your personal property (including clothing, footwear, bags, learner guides, mobile phones and paperwork) must not be stored around the campus, either in classrooms or shared spaces.

Student lockers are available for daily storage of your personal belongings. Please do not allow your property to accumulate as the student lockers are available for daily use, so bring in only what you need for classes and take your belongings home at the end of each day.

# **STUDENT LOCKERS, PERSONAL PROPERTY AND LOST PROPERTY (CONTINUED)**

Students are required to supply their own padlock for use on the lockers so their belongings remain safely locked away during their classes. Lockers must be cleared at the end of each day, as they are shared and used by other students daily.

Padlocks will be cut off and locker contents removed every four (4) weeks if lockers are not cleared as required.

For reasons of safety, placing items on top of lockers is strictly prohibited, and nothing is to be left on the floor of the student lunchroom or locker area. Items left on the floor or on top of lockers are liable to be disposed of at any time.

Please avoid keeping perishable food or items in your locker.

Do not leave your bag or personal belongings unattended on campus. Any valuable personal belongings should be kept in your locker. WA Academy cannot accept responsibility for lost or stolen belongings.

Any goods or items left in lockers or communal student areas will be placed in the student lost property. If any items are not claimed within for (4) weeks they will be removed and disposed of.

## **RESTROOM FACILITIES**

WA Academy provides restroom facilities that are regularly maintained by cleaning staff and are accessible to all students.

If you find the facilities in an unacceptable condition, please notify a WA Academy team member.

Students are expected to leave the facilities clean and orderly after use.

Any inappropriate behaviour, including misconduct within the restroom, acts of vandalism or smoking/vaping will not be tolerated.

Only one student is permitted per cubicle at any given time.







## COMPLAINTS AND APPEALS POLICY

At WA Academy your overall experience and wellbeing is our priority. We are here to support you, and we encourage open communication to help resolve any concerns you may have.

If you are facing a problem or challenges with an assessment or with any aspect of student life, we are committed to ensuring that you are heard and that your concerns are addressed in a prompt, confidential and compassionate manner.

Our goal is to provide a positive resolution that supports both your academic success and your overall well-being.

WA Academy values every student and we're here to guide and support you every step of the way.

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 Procedures are designed to manage and respond to allegations concerning:

- The RTO, including its trainers, assessors, or other staff members;
- Students enrolled with WA Academy.

Key aspects of WA Academy's Complaints and Appeals Policy include:

- Public accessibility of the policy;
- Clear procedures for lodging complaints and submitting appeals;
- Prompt acknowledgment of complaints and appeals in writing, with efforts to resolve them as promptly as possible;
- Provision for review by an independent, appropriately qualified consultant upon request, should initial processes not resolve the matter.

# COMPLAINTS AND APPEALS POLICY

# COMPLAINTS AND APPEALS POLICY (CONTINUED)

The policy ensures that:

- An environment of open communication is used, where feedback and complaints are encouraged as opportunities for ongoing learning and improvement. No student will face discrimination or become disadvantaged for raising concerns in good faith;
- Feedback and complaints can be made regarding any aspect of WA Academy's operations;
- All complaints are managed in accordance with natural justice and procedural fairness principles, ensuring complainants are not disadvantaged;
- WA Academy commits to responding to all complaints, grievances, and appeals in a timely, fair, and equitable manner.

WA Academy aims to respond to complaints and/or appeals within seven (7) days. If it is anticipated that the process may exceed 60 calendar days, WA Academy will:

- Notify the complainant or appellant in writing, providing reasons for the extended timeframe; and
- Provide regular updates on the progress of the matter.

Additionally, WA Academy:

- Maintains secure records of all complaints and appeals, along with their outcomes;
- Identifies potential causes of complaints and appeals and takes appropriate corrective actions to prevent recurrence, supporting its commitment to continuous improvement.

There are no fees for students to access the Complaints and Appeals process.

Whenever possible, the underlying causes of complaints are identified, and appropriate improvements are implemented to policies, procedures, training, or services. Where appropriate, follow-up communication is conducted with the complainant to confirm their satisfaction with the resolution and to ensure the matter is fully addressed.

Complaints are incorporated into the WA Academy's Continuous Improvement Plan to facilitate ongoing quality enhancement.

The below information and flowchart in accordance with WA Academy Complaints and Appeals Policy can help you understand the process.

# WA Academy Student Complaints and Appeals Process

## Step one

Student speaks to Lecturer or Enrolment Officer in regard to their issue. Student is supplied with a complaints or appeal form to complete. Complaint is acknowledged and recorded.

ISSUE ARISES



RESOLVED

YES



## Step two

Student is referred to the Principal to further assist with their issue. Principal will record the outcome of the complaint and provide written feedback to all parties within policy timeframes.



RESOLVED

YES



## Step three

The complaint or appeal will be reviewed by an independent consultant at WA Academy's expense.  
The result of which will be supplied in writing to all parties.



RESOLVED

YES



## Step four

If complaint or appeal is still unresolved, WA Academy will refer the student to the appropriate Governing Body.



COMPLAINT RESOLVED



## DISCIPLINARY PROCEDURE - GENERAL MISCONDUCT

WA Academy strives to provide a safe and supportive learning environment where all students irrespective of age or background are supported to achieve their learning outcomes. The Policies and Procedures in this handbook are in place and are important to support this process.

If a student is unable to abide by WA Academy's rules and regulations, then they may be requested to not return to WA Academy's premises and their training contract will cease.

General misconduct encompasses any behaviour that:

- Violates any legislation or regulations.
- Breaches the policies and procedures outlined in this handbook;
- Acts dishonestly or fails to comply with the terms and conditions of enrolment;
- Obstructs or impedes any staff member in the performance of their duties;
- Alters, falsifies, or manipulates documents or records;
- Harasses, intimidates, or bullies other students, staff, visitors to WA Academy, or any individual engaged in activities at WA Academy, on the grounds of race, ethnicity, national origin, sex, marital status, sexual orientation, disability, age, political beliefs, religious convictions, or for any other reason;
- Steals, damages, or intentionally destroys property belonging to WA Academy;
- Engages in any conduct that endangers the safety or health of others at WA Academy;
- Is under the influence of prohibited drugs, substances, or alcohol;
- Possesses dangerous items or banned substances.

Additionally, acts of malicious damage to property or theft will lead to immediate termination of the training agreement.







## DEFERMENT OF STUDIES

At WA Academy, we recognise that unforeseen circumstances may arise, requiring students to postpone their studies. A deferment of studies can be requested either prior to the commencement of a course or during the progression of a unit or qualification.

### **Eligibility and Conditions**

Students may apply for a deferment due to compassionate or compelling circumstances. These are generally situations beyond the student's control that are new since enrolment and significantly impact their course progress or wellbeing.

