

WELCOME

Welcome to WAYS Youth Training (WYT) - a youth specialist registered training organisation providing accredited training part of Waverley Action for Youth Services Inc. WYT is registered by NSW VETAB and meets the Australian Quality Training Framework Standards.

Our aim as a training team is to equip you with the knowledge and skills you needed to become competent in your field of study and work. It is important to read this handbook carefully as it tells you what you can expect from the training we provide and what WAYS expects of you so that you can make the most of the training provided.

About WAYS Youth Services – *‘celebrating 30 years of service to the community in 2010’*

WAYS is a community based non-government organization whose mission is to work with young people aged 9-24 years to create pathways to the future. This is achieved through a “one-stop shop” integrated model of service delivery providing services, helpful staff, programmes, activities and practical assistance. Our vision is a community of young people who are aware, informed, and able to make healthy lifestyle choices about their education and vocational options; recreational activities; health and well being in order to create pathways to their future.

Message from the Chief Executive Officer

Thank you for choosing to do your study and training with WAYS Youth Training. I think you will gain a lot from our staff, the environment we provide and the opportunity you will experience learning with your peers.

Many of you will know WAYS as a one stop shop – the place where many of the needs and concerns you have can be helped. The addition of the training team is part of our plan to be able to keep responding to the various needs and concerns you tell us about concerning your employment and training needs. I hope you enjoy your training experience at WAYS and I am sure you can look forward to a real opportunity to get the help you need to achieve the hopes, dreams and goals that you have for your future.

Enjoy your learning and congratulations you are now on your way to having a Nationally Recognised Qualification.

A handwritten signature in black ink, appearing to read 'Russell King'.

Russell King, CEO

PRE ENROLMENT REQUIREMENTS

Information about training courses, traineeships and enrolment can also be requested or downloaded from our website www.ways.org.au

In order to qualify for enrolment students & trainees need to:

1. be between the ages of 15 and 25 years for students attending classroom based learning and be between 15 and 29 years for trainees completing employment based traineeships
2. complete a language, numeracy and literacy screening if you left school before completing Yr 10 to ensure the course of study is suitable to your current level of ability
3. complete the **Pre Enrolment Procedure. (see below).**

Pre Enrolment Procedure (Class room delivery)

The pre-enrolment procedure involves a brief meeting with a Training Team member to ensure you have all the information you need to ensure you make a successful start on your training and that we have all the information we need to provide the training for you. This involves

- Completing an enrolment form. This form can be sent in prior to the meeting **by email** to training@ways.org.au or **by mail** to WAYS Youth Training at Tiffany Plaza, 422 Oxford Street Bondi Junction NSW 2022 or **by fax** to 02 9387 6755
- Providing you with your student handbook
- Establishing if RPL(Recognition of Prior Learning) is relevant
- Ensuring you understand the requirements of the training programme, **including** class times, units of competency and assessment processes, support services

Your enrolment is complete when you receive confirmation from the Training Team that you are enrolled, which is most likely at the conclusion of your pre enrolment meeting.

Pre enrolment Procedure (Employment based – traineeships)

This involves a brief meeting with a Training Team member at your employers convenience to ensure you have all the information you both need to make a successful start on your traineeship and that we have all the information we need to provide the training for you. This involves:

- Completing an enrolment form. This form can be sent in prior to the meeting **by email** to training@ways.org.au or **by mail** to WAYS Youth Training at Tiffany Plaza, 422 Oxford Street Bondi Junction NSW 2022 or **by fax** to 02 9387 6755
- Providing you with your student handbook
- Establishing if RPL(Recognition of Prior Learning) is relevant
- Ensuring you understand the requirements of the training programme, **including** class times, units of competency and assessment processes, support services

Your enrolment on a **traineeship** includes the completion of a

- **Enrolment form** with an Australian Apprenticeship Centre which WAYS will help you with
- **Training plan.** A training plan includes details about WAYS Youth Training (RTO) and contact details for the Trainer or Assessors; employers details including contact, address and telephone number, the duration of the traineeship and the competencies you will be completing during your traineeship. **Remember:** your employer, and the WAYS Youth Training representative must sign that you have completed the training plan at the end.

Your enrolment is completed when you receive confirmation from the Training Team and the Apprenticeship Centre that your enrolment is complete.

Prerequisites (basic things)

Prerequisites exist for some certificate courses, and these are listed in the course description information. These may be

- Possession of appropriate licenses
- Certain experiences; or
- Completion of one or more units

CONDITIONS OF ENROLMENT

WAYS agrees to provide access to available enrolment positions for all young people who have the relevant skills, experience, and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the ability to comply with WAYS policies. WAYS will not enrol young people in courses, which in the opinion of WAYS personnel, would be too difficult or impossible for them to succeed.

