

# WesTrac Institute

## Student Handbook



**Contents**

About Us.....	3
Introduction.....	4
About WesTrac Institute.....	4
Our Services.....	4
Publicly Funded Training.....	4
Finding Us .....	5
Lunch Options .....	6
Training Times and Breaks .....	6
Smoking and Drugs.....	6
Our Trainers/Assessors .....	7
Our expectation of you.....	7
Unique Student Identifier.....	8
WesTrac's Life Saving Rules .....	9
Your Equity.....	10
Your Privacy .....	10
Fees Payable .....	11
Student Cancellation .....	11
Replacement of Text Books and Workplace Training Journals .....	11
Refunds.....	11
Our Guarantee to Clients .....	12
Changes to Enrolment Conditions .....	12
Accessing your Records .....	12
Continuous improvement .....	12
Student satisfaction survey .....	13
Assessment.....	13
Issuing Qualifications and Statements of Attainment .....	13
Student Support Services .....	13
What support is available? .....	14
Language, Literacy & Numeracy Skills .....	14
What is a Complaint / Grievance?.....	14
What is an Appeal? .....	14
Withdrawing from a Course.....	15
Student who are not contactable or not responding .....	15
Recognition of Prior Learning.....	15
Credit Transfer .....	16

## About Us

WesTrac Institute is committed to providing our clients with high quality training and assessment to enable them to be leaders in their industry's best practices. This will occur through ongoing consultation and redevelopment of the learning programs to ensure they meet the needs of both our clients and industry.

Our staff will apply their understanding of these policies and procedures along with associated forms, tools and templates to ensure that the management and administration of the business is both effective and efficient. This commitment will see WesTrac Institute develop as an RTO of excellence, with quality outcomes demonstrated across its scope of operations.

Category	Information
RTO Legal Name	WesTrac Pty. Ltd
RTO Trading Name	WesTrac Institute
RTO Code	50737
ACN	009 342 572
ABN	63 009 342 572

Delivery Locations			
Western Australia (WA)	<p>WesTrac Institute 128-136 Great Eastern Highway SOUTH GUILDFORD WA 6055</p> <p>Mail: WesTrac Pty Ltd Locked Bag 9 Midland WA 6936</p> <p>PH: (08) 93778888 Email: InstituteWA@westrac.com.au</p>	New South Wales (NSW)	<p>WesTrac Institute 1 WesTrac Drive TOMAGO NSW 2322</p> <p>Mail: WesTrac Pty Ltd Locked bag 2006 Raymond Terrace NSW 2324</p> <p>PH: (02) 49645200 Email: InstituteNSWACT@westrac.com.au</p>

## Introduction

This information booklet is designed to provide students with information about the services provided by the WesTrac Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by WesTrac Institute. This information is contained in the Course Brochure which is supplied separately.

## About WesTrac Institute

WesTrac Institute is a Registered Training Organisation 50737 providing high-quality training to students in Australia. WesTrac Institute has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers.

You can find out more about WesTrac Institute at our website:

[www.westrac.com.au](http://www.westrac.com.au)

WesTrac Institute is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any Australian Qualification Framework (AQF) certificate that may result based on your successful achievement of any the National Recognised training courses.

## Our Services

WesTrac Institute provides training and assessment services in the following nationally endorsed training products:

Code	Title
AUR20716	Certificate II in Automotive Vocational Preparation
AUR30316	Certificate III in Automotive Electrical Technology
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR31216	Certificate III in Mobile Plant Technology
CPCCLDG3001A	Licence to perform dogging
RIIHAN301D	Operate elevating work platform
RIIHAN308E	Load and unload plant
RIIWHS204D	Work safely at heights
TLID3033	Operate a vehicle-mounted loading crane
TLIF2018	Operate firefighting equipment
TLILIC003	Licence to operate a forklift truck

## Publicly Funded Training

Pre-apprenticeship and Apprenticeship training is funded through a contractual arrangement with the state government bodies in Western Australia or New South Wales.