The maximum period for deferment is 12 months. Students may resume their studies at any point within this period. If a student does not return after the 12-month deferment window, their enrolment will be withdrawn.

Please note that each student is permitted only one (1) deferment per qualification.

### **Financial Considerations**

During the deferment period, all course fees and charges will continue to remain payable. Students are responsible for monitoring and addressing any outstanding financial obligations to avoid complications upon resumption or cancellation of the enrolment.

### **Approval Process**

WA Academy reserves the right to approve or decline any deferment request. All documentation, including the reasons for the request, will be maintained confidentially in the student's file.

A Deferment Request Form is used to assess eligibility and outline the conditions under which a deferment may be granted.

# DEFERMENT OF STUDIES (CONTINUED)

## Prerequisites for Application

Before submitting an application, students should ensure:

1. Course fee payments are up-to-date and remain active during the deferment period.
2. Deferment requests are assessed on a case-by-case basis; submission of the form does not guarantee approval.
3. The Training Package may be updated during the absence, which could necessitate additional training or assessment upon return, especially if units have been superseded.
4. Supporting evidence or documentation of the circumstances is provided.
5. The enrolment period will be extended to include the deferment duration.

## Application Procedure

1. Complete the Deferment Request Application Form, clearly stating the reason for the deferment.
2. Attach supporting evidence demonstrating the change in circumstances since enrolment.
3. Submit the completed application form and supporting documentation.
4. Payment of the \$80 deferment fee is required upon submission of the application form.
5. Failure to pay the fee will result in the application being declined.
6. The outcome of the application will be communicated to the student in writing within five (5) business days.



## NATIONAL RECOGNITION: CREDIT TRANSFER POLICY

National recognition is the acknowledgment of learning attained through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any Registered Training Organisation (RTO) must be accepted and recognised by all other RTO's. This ensures a student is awarded the **same unit of competency** based on prior successful completion and certification.

At WA Academy, we define recognition of skills acquired through formal learning and assessment as credit transfer.

WA Academy grants credit for units of competency when evidence of prior achievement is provided through one of the following:

1. An AQF certification document issued by another RTO or an AQF-authorized issuing organisation; or
2. An authenticated VET transcript verified through the Learner Identifier Registrar.

This process allows students to have previously completed and certified units of competence recognised, enabling them to advance more efficiently toward their qualification.

### **Credit Transfer Policy and Procedure**

If you can provide appropriate evidence demonstrating that you have successfully completed a unit of competency at any Registered Training Organisation (RTO) or other authorised issuing body, WA Academy will grant credit for that unit. This process allows you to bypass re-study or reassessment for the completed unit(s), with the achievement officially recognised as a credit transfer against your current enrolment.

**To initiate a credit transfer for previously completed unit(s), please consult with our Course Advisor prior to enrolling.**

# NATIONAL RECOGNITION: CREDIT TRANSFER POLICY (CONTINUED)

## Credit Transfer Guidelines

The following guidelines apply to the credit transfer process:

- Any student enrolled or enrolling at WA Academy is eligible to apply for credit transfer for units within their current course or qualification.
- Credit transfer cannot be granted for units or qualifications that fall outside WA Academy's scope of registration.
- While applications for credit transfer can be made at any time, it is recommended to apply before commencing your course to streamline your pathway and avoid unnecessary repetition of training.
- Credit transfer is only available for complete units of competency.
- Credit transfer is completed using mapping documents to ensure the units are current and are not superseded.

## Credit Transfer Procedure

1. During enrolment, students should notify WA Academy if they have previously completed one or more units relevant to their intended course of study.
2. Students must provide original AQF certification documentation issued by another RTO or an authenticated VET transcript to support their application.
3. The Academy will make a photocopy of these original documents for our records.
4. The Principal will review the submitted documentation to verify direct equivalence for the units in question.
5. The Course Advisor will inform the student whether the units meet the credit transfer criteria.
6. WA Academy will verify the authenticity of the submitted documents by contacting the issuing RTO before granting credit.
7. Upon successful verification, the credit transfer will be recorded by the Enrolment Officer within the student management system.

This process ensures that all credit transfers are valid, accurate, and in accordance with RTO standards, supporting a students' efficient progression through their qualification.





## RECOGNITION OF PRIOR LEARNING (RPL) ASSESSMENT PROCESS

WA Academy recognises that individuals acquire skills and knowledge through varying methods, including formal education, paid employment, and informal training.

Your existing skills, knowledge, and industry experience may enable you to attain a recognised unit or qualification through the Recognition of Prior Learning (RPL) process. RPL offers a valuable opportunity to have your prior learning assessed and formally recognised within a nationally accredited framework. This process may allow you to accelerate your qualification pathway.

During the RPL assessment, an experienced assessor will collaborate with you to evaluate whether your skills meet industry standards and to identify any additional training requirements.

Engaging in RPL can significantly reduce the time needed to achieve your qualification, while also enhancing your career development prospects.

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

Recognition of Prior Learning (RPL) is a process by which a Registered Training Organisation (RTO) assesses an individual's existing skills and knowledge to determine if they meet current industry standards. This assessment acknowledges your learning, regardless of how, when, or where it was acquired.

RPL can enable you to attain a full or partial qualification and may also help identify any additional training required to complete your certification.

Whether you've gained skills through work, life experiences, training, or education— even if you haven't formally studied in a specific area— RPL provides an opportunity for your competencies to be officially recognised.

# RECOGNITION OF PRIOR LEARNING (RPL)

# RECOGNITION OF PRIOR LEARNING (RPL) ASSESSMENT PROCESS (CONTINUED)

## **Am I a Suitable Candidate for RPL?**

The RPL process may be suitable if you have:

- Industry work experience
- Formal training or qualifications
- Skills and knowledge acquired through employment
- Participation in short courses, workshops, or work-based learning
- Trade skills
- Paid or unpaid work experience
- Relevant life experience

## **Benefits of Formal Recognition**

Obtaining formal recognition of your skills can support you in:

- Enhancing job security
- Re-entering the workforce
- Securing promotions
- Transitioning to new careers
- Expanding employment opportunities
- Planning future training and development
- Gaining entry into further training courses

## **Supporting Evidence for Your RPL Application**

Before you apply for an RPL assessment, you will need to gather evidence and complete a self-evaluation to determine whether you meet the requirements. If you feel that you have the required skills, knowledge and evidence, you can proceed to a formal RPL application where you will be required to supply your evidence.

To validate your skills and knowledge, you will need to provide supporting evidence.

The RPL assessor will guide you on the specific documentation required, which may include:

- Certificates and qualifications
- Relevant formal credentials
- Resume or curriculum vitae
- Work samples or portfolios
- Performance reviews or employment reports
- References from employers or supervisors
- Industry professional references
- Client testimonials
- Detailed job descriptions
- Photographs or samples of work
- Documentation of in-house training, workshops, or short courses

By successfully completing the RPL process, you can potentially reduce the time associated with achieving your qualification, as it may require less training.