WAYS will consider termination of a student's or trainees enrolment if they:

- Do not comply with safety procedures including the wearing of appropriate clothing (Personal Protective Equipment) for a given workplace when training occurs in an on the job or simulated workplace situation
- Fail to attend and complete training sessions and competencies to a minimum level set for competence
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with WYT including relevant matters relating to health, work history, skills and experience, criminal conviction(where appropriate)
- Have provided false or misleading information
- Commit an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the well being of other students, other persons, themselves or WYT and staff members
- Do not comply with the confidentiality rights of other persons

ASSESSMENT

All assessment conducted by WYT will comply with assessment guidelines for Nationally Endorsed Training packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises but are flexible and at the trainer's discretion in some courses as long as they meet the AQTF guidelines and minimum requirements for competency in the specific course. Flexible delivery allows students to learn at their own pace and under varying conditions, which best suit an individual's situation.

Students are required to be competent in all areas to receive an overall competency mark. (C)

Elements that may be included (depending on the course) in the assessment process are:

- Personal presentation appropriate to the environment and attendance
- Verbal and non-verbal communication
- Problem solving. e.g. learning to learn, decision-making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organise own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or programme, however WYT may allow for further assessment opportunities where it feels there are special circumstances which are negatively impacting on the outcome of assessment, or where the student presents a case that WYT feels is valid. In such circumstances, WYT may seek assistance from an outside source (counselor, case manager etc) and will record the process for reporting to Registering Authority.

Where students have been three times and is still Not Yet Competent (NYC), WYT may refuse further assessment - if it feels there is little chance of the student becoming Competent.

POLICY FOR REASSESSMENT

In the instance that a reassessment is required or requested, the student shall inform in writing the Training Coordinator that they wish to be re-assessed.:

1. Initial re-assessment shall be undertaken by the trainer/assessor who undertook the original assessment.

2. The student will again be supplied with information that relates to the assessment - the way the assessment happens and what the expected outcomes will be.
3. A result shall be supplied to the student within 48 hours of the re-assessment.

In the instance that the student wishes for a third party assessor, WAYS Youth Training will offer the services of an alternative assessor and repeat Points 2 and 3 above.

RECOGNITION OF PRIOR LEARNING (RPL)

In some situations, students can apply for RPL if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. WYT will offer RPL for all units where there is evidence to support the RPL application. Please talk with the Training Coordinator who will guide you through the RPL Kit.

CREDIT TRANSFER

This process is available automatically to those who have documented evidence of achievement in the relevant competency or course.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

Nationally endorsed Training Packages and Australian Qualifications Framework (AQF) accredited courses are subject to mutual recognition. All states and territories have agreed to recognize the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. This ensures mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

Australian Quality Training Framework Standards for Registered Training Organisations covers Australian Qualifications and Statements of Attainment issued by other Registered Training Organisations and enables individuals to receive national recognition of the achievements.

ORIENTATION

All participants will be taken through an orientation programme about the course of study on the first day of training. This includes information and guidance about the course and how WYT works.

CODE OF PRACTICE

WYT is dedicated to the provision of quality training that meets the primary requirements of the learner and industry. To this end, WYT has adopted the following code of practice

1. All courses will be reviewed regularly and updated to ensure that the course content remains up to date with industry standards and requirements
2. All courses will be marketed ethically, accurately and professionally
3. All courses will be delivered to ensure the developmental needs of young people are in the foreground of delivery models, personnel selection and behaviour management
4. Collection and use of student information will meet NSW state regulations concerning the collection and use of information and privacy legislation
5. The training interests, safety and welfare of students is our priority
6. Instructors, trainers and assessors will meet the minimum human resource requirements of the Accreditation Council or as specified by the relevant syllabus and WAYS policies and procedures
7. Students and trainees are assured that the requirements of courses can be implemented
8. All training will be delivered and assessed in accordance with the stated and implied standards
9. Fees paid by students are safeguarded through provision of a refund policy that is fair and equitable
10. Students and trainees will be provided with a copy of the WAYS client complaint and grievance policy and encouragement to use it to resolve difficulties and concerns. This includes guidance about who to contact if the concern/complaint cannot be resolved internally
11. Prior to enrolment in a training programme with WYT all students will be made aware of
 - a. Enrolment requirements and the refund policy
 - b. Student and trainees rights and responsibilities

- c. Total costs/fees to the student, if applicable
 - d. the type of certification to be issued on successful completion or partial completion of a course
 - e. the units and competencies to be achieved by students including assessment procedures
 - f. arrangements for recognition of prior learning(RPL) and current competency
 - g. grievance and appeal procedures
 - h. facilities, equipment and **other support services** available as required
12. Students and trainees can have access to materials in the student file that relates to their personal training and assessment record as undertaken by WYT accredited trainers and assessors. Access to these materials is upon request to the Training Coordinator or delegated officer. Access by third parties to student files can only be approved the Training Coordinator when authorization from the student is provided on the consent to release information form.
13. WYT will honour all of the points outlined in the code of practice. We understand that if we do not meet these requirements, we may have our registration as a training provider withdrawn.