# RECOGNITION OF PRIOR LEARNING (RPL) ASSESSMENT PROCESS (CONTINUED)

## **What Are the Costs Associated with RPL?**

RPL is charged at the standard tuition rate for the units of competency in which you are enrolled.

## **Take the First Step towards Formal Recognition**

1. Contact WA Academy prior to enrolment.
2. Gather any evidence you already possess that demonstrates your skills and knowledge.
3. Consult with our RPL Assessors to match your existing skills to your desired qualification.
4. Submit your application for Recognition of Prior Learning.
5. Await the assessor's decision and receive guidance on the outcome.
6. Enrol and undertake the assessment process.

Engaging in the RPL process not only validates your current skills but also provides clarity on your existing capabilities and helps you plan your future training and career development effectively.









## OCCUPATIONAL HEALTH AND SAFETY (OHS) POLICY

WA Academy is committed to providing and maintaining a safe, healthy, and hazard-free environment for all staff, students, clients, and visitors. We recognise our obligations under applicable Workplace Health and Safety (WHS) legislation and related regulations, and we are dedicated to continuous improvement in all aspects of health and safety.

### **Our Commitment to Safety**

WA Academy will:

- Provide and maintain safe equipment, facilities, and systems of work.
- Implement and monitor safe procedures for the handling, storage, use, and transport of materials and equipment.
- Maintain a clean, safe, and healthy work and learning environment.
- Provide adequate amenities and welfare facilities for students and staff.
- Deliver appropriate training, information, supervision, and instruction to support safe work and study practices.
- Monitor WHS compliance through regular audits and risk assessments.
- Foster a culture of continuous improvement in WHS performance.
- Encourage active participation in promoting a safe and healthy environment.

### **Duty of Care**

WA Academy Management is responsible for:

- Implementing, reviewing, and improving this WHS policy.
- Ensuring compliance with relevant WHS legislation, standards, and codes of practice.
- Facilitating regular consultation and communication between management and staff regarding WHS matters.
- Ensuring effective WHS systems are in place and followed.



# OCCUPATIONAL HEALTH AND SAFETY (OHS) POLICY (CONTINUED)

## **Staff, Students, Clients, and Visitors must:**

- Take reasonable care for their own health and safety and that of others.
- Comply with all WHS policies, procedures, and instructions.
- Report any hazards, unsafe conditions, or incidents to the Principal immediately.
- Avoid misuse or interference with safety equipment or systems.
- Wear appropriate personal protective equipment (e.g. gloves, shoes, aprons) as required.
- Actively contribute to maintaining a safe environment by following all safety signs, instructions, and procedures.

## **Incident Reporting and First Aid**

- All injuries, incidents, or near misses must be reported immediately to the relevant trainer or staff member.
- An Incident Report Form must be completed and submitted to the Principal.
- First aid must be administered as needed, and appropriate medical care should be sought without delay.

## **Safety Culture**

At WA Academy, safety is more than a requirement — it is part of our culture. We believe that the right way is the safe way, and we expect all members of our staff to take personal responsibility for contributing to a safe learning and working environment.

If you are unsure about any aspect of OHS, please speak with a staff member. You will be provided with the appropriate information or documentation to help you understand your responsibilities.

# FIRST AID POLICY

WA Academy is committed to ensuring the health and safety of all students, staff, and visitors. Basic first aid kits are available on-site and are equipped to provide immediate assistance for minor injuries or medical needs.

## **Access to First Aid**

- First aid kits are located in clearly marked areas within the Academy.
- If you require first aid or assistance, please notify your Trainer or a staff member immediately.
- Only trained and authorised personnel should administer first aid.

## **Medications**

Please note:

- Trainers and administrative staff are not permitted to provide or administer any form of medication, including over-the-counter products such as Panadol, Nurofen, or similar.
- Students are responsible for managing their own medication needs. If you require medication during training hours, you must bring and administer it yourself.

# FIRST AID POLICY (CONTINUED)

## In the Event of an Injury or Medical Incident

- Report all injuries or incidents to your Trainer or a staff member, regardless of severity.
- An Incident Report Form must be completed and submitted to the Principal.
- For more serious incidents, appropriate emergency services will be contacted, and parents/guardians (for underage students) will be notified as required.

## Additional Information

If you have a medical condition that may require specific support or emergency care (e.g. asthma, diabetes, severe allergies), please ensure this is noted during your enrolment and that you have any required personal medical equipment (e.g. EpiPen, inhaler) with you at all times.

# EMERGENCY PROCEDURES

WA Academy is committed to ensuring the safety and wellbeing of all students, staff, clients, and visitors. In the event of an emergency, it is vital that everyone knows how to respond quickly and appropriately.

## 1. Reporting an Emergency

If you witness or are involved in an emergency situation:

- Alert others in the immediate area to the danger.
- Evacuate the area if necessary, without placing yourself at risk.
- Call Triple Zero (000) from a safe location.
- Clearly state the type of emergency (e.g. fire, medical, gas leak).
- Provide the exact location (WA Academy address and nearest cross street).
- Remain calm and speak slowly and clearly.
- Notify a staff member immediately after calling emergency services.

## 2. Evacuation Procedure

In the event of an evacuation:

- Exit the building **immediately** in a calm and orderly manner.
- Use the **nearest safe exit**. If blocked, proceed to the nearest alternative exit.
- Assist others only if it does **not put you at risk**.
- If there is a fire, **close doors** behind you to help contain flames and smoke.
- **Do not return** for personal belongings.
- Proceed directly to the **designated assembly (muster) point**.
- **Remain at the assembly point** until directed otherwise by emergency services or WA Academy staff.
- **Do not re-enter the building** until officially advised it is safe to do so.

## 3. Staff Responsibilities

All WA Academy staff must be familiar with the following:

- The location of emergency exits (primary and alternative).
- The location of evacuation assembly point(s).
- Who is responsible for conducting the headcount and overseeing evacuation.
- The location and operation of fire safety equipment (extinguishers, alarms).
- How to shut down electrical systems, if safe to do so.
- The procedure for reporting emergencies and incidents.

# EMERGENCY PROCEDURES (CONTINUED)

## 4. Emergency Contact

In any emergency situation, call:

☎ Triple Zero (000)  
(Fire, Police, Ambulance)

## Additional Notes

- Emergency procedures and evacuation maps are displayed throughout the facility. Please take time to familiarise yourself with these.
- All students are informed of the emergency evacuation procedures as part of their orientation on the first day of training.
- Regular emergency drills may be conducted to ensure all staff and students are prepared and understand their responsibilities.



## PRIVACY AND PERSONAL INFORMATION POLICY

### **Compliance with the Privacy Act**

WA Academy complies with the *Privacy Act 1988 (Cth)* and *Privacy and Responsible Information Sharing Act 2024 (PRIS Act)*, which governs the collection, use, storage, security, disclosure, and disposal of personal and sensitive information. As a nationally Registered Training Organisation (RTO), WA Academy is also required to collect certain personal information for statistical and regulatory reporting, in accordance with government requirements.

### **Collection of Personal and Sensitive Information**

As part of the enrolment process and the delivery of training programs, WA Academy collects personal information necessary to:

- Deliver training and assessment services
- Meet mandatory government reporting requirements

### **Types of Information Collected**

#### **Personal Information:**

- Full name
- Date of birth
- Contact details (address, phone number, email)
- Emergency contact information
- Employment and education history
- Gender identification

#### **Sensitive Information (as required by government reporting):**

- Disability or long-term health conditions
- Indigenous status
- Country of birth
- Language spoken at home
- English proficiency

This information is collected in line with National Centre for Vocational Education Research (NCVER) data requirements.

# PRIVACY AND PERSONAL INFORMATION POLICY (CONTINUED)

## Support for Students with Special Requirements

WA Academy encourages students to disclose any personal circumstances that may affect their learning, including:

- Literacy, language, numeracy and/or digital difficulties
- Physical or learning disabilities

This allows WA Academy to provide appropriate support services or make reasonable adjustments to ensure inclusive and equitable access to training and assessment. This information will only be used for the purpose of supporting your learning and will not be disclosed beyond this context without your consent.

**Note:** If you choose not to provide required information, this is your right however please note WA Academy may be unable to deliver necessary support services.

## VET DATA USE STATEMENT - PRIVACY NOTICE

Under the *Data Provision Requirements 2020*, WA Academy is required to collect and disclose your personal information to NCVER for statistical, regulatory, and research purposes. This includes personal and training activity data collected via the enrolment form.

Your data may be disclosed to:

- Schools (if enrolled in school-based training)
- Employers (if employer-funded)
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Organisations conducting student surveys
- Approved researchers

### Purposes of Data Use:

- Issuance of VET Statements of Attainment or Qualifications
- Compilation of Authenticated VET Transcripts
- Statistical and educational research
- VET policy development, administration, and evaluation

You may be contacted by NCVER to participate in a student survey. Participation is voluntary, and you may opt out at any time.

NCVER manages your information in accordance with the *Privacy Act 1988* and *Privacy and Responsible Information Sharing Act 2024 (PRIS Act)* the VET Data Policy, and its internal privacy protocols. More information is available at [www.ncver.edu.au](http://www.ncver.edu.au).



# VET DATA USE STATEMENT - PRIVACY NOTICE (CONTINUED)

## **Disclosure of Personal Information**

WA Academy will not disclose personal information without consent unless:

- The individual would reasonably expect disclosure to that party
- Required or authorised by law
- Necessary to prevent a serious and imminent threat to life or health
- Required for law enforcement purposes

In the case of law enforcement disclosures, a record will be kept. Any recipient of disclosed information must not use it for any purpose other than that for which it was provided.

## **Media Release**

Students may be filmed or photographed at WA Academy events or during training sessions. By enrolling, you consent to WA Academy using your image for marketing and promotional purposes. No remuneration will be provided for such use.

## **Student Records**

WA Academy maintains an individual student file for all enrolled students. This file includes:

- Enrolment details
- Personal and contact information
- Course participation and completion records
- Assessment outcomes
- Parent/Guardian information if student is under 18 years of age

## **Information collected may include:**

- Language and cultural diversity
- Disability status
- Schooling background
- Previous qualifications
- Employment details
- USI (Unique Student Identifier)
- Study reasons
- Course-specific data

Student records are stored securely in a locked area. Access is restricted to WA Academy staff directly involved in training and assessment.

No third party may access your records without your written consent.

If you wish to access your records, please contact the Principal of WA Academy.

## **Change of Personal Information**

Students must notify WA Academy of any changes to their personal information (e.g., address, contact details) within seven (7) days of the change.

If you have any questions or concerns regarding your privacy or the handling of your personal information, please contact WA Academy directly.





## BULLYING, HARASSMENT AND DISCRIMINATION POLICY

WA Academy is committed to fostering a safe, respectful, inclusive, and supportive learning and working environment—free from bullying, harassment, discrimination, vilification, and violence. This commitment upholds the wellbeing and dignity of all individuals and supports the achievement of positive educational and workplace outcomes.

WA Academy recognises its legal and ethical obligations to provide equal opportunity in both education and employment. We are dedicated to creating an environment that values diversity and promotes fairness and mutual respect among staff, students, and clients.

We aim to ensure that every member of our training facility—regardless of their background—has the right to study, work, and participate in a setting free from harassment or intimidation.

### **Our Commitments**

WA Academy will:

- Make it clear that bullying, harassment, vilification, and discrimination will not be tolerated in any form.
- Act promptly and appropriately if such behaviours are identified or reported.
- Promote a culture where respectful behaviour is expected and reinforced.

### **Your Role and Responsibilities**

All employees, students, and clients are expected to contribute to a positive environment by:

- Refusing to engage in or support bullying, harassment, or discriminatory behaviour.
- Supporting peers or colleagues who choose to stand against such behaviour.
- Acting as a witness if a complaint is made, when appropriate.

# BULLYING, HARASSMENT AND DISCRIMINATION POLICY (CONTINUED)

If you feel that you have been subjected to bullying, harassment, or discrimination:

- You are encouraged to clearly inform the person involved that their behaviour is unwelcome and inappropriate.
- If you are uncomfortable doing so, or if the behaviour continues, you should report the issue to the Principal or an appropriate staff member.

## **Student Responsibilities**

As a student of WA Academy, you have a responsibility to:

- Take action to prevent harassment, discrimination, or victimisation of others.
- Respect cultural, social, and individual differences among staff, clients, and fellow students.
- Treat all individuals fairly and with dignity, regardless of background.
- Refuse to participate in or support any form of bullying or harassment.
- Support others in speaking out against unacceptable behaviour.
- Assist as a witness if someone chooses to make a formal complaint.

## **What is Bullying?**

Bullying is defined as an ongoing misuse of power within relationships through repeated verbal, physical, and/or social behaviours that are unreasonable and intended to cause physical, social, or psychological harm. It can involve an individual or group exerting perceived or actual power over one or more persons who feel unable to prevent or stop the behaviour.

## **Key Aspects of Bullying Include:**

- An ongoing and deliberate misuse of power to cause harm.
- Repetitive and unreasonable behaviours.
- Behaviours may be verbal, physical, or social in nature.
- Can involve individuals or groups misusing their power over others.
- May occur in person or online (cyberbullying).
- It can be obvious or hidden.
- A single incident, conflict, or fight between equals does not constitute bullying.