STUDENT & TRAINEES RIGHTS & RESPONSIBILITIES

Waverley Action for Youth Services Inc believes that good service delivery must be underpinned by practices that respect students/trainees rights and responsibilities.¹

As a WYT STUDENT & TRAINEE you have the following Rights

- Be treated with dignity and respect, in a non-judgmental way and with a positive and empathic approach
- Be kept safe from violence, threats of violence, discrimination and all forms of harassment
- Have access to an interpreter if English is not your first language
- Access to your student file
- To know that every WAYS worker is a mandatory reporter to DoCS
- Be given information that can be clearly understood and to ask questions
- Confidentiality and to have the limits of confidentiality explained
- To that when you are enrolled on a traineeship when the WAYS Youth Training representative will be visiting you at your place of employment
- To know that data about students is collected for compliance purposes.
- Choose to refuse training
- Have access to a complaints procedure
- To make a complaint if they are not satisfied with the service. If the student is not able to speak to a staff member directly, then they are encouraged in the first instance to call the Training Coordinator on **93889455**, or contact the NSW Ombudsman office **9286 1000**

As a WYT STUDENT & TRAINEE you have the following Responsibilities

- To conduct yourself in an appropriate way so as to not interfere with the well-being or rights of others while on WAYS premises
- To maintain a safe environment free from violence, threats of violence, physical contact, discrimination and all forms of harassment
- Treat all WAYS staff with dignity and respect
- Accept there are consequences for behaviour that is deemed to be unacceptable.
- To attend scheduled training, otherwise notify a staff member as soon as possible. This is to ensure that the best possible service is provided
- Not to make false accusations against the staff and patrons of WAYS services

¹ Adapted from the WAYS Client Rights and Responsibilities

FEEDBACK, PARTICIPATION AND COMMUNICATION

WYT encourages an ongoing policy of open communication, participation and will ask for feedback and dialogue to assist with meeting student's needs and concerns as well as for ongoing improvement of WYT courses and services.

WYT will seek your opinion, satisfaction and or other views about the services provided through satisfaction surveys, suggestion boxes, and focus groups held from time to time with the WAYS Youth Advisory Committee. Students are encouraged to participate in these forums and/or give direct feedback to trainers and WYT staff.

WYT will analyse and utilize this feedback and communication to review policies, procedures and to make continuous improvements to service delivery.

EQUAL OPPORTUNITY

All admissions to WYT courses shall be determined fairly without consideration for an applicants gender, sexual orientation, ethnicity, religion, or personal beliefs, unless there is a reasonable argument for non-enrolment on the grounds of safety, capacity to undertake the work, or a position held is in opposition to the laws of the land or the WAYS code of conduct.

Applicants will be assessed on their

- Successfully meeting course pre-requisites including appropriate qualifications and experience
- Demonstrated capacity and willingness to abide by the WAYS client rights and responsibilities.
- Ability and willingness to undertake the course in a manner that encourages a fair, safe, and enjoyable learning environment

ANTI DISCRIMINATION

WAYS Youth Services policy does not allow for the discrimination of an individual because of their sex, sexual orientation, religion, culture, political beliefs, disability or personal background providing it has no direct, reasonable and legal bearing on the performance of the position, safety or the well being of the applicants or other students.

All persons will be treated fairly and have their application considered on the basis of its merits.

CONFIDENTIALITY

WYT will not disclose the personal details of its employees/students/contractors or associates except as they give permission, or to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

WYT employees, contractors may have access at any reasonable time to any record pertaining to their personal details kept by Waverley Action for Youth Services.

WYT employees, contractors are bound by the WAYS Code of Conduct and Confidentiality policies which requires they not disclose any information about WAYS, co-workers, students, contractors or associates to any unauthorized individual.

DISCIPLINARY PROCEDURES

Where students are in breach of WAYS policy, state or territory legislation, are disruptive, rude, unsafe, or fail to meet standards of good behaviour, WYT will take steps to address the situation.