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 an individual
- 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
- Displaying written or pictorial material which may degrade or offend

Bullying is a complex issue, and the consequences depend on the nature of the behaviour, the evidence available, the frequency of occurrences, and opportunities for reconciliation.

WA Academy enforces a strict zero-tolerance policy towards bullying. Any such behaviour is taken very seriously and will be addressed appropriately.



# BULLYING, HARASSMENT AND DISCRIMINATION POLICY (CONTINUED)

## Single Incidents

While a single incident is not classified as bullying, it can still cause distress and harm to individuals. Such incidents should serve as warning signs, prompting preventative measures to avoid escalation..

## Seeking Advice and Support

The WA Academy Principal serves as the designated adviser for matters related to student welfare. The Principal can assist in clarifying whether specific behaviours constitute bullying and provide confidential support to those involved. Additional advisers may be available to offer support and guidance to both individuals raising concerns and those accused of such behaviour.

## WA Academy Response to Reports of Bullying

WA Academy commits to addressing all reports of bullying through:

- Conducting thorough investigations of the incidents.
- Promoting the restoration of positive relationships and a supportive learning environment.
- Providing ongoing support to affected students.
- Determining appropriate consequences for those involved.
- Monitoring the environment continuously, as necessary, to ensure safety and well-being.

## Social Media and Cyberbullying Policy

WA Academy is committed to providing a learning environment that is inclusive, respectful, and free from all forms of bullying, including cyberbullying. This policy outlines expectations and responsibilities regarding the use of social media and the appropriate treatment of others—both online and in person.

## Definition of Bullying and Cyberbullying

Bullying is defined as any behaviour that is offensive, intimidating, abusive, belittling, or threatening. It may occur in person (face-to-face), indirectly, or through digital communication platforms.

Cyberbullying is a form of bullying conducted via electronic means, including:

- Email
- Text messaging
- Online forums or chat groups (public or private)
- Social networking platforms such as Facebook, Instagram, Snapchat, TikTok, and others
- Multimedia messaging and video-sharing apps
- Any other internet-based communication

## Examples of cyberbullying include (but are not limited to):

- Sending threatening or harassing messages
- Spreading rumours or posting false information
- Sharing private or embarrassing images without consent
- Deliberately excluding someone from online groups
- Impersonating another person to damage their reputation



# BULLYING, HARASSMENT AND DISCRIMINATION POLICY (CONTINUED)

## **WA Academy's Commitment**

WA Academy believes every student and staff member has the right to:

- Work and study in a safe, healthy, and supportive environment
- Be treated with respect, dignity, and fairness
- Be free from harassment, discrimination, and intimidation—both in person and online

Students are expected to behave in a respectful and responsible manner, including in their use of digital communication and social media.

## **SOCIAL MEDIA POLICY**

WA Academy acknowledges the role of social media as a communication and networking tool. However, students must ensure that their online conduct aligns with the Academy's values and policies at all times.

### **Student Responsibilities**

When using social media (including posting, sharing, commenting, or tagging), students are expected to:

- Demonstrate respectful and professional behaviour at all times
- Ensure content reflects integrity, honesty, and courtesy
- Consider the potential impact of posts on others' wellbeing and privacy
- Maintain the same standards of respect and consideration online as in face-to-face interactions
- Protect the confidentiality and privacy of fellow students and staff
- Ensure information shared is accurate and not misleading
- Not post or share material that is:
  - Offensive, obscene, or defamatory
  - Harassing, threatening, or bullying in nature
  - Discriminatory (based on race, gender, religion, sexuality, etc.)
  - Violent, hateful, or sexually explicit
- In breach of copyright or intellectual property laws
- Damaging to the reputation of WA Academy or its staff and students
- Not record, photograph, or post images or details of any student or staff member without their prior written consent
- Not possess or distribute inappropriate images of minors — this is a serious offence and may result in criminal charges under Federal Law

### **Breaches of Policy**

Breaches of this policy are taken very seriously and may result in:

- Disciplinary action
- Reporting to external authorities (where unlawful behaviour has occurred)

All reports of cyberbullying, misuse of technology, or inappropriate online behaviour will be investigated thoroughly and dealt with promptly and confidentially.

# SOCIAL MEDIA POLICY (CONTINUED)

## Unacceptable online conduct includes:

- Harassing or bullying fellow students, staff, or trainers
- Posting defamatory, abusive, or slanderous comments about WA Academy
- Using WA Academy branding or referring to WA Academy in a negative or disrespectful manner
- Impersonating WA Academy staff or other students

## Reporting Cyberbullying or Online Misconduct

If you experience or witness cyberbullying or inappropriate social media behaviour:

- Report it immediately to your trainer or the Principal
- Support is available from WA Academy's Student Support Team
- Reports will be handled with confidentiality and respect

## Creating a Positive Online Community

WA Academy encourages students to use social media responsibly to:

- Support one another in their learning
- Share helpful and respectful content
- Celebrate achievements and milestones
- Build a positive representation of themselves and the Academy

# WHAT IS DISCRIMINATION?

Discrimination occurs when a person is treated unfairly, harassed, or disadvantaged because they belong to a particular group or possess certain characteristics. It is unlawful to discriminate against someone on the basis of attributes such as:

- Age
- Sex or gender identity
- Pregnancy
- Disability (physical or mental)
- Race, colour, descent, or nationality
- Ethnic or ethno-religious background
- Marital status
- Sexuality

Discrimination can be either direct or indirect, both of which are prohibited by law:

- Direct Discrimination refers to overt and unequal treatment based on a personal characteristic (e.g., refusing someone a job because of their age or gender).
- Indirect Discrimination occurs when a rule or policy appears neutral but has an unfair impact on a particular group (e.g., setting a physical requirement that disadvantages people with disabilities, without justification).

## Discrimination Act 1991

The purpose of the *Discrimination Act 1991* is to promote equality of opportunity and protect individuals from unfair treatment in areas such as education, employment, and access to services.

The Act provides legal protection against discrimination based on characteristics such as race, religion, sex, and physical or mental disability, ensuring that all individuals are treated fairly and with respect.



## WA ACADEMY SEXUAL HARASSMENT POLICY

WA Academy is committed to maintaining a learning and working environment that is safe, respectful, and free from sexual harassment. All staff, students, and clients have the right to participate in an environment where they are treated with dignity and free from unwanted or inappropriate sexual behaviour.

### Definition of Sexual Harassment

Sexual harassment refers to any unwelcome sexual advance, request for sexual favours, or conduct of a sexual nature that would make a reasonable person feel offended, humiliated, or intimidated.

It may occur in educational, work, or related settings, and can be verbal, physical, visual, or written.

### Examples of Sexual Harassment

Sexual harassment can take many forms. Behaviour that one person finds harmless may be deeply uncomfortable to another. Examples include (but are not limited to):

- Inappropriate or offensive jokes and pranks of a sexual nature
- Lewd or suggestive comments about someone's appearance
- Unwelcome physical contact
- Display or distribution of sexually explicit or offensive material (e.g., posters, calendars)
- Requests or pressure for sexual favours
- Speculation or gossip about someone's personal or sexual life
- Sexual threats or acts of violence
- Threats of reprisal (e.g., dismissal, loss of opportunity) for rejecting sexual advances

### Seeking Advice or Support

If you experience or witness sexual harassment, you are encouraged to seek support as early as possible.

# WA ACADEMY SEXUAL HARASSMENT POLICY (CONTINUED)

The WA Academy Principal is the designated contact person for matters relating to sexual harassment and can:

- Assist in clarifying whether particular behaviour may constitute sexual harassment
- Explore informal strategies to address or resolve the issue
- Provide information about your rights under relevant legislation
- Offer access to appropriate support or counselling services

Everyone at WA Academy shares the responsibility to uphold a culture of respect and to act if they witness or experience inappropriate behaviour.

Sexual harassment will not be tolerated under any circumstances.



## ACCESS AND EQUITY POLICY

WA Academy is committed to upholding the principles of access, equity, and equal opportunity. We provide a positive, inclusive, and supportive learning environment that respects and values diversity.

All students have the right to access training and assessment services free from discrimination, harassment, or bias. This includes fair and equitable access to training resources, support services, learning materials, trainers and assessors, and assessment opportunities.

WA Academy ensures that all individuals—regardless of age, gender, sex, pregnancy, race, marital status, sexuality, disability, cultural or linguistic background, family/carer responsibilities, religious or political beliefs, or gender identity—are treated with dignity and provided with equal opportunity to participate and succeed.

## DIVERSITY & INCLUSION

At WA Academy, we are committed to creating a respectful, inclusive, and welcoming environment for all students. We believe that diversity—of race, ethnicity, culture, gender, gender identity, sexual orientation, age, ability, religion, and socioeconomic background—enriches our school community and enhances the learning experience for everyone.

Inclusion means ensuring that every student feels valued, supported, and empowered to participate fully in academic and social life. We expect all students of WA Academy treat one another with kindness, fairness, and dignity.

Our commitment to diversity and inclusion includes:

- Respecting and celebrating individual differences.
- Promoting equity in opportunities and access to resources.
- Fostering open dialogue and understanding across all backgrounds.
- Standing against discrimination, harassment, and bias of any kind.

We encourage students to be active allies, speak up for others, and engage in creating a culture where everyone belongs.







## NATIONAL PRINCIPLES FOR CHILD SAFE ORGANISATIONS

At WA Academy, we are committed to being a child safe organisation. This means we take deliberate steps to ensure that all young people under 18 — including secondary school students attending our courses — are safe, supported, respected, and protected while learning with us.

We follow the National Principles for Child Safe Organisations, developed by the Australian Human Rights Commission, to guide our policies, practices, and culture.

### **The 10 National Principles**

Here are the 10 principles we follow to help create a child safe environment:

**1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.**

We take child safety seriously at every level — from our policies to how we act every day.

**2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.**

Young people have the right to speak up, be heard, and be involved in decisions that impact their learning and safety.

**3. Families and communities are informed and involved in promoting child safety and wellbeing.**

We work together with schools, parents, and guardians to support and protect younger students.

**4. Equity is upheld and diverse needs respected in policy and practice.**

Everyone is treated fairly. We respect cultural background, gender identity, ability, and individual needs.



# NATIONAL PRINCIPLES FOR CHILD SAFE ORGANISATIONS (CONTINUED)

## **5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.**

All staff who work with students under 18 have valid Working with Children Checks and receive regular training.

## **6. Processes to respond to complaints and concerns are child-focused.**

If something goes wrong, we take action quickly, fairly, and with the needs of the young person in mind.

## **7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe.**

Our staff are trained to understand child safety risks and how to prevent or respond to them.

## **8. Physical and online environments promote safety and wellbeing while minimising opportunity for harm.**

We maintain safe classrooms to protect all learners.

## **9. Implementation of the national child safe principles is regularly reviewed and improved.**

We regularly review our practices to ensure they remain effective, up to date, and appropriate.

## **10. Policies and procedures document how the organisation is safe for children and young people.**

We have clear policies in place that outline how we keep young people safe — and we make sure these are followed.

### **What This Means for You**

Whether you're a secondary school student or an adult learner, everyone shares responsibility for creating a safe learning environment:

- Secondary students: Your safety and wellbeing are a top priority. You are encouraged to speak up and ask for help if something doesn't feel right.
- Adult students: You're expected to treat all students — especially minors — with respect and care. Your behaviour contributes to a safe environment.
- Staff and trainers: Are trained, screened, and supported to provide a child-safe learning experience.

### **Reporting Concerns or Seeking Support**

If you ever feel unsafe, or notice something that concerns you, please reach out to:

- A trainer or support staff member
- The RTO's student support or safeguarding officer
- Use our confidential complaints or feedback process

All reports are taken seriously and handled with care.

Everyone deserves to feel safe and supported while learning. Let's work together to make that happen.



## DUTY OF CARE

### Duty of Care Statement

WA Academy and their Trainers & Assessors and administration staff owe a duty of care to take reasonable care for the safety and welfare of students in their environment. The aim and vision for WA Academy is to provide a stimulating, enriching and supportive educational environment to each student. WA Academy is committed to the ongoing duty of care that we have for the safety, wellbeing and inclusion of all students.

This policy informs participating schools of WA Academy's responsibility to ensure reasonable care is provided for the safety, health and welfare of students under 18 years of age participating in Vocational Education and Training (VET) programs.

### Legislation

- Children and Community Services Act 2004
- Equal Opportunity Act 1984
- Working with Children Check Act 2004
- Vocational Education and Training Act 1996
- Vocational Education and Training (General) Regulations 2009
- Work Health and Safety Act 2020 (WA)
- Civil Liability Act 2002 (WA)
- Occupiers Liability Act 1985 (WA)
- National Principles for Child Safe Organisations
- Western Australia's Reportable Conduct Scheme

### What is 'Duty of Care'?

The term 'duty of care' defines the duty a person has to use reasonable care towards others in order to protect them from known or reasonable foreseeable risk of harm and/or injury.

Duty of care is non-delegable and cannot be assigned to another party.

# DUTY OF CARE STATEMENT

# DUTY OF CARE (CONTINUED)

WA Academy are under a duty of care to ensure reasonable care is taken to ensure that it employs competent Trainers & Assessors and staff and provides safe premises. WA Academy must take reasonable precautions to ensure that any person on the premise will not be injured or suffer loss or damage due to measures that are taken or omitted by the organisation. Discharge of this duty requires the Trainer & Assessor and/or relevant staff to take such proactive reasonable measures to prevent harm and/or injury to a student.