Depending on the nature and severity of the breach, WYT will follow organisational policy concerning assessment, critical incident reporting, understanding and managing challenging behaviours, behaviour management, and client complaint and dispute resolution procedures. It is WAYS policy that staff are not trained in the practice of restraint.

Where the breach is more serious or is unable to be resolved WYT may seek to apply sanction, suspension, or expulsion to the student, or where relevant refer the matter to more appropriate authorities

or authorized bodies. All such action will be recorded with written outcomes supplied to students involved including reporting through the Occupational Health and Safety group within the organisation.

What does this all mean: If you do not comply with your responsibilities:

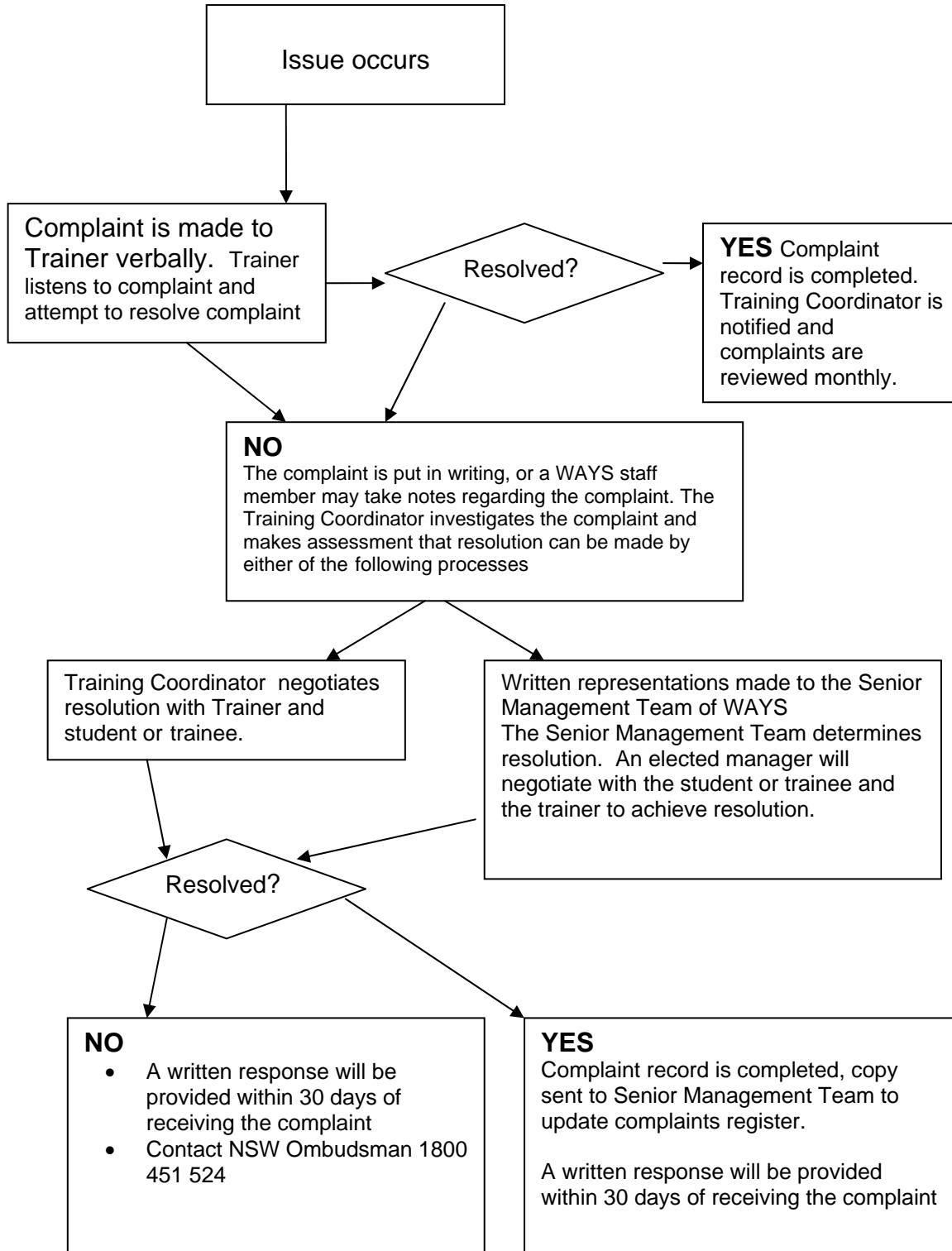
- Step One:** You will be asked to use your skills and abilities to comply
- Step Two:** If the unacceptable behaviour continues you will receive a verbal warning from the Trainer or Tutor or Senior staff member at the training site
- Step Three:** If the unacceptable behaviour continues you will be asked to leave for the day and make arrangements to discuss your return with the training coordinator
- Step Four:** Your return will be dependent on your willingness to comply; this is likely to be supported by a written warning.
- Step Five:** If the unacceptable behaviour continues you will be suspended from training.
- Step Six:** To have the suspension lifted, you will need to meet with the Training Coordinator

COMPLAINTS AND APPEALS

WYT takes all complaints seriously and enrolled students can use the following process as necessary. Students may complain verbally or in writing and will have access to a process for resolution.