## **Reasonable Care**

The concept of 'duty of care' is based on reasonable care.

Reasonable care will vary depending upon the circumstances in which it is applied.

The following factors can be considered when assessing and determining the reasonableness of the level of care required to a student. This list can be used as a sample and guideline for factors to consider when assessing what is reasonable but can vary depending on the circumstances.

- Students age, experience and capabilities
- Physical and intellectual ability and/or impairment
- Medical condition
- Behavioural characteristics
- Activity and environment
- Academy Policies & Procedures
- Assessment of the level of risk involved in the activity
- Trainer & Assessors level of experience and skills

'Reasonable care' will vary from circumstance to circumstance and the environment it is delivered in.

WA Academy and its members of staff must adhere to all requirements in relation to safety and care from any form of negligence or misconduct. All staff must be aware of their responsibilities and obligations in relation to child safety legislation laws and policies.

## **Working with Children (Screening) Act 2004**

The Working with Children (WWC) Check is a compulsory national criminal record check of those people who are employed or volunteer with children i.e. persons under the age of 18.

Working with Children legislation aims to protect children by excluding from child-related work people whose criminal histories indicate that a child may be harmed. A person whose WWC Check reveals a criminal history indicating that they may harm children will be prohibited from entering into child-related work.

WA Academy have the obligation to make sure that all their employees hold a current WWC Check during the duration of their employment. WA Academy utilise the WWC Check along with other pre-employment screening procedures, supervision, training and policies to ensure a safe environment for their students.



# DUTY OF CARE (CONTINUED)

## Implementation

WA Academy develops and monitors policies and procedures to manage common risks in the school environment, including:

- Attendance monitoring
- Bullying Prevention and Intervention
- Code of Conduct
- Emergency Procedures and Management
- Employment and Staff Policies
- Health and First Aid Procedures
- Occupational Health and Safety
- Student wellbeing and engagement
- Supervision of students in the school environment

WA Academy will address its obligations for a duty of care by:

- Providing and maintaining suitable and safe premises
- Provision of a safe learning environment
- Ensuring adequate supervision of students
- Enquiring medical assistance is provided where necessary
- Monitoring student attendance

## Student Entry and Enrolment

At the stage of enrolment, WA Academy must:

- Provide information to enable parents/guardians/independent minors to make informed decisions;
- Seek written consent for the minor's participation in the training program from the parent/guardian of the minor;
- Obtain the details of the parent/guardian responsible for the minor along with the relevant contact details of the VET Coordinator and participating high school that the minor is enrolled to attend;
- Seek medical health care information about the minor from the parent/guardian;
- Assess the minor's capacity to complete the selected course and/or qualification.

## Induction Procedure

A student orientation induction is held at the commencement of each training program.

The following information is included in the orientation induction:

- Emergency procedures, including evacuation procedures and accident and incident reports;
- Procedure for absences and incidents;
- Occupational health and safety information;
- The role of staff members;
- The responsibilities of students, including standards of acceptable behaviour and attendance.

## Student Injury and Illness

If medical assistance is required, WA Academy will initiate their emergency response plan and provide immediate assistance, including seeking medical attention and/or calling an ambulance.

In case of serious injury, incident or illness, WA Academy will immediately contact the minor's parent/guardian to advise them of the situation.

## DUTY OF CARE (CONTINUED)

It is the parent/guardian responsibility to inform WA Academy of any medical conditions that their child has that may impact their ability to undertake their studies or if they have any concerns about their child's health. This also applies to any changes in their child's medical information.

### **Conclusion**

WA Academy Duty of Care Statement will be reviewed by the WA Academy Board of Directors on a regular basis, at least every three years or when there is a change in relevant legislation or a significant incident, to ensure that they continue to be suitable, adequate and effective to achieve compliance.





## MARKETING AND PROMOTION OF TRAINING AND ASSESSMENT SERVICES

WA Academy is committed to marketing its courses, programs, and services with integrity, accuracy, and transparency. All promotional activities are conducted in accordance with relevant legislative and regulatory requirements, including the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Consumer Law.

### Key Marketing Principles

WA Academy ensures that all advertising and marketing activities uphold the following principles:

- **Ethical Marketing:** All promotional material is clear, factual, and not misleading or deceptive in any way.
- **Accurate Representation:** Only current, nationally recognised training products (qualifications and units of competency) are promoted, using their correct titles and codes as listed on the National Register ([training.gov.au](http://training.gov.au)).
- **Transparency of Information:** Prospective students are provided with complete and accurate information to make informed decisions, including:
  - Course entry requirements
  - Fees and charges
  - Course duration and delivery modes
  - Student support services
  - Assessment methods
  - Refund and cancellation policies
  - Conditions of enrolment and any third-party arrangements (if applicable)
- **Informed Consent for Use of Personal Information:** Written consent is obtained from students prior to using their name, image, testimonials, or any identifying information in any promotional or marketing materials (including social media, brochures, or websites).
- **Contract Clarity:** Any contractual arrangements with students, such as enrolment agreements or payment plans, are presented clearly and in full. Students are made aware of their rights and responsibilities before entering into any agreement.



# MARKETING AND PROMOTION OF TRAINING AND ASSESSMENT SERVICES (CONTINUED)

## **Use of Logos and Endorsements**

WA Academy complies with all requirements relating to the use of Nationally Recognised Training logos, State and Territory Government logos, and any other regulatory body endorsements. These logos are only used:

- In accordance with the conditions set by the relevant authorities
- When promoting nationally recognised training products
- In contexts that do not mislead students about the status of the training being delivered

## **Third-Party Arrangements**

Where WA Academy works with third parties to deliver or market training and assessment services, clear disclosure of this relationship is made to students. All third-party marketing material must be approved by WA Academy and comply with the same ethical and legal standards outlined in this policy.

## **Continuous Compliance and Review**

**WA Academy regularly reviews its marketing and advertising materials to ensure compliance with the *Standards for RTOs*, and to maintain the accuracy and integrity of all promotional content. Feedback from students and stakeholders is welcomed as part of our continuous improvement process.**





## STUDENT SUPPORT SERVICES

At WA Academy, we are committed to ensuring every student has a positive, inclusive, and supportive learning experience. Our trainers and support staff are highly experienced professionals dedicated to helping students succeed in their studies and manage any challenges they may face throughout their training journey.

### **Academic Support**

If students are experiencing difficulties related to their course, they are encouraged to speak directly with their trainer. Where further assistance is required, the trainer may refer the student to a relevant support team member for additional help.

Students may also request an appointment with the Principal or an appropriate member of the Administration Support Team through our Reception. WA Academy will provide in-house support or, where necessary, refer students to external services or specialised professionals.