The process will embrace principles of fairness, impartiality, natural justice and procedural fairness, and early resolution (close to the source) in the handling of a complaint or appeal.

The following diagram² describes the WAYS client complaint and dispute resolution process:



² Adapted for the RTO from the WAYS Client Complaints and Dispute Resolution Policy

WAYS POLICES AND PROCEDURES ENSURE:

- Each complaint, appeal and its outcomes are recorded in writing
- Each appeal is heard by an independent person or panel and
- Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

TRAINING FEES AND COSTS

All costs associated with enrolment in a course are explained at the point of enrolment. Full payment is to be made at the **time** of enrolment. All fees quoted are GST inclusive and includes a non refundable administration fee.

Fee Structure

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of WYT to assist individuals, secure contracts or to comply with the requirements of Commonwealth or State/Territory Government contracts

In programmes funded by Government Authorities, student charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs is provided as an attachment to this information.

Fees paid in advance

WYT will ensure that fees paid in advance of course delivery shall be protected until such time as delivery has commenced.

Refund Policy

Applications for refunds should be lodged by applying writing to the Training Coordinator at least 5 days prior to the commencement of a course.

If a refund is requested five (5) working days before the course, a full refund –less an administration fee will be given where applicable.

Once a course has commenced, no refund will be given unless the student can provide a medical certificate and/or show personal hardship. In these situations, fees maybe refunded on a pro rata basis, less the administration fee where applicable.

Should WYT cancel a course, students will be entitled to a full refund.

All refunds have to be approved by the Training Coordinator.

NB: If a student is funded, refunds will only be paid to the person or organisation sponsoring the student

COURSE SUPPORT – ALL STUDENTS AND TRAINEES

Students are encouraged throughout the duration of the course to talk with training staff to discuss any issue regarding their training. Training staff will be motivated to problem solve issues of concern early. If **additional** support beyond what the training staff can provide is needed, WAYS Youth Services can provide additional services

- Counselling and case management referrals
- Language, numeracy and literacy support services
- Youth General Practitioner (GP), Optometrist and Sexual Health clinic
- Accommodation, welfare assistance and referral
- Legal help and referral

FOR STUDENTS- CLASSROOM DELIVERY

PRACTICAL THINGS:

Skylarking, practical jokes, pranks and initiations are prohibited.

SMOKING

Smoking is not permitted inside any WAYS offices and training rooms.

DRESS CODE

Your dress needs to be neat and tidy at all times and should comply with OHS requirements. Remember the training is to help you get a job. All jobs have dress requirements.

FOOD AND DRINK

No food or drinks are to be eaten near computers.

HOUSEKEEPING

Your work areas must be kept tidy and left tidy at the conclusion of the training session. Books, training materials must be stored away at the end of the training session.

USING EMAIL AND INTERNET

All communication services, that is telephones, computers, access to email and the internet are the property of WAYS Youth Services. The internet is provided to search for job prospects and for work/training related information only. Access for personal use needs to happen during designated times. Please be aware that WAYS has the right to access any of your communications that you undertake from WAYS Youth Services equipment, this includes web browsers and servers.

You are asked not to use the internet or email to download pornographic material, games, music, jokes. If you breach this rule, you will be asked to leave the building for day. Repeated misuse of the internet or email may result in the cancellation of your enrolment with WYT.

FIRE, EMERGENCY AND EVACUATION

Fire and evacuation procedures are specific and displayed in each building. The trainer will show you the evacuation procedures at the commencement of a course.

A WAYS Fire Warden will supervise fire evacuation if required.

PRIVACY DISCLAIMER

WAYS collects information on students as part of the Australian Quality Training Framework and the State Government requirements. Only authorized WAYS staff have access to this information.

Your personal information will not be disclosed to any other third party without your consent, unless authorized or required by law, in accordance with the PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998

Training Location:

WAYS Youth Services
Tiffany Plaza
422 Oxford Street

Bondi Junction NSW 2022

Ph: 02 9388 9455

Head Office:

WAYS Youth Services
63a Wairoa Avenue

Bondi NSW 2026