### **Student Welfare and Guidance**

WA Academy is committed to the care and wellbeing of all students. We aim to foster a safe and supportive environment where students feel respected, valued, and equipped to manage both academic and personal challenges.

Should students require personal, emotional, or crisis support, the following external services and crisis helplines are available and may be contacted at any time. These services are independent of WA Academy and offer free or low-cost support.

# STUDENT SUPPORT SERVICES (CONTINUED)

## Emergency and Crisis Support Services

Service	Contact
Emergency Services (Police, Fire, Ambulance)	Dial 000
Mental Health Emergency (Healthy WA)	1300 555 788
Healthdirect	1800 022 222
Metro Crisis Line	1300 555 788
Peel Region (Landlines only)	1800 676 822
RuralLink – Country WA (Landlines only)	1800 552 002

# STUDENT SUPPORT SERVICES (CONTINUED)

## Mental Health and Crisis Helplines

Organisation	Contact	Service Provided
Lifeline	13 11 14	24/7 crisis support and suicide prevention
Suicide Call Back Service	1300 659 467	Professional telephone and online counselling
Beyond Blue	1300 224 636	Anxiety, depression, and mental health support
Headspace	1800 650 890	Youth mental health services
Kids Helpline	1800 551 800	Free support for young people aged 5–25
Men's Line Australia	1300 789 978	Support for men with emotional health issues
The Samaritans Crisis Line	135 247	24/7 emotional support
Youthline WA	1800 198 313	Support services for young people

# STUDENT SUPPORT SERVICES (CONTINUED)

## Mental Health and Crisis Helplines (CONTINUED)

Organisation	Contact	Service Provided
Crisis Care (WA)	(08) 9223 1111	Counselling, accommodation, and emergency help
PANDA (Perinatal Anxiety & Depression)	1300 726 306	Post and antenatal support
Multicultural Mental Health	1300 136 289	Mental health support for multicultural communities

## Alcohol, Drugs & Substance Support

Service	Contact	Service Provided
Alcohol & Drug Support Line (ADIS)	(08) 9442 5000 (Metro)  1800 198 024 (Country)	24/7 counselling, info, referral
Parent & Family Drug Support Line	(08) 9442 5050 (Metro) 1800 653 203 (Country)	Support for families concerned about a loved one's use
Healthdirect	1800 022 222	24/7 health advice

## STUDENT SUPPORT SERVICES (CONTINUED)

### Alcohol, Drugs & Substance Support (CONTINUED)

Organisation	Contact	Service Provided
WANDAS (Women and Newborn Drug & Alcohol Service)	(08) 9340 1582 0414 892 753	Drug and alcohol support for pregnant women/new mothers
Sexual Assault Resource Centre (SARC)	(08) 9340 1828 (24/7 Crisis)  1800 199 888 (Free from landlines)	Support for sexual assault survivors
Youth Focus	(08) 6266 4333	Mental health services for young people

### Parenting & Family Support

Service	Contact
Ngala – Parenting Support	(08) 9368 9368 (Metro) 1800 111 546 (Free from landlines outside metro)

#### Accessing Support at WA Academy

- To request support or book an appointment with a student support staff member: Speak directly with your trainer if your concern is related to your course.
- Visit Reception to book an appointment with the Principal or an administration support team member.
- Email or call WA Academy for further assistance or to be referred to an external service.

WA Academy is here to assist you in every step of your learning journey. If you ever feel unsure, overwhelmed, or in need of support—please don't hesitate to reach out.





## STUDENT ADMINISTRATION SUPPORT SERVICES & CONTACTS

If you have any questions or require assistance during your studies, please refer to the guide below to find the appropriate contact person or department.

Furthermore if you have any questions or concerns, not outlined in the below guide, please contact us on (08) 9356 2269.

Query or Item	Contact Position	Email / Phone
<ul style="list-style-type: none"> <li>• Timetables</li> <li>• Fees</li> <li>• Deferment</li> <li>• General enrolment queries (for enrolled students)</li> <li>• Resits</li> <li>• Certificate reprints</li> <li>• Change of Address</li> <li>• Unique Student Identifier (USI)</li> </ul> <p>Please note that all enquiries for our Enrolment Officer must be submitted via email.</p>	<p><b>Enrolment Officer</b></p>	<p>enrolment@waacademy.com</p>

## STUDENT ADMINISTRATION SUPPORT SERVICES & CONTACTS (CONTINUED)

Query or Item	Contact Position	Email / Phone
<p>Assessment requirements Model times Assessment outcomes</p>	<p><b>Trainers &amp; Assessors</b> Please address your email to your lecturer in the subject line. Emails sent to our Enrolment Officer will be forwarded to the appropriate trainer or alternatively speak to your Trainer whilst in class.</p>	<p>enrolment@waacademy.com</p>
<ul style="list-style-type: none"> <li>• Model book</li> <li>• Late or absentee notifications</li> <li>• Student parking</li> <li>• Clinic model bookings</li> </ul>	<p><b>Reception</b></p>	<p>reception@waacademy.com (08) 9356 2269</p>
<p>LLN (Language, Literacy &amp; Numeracy) study session support bookings and queries</p>	<p><b>Administration Support</b></p>	<p>admin@waacademy.com (08) 9356 2269</p>
<ul style="list-style-type: none"> <li>• Academic issues</li> <li>• Health issue support</li> <li>• Parental support &amp; general enquiries</li> </ul>	<p><b>Principal</b></p>	<p><u><a href="mailto:keryn@waacademy.com">keryn@waacademy.com</a></u></p>

## STUDENT ADMINISTRATION SUPPORT SERVICES & CONTACTS (CONTINUED)

Query or Item	Contact Position	Email / Phone
Government Funded enrolment enquiries	Administration Support	<a href="mailto:vicki@waacademy.com">vicki@waacademy.com</a> (08) 9356 2269



## FINAL WORDS

At WA Academy, we are dedicated to providing a learning environment that encourages growth, creativity, and excellence in every student. Our commitment to continuous improvement means we are always striving to enhance the quality of our courses, support services, and overall student experience.

We value the input of our students and believe that collaboration is key to ongoing success. Your feedback, suggestions, and ideas help us shape the Academy into an even better place to learn and thrive. Whether it's through formal surveys, informal discussions, or direct communication with our staff, we encourage you to share your thoughts openly and constructively.

Remember, your journey at WA Academy is a partnership. Together, we can ensure that our programs remain relevant, inspiring, and aligned with the highest industry standards.

Thank you for choosing WA Academy as part of your educational and professional development journey. We look forward to supporting you as you learn, grow, and achieve your goals.

*The WA Academy Team*

FINAL WORDS



# VERSION CONTROL & DOCUMENT HISTORY

VERSION	DATE	AUTHOR/EDITOR	DESCRIPTION OF CHANGES
1.0	08.12.2025	Charlotte Ferguson	Initial release of the 2025 Student Handbook





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