Other courses are provided on a fee for service arrangement. Refer to the Institute's fees and charges policy.

## Finding Us

**WesTrac Institute - WA** is located at: 142 Great Eastern Highway, South Guildford WA 6055

### Parking for Apprentices

Apprentices with swipe card access



Apprentices without swipe card access



Parking is available at the car park at 142 Great Eastern Highway, South Guildford WA 6055 this car park is an unsecure facility. Depend on the duration of your training, car parking a secure car parking may be provide with access from Kalamunda Road. Details on this arrangement will be provided where and if applicable

If using your GPS to locate WesTrac please ensure you select South Guildford as the suburb.

When using the car park Students are asked not to leave valuables (cash, phones, and computers) in vehicles and to ensure all windows and doors are locked.

### **WA Public Transport**

Bus number 36 leaves from the Elizabeth Quay Bus Station in the city, and stops all along Great Eastern Hwy, and then stops right out the front of WesTrac.

You could also catch the train to Guildford station and it is a 15-minute walk. Train leaves from the city at one end and Midland station at the other end.

WesTrac Institute NSW is located at: 1 WesTrac Drive, Tomago NSW 2322



Parking is available out the front of WesTrac Institute, located at 1 WesTrac Drive Tomago, NSW 2322. Turn into Gate 1, drive through and head back to the first building.

### NSW Public Transport

No public transport is available to students.

### Lunch Options

You can purchase lunch whilst you are onsite attending training from a large cafeteria. Alternatively, you can bring your own as there are kitchen facilities for your convenience.

### Training Times and Breaks

Unless specifically agreed the standard training, day is 0700 through until 1530 daily, inclusive of a morning tea break of 15 minutes between 0900-0915. A lunch break is taken between 1200-1230.

### Smoking and Drugs

WesTrac maintains a smoke-free environment inside WesTrac's site boundaries. WesTrac

Whilst attending training at the Institute you may be randomly drug tested under WesTrac's "Fit for Work policy." Failure to meet WesTrac's drug and alcohol policy will result in disciplinary action which may include but is not limited to, persons being asked to leave site, and /or their employers being notified.

## Our Trainers/Assessors

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually updated by participating in professional development activities, therefore giving our students the best practical industry experience.

Training is delivered face-to-face with the opportunity to combine knowledge, skills training and assessment activities onsite. When you study with WesTrac Institute, your Trainer/Assessor will always be there to assist you throughout your course.

## Our expectation of you

### WesTrac Institute expects you to:

- Whilst attending training/assessments you are required to switch mobile telephones off and only use during designated breaks only. The only exception is if there is a critical call expected to be received. This can be discussed with the trainer about how to appropriately manage this situation.
- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Comply with the Policies and Procedures of WesTrac Institute always.
- Be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- Be responsible for your own learning and development by participating actively and positively ensuring that you maintain the required progress aligned to your training and/or assessment.
- Utilise the facilities, publications and resources with respect and to honour our copyrights and prevent material and publications from being distributed to other persons.
- Respect other students and WesTrac Institute staff members and their right to privacy and confidentiality.
- Behave and conduct in a lawful manner. Where there is a breach this could result in suspension and /or cancellation from the training. In the event this was to occur there will be no fees refunded. If damage was incurred to the Institute, then costs associated will be charged to the student.

### Dress Code

- Shorts or skirts are not acceptable items of clothing to be worn during training and assessments periods.
- Open toe shoes (including sandals or thongs) must not be worn whilst attending training and assessments.
- The standard of dress is neat and tidy Hi Visibility clothing to be worn always.
- Within the classroom - Hi Visibility clothing style attire is preferred consisting of long trousers and long sleeve shirts. Shirts must be tucked in.
- Dirty overalls are not to be worn in the classrooms. Hoodie style windcheaters are not to be worn at the Institute. Caps must not be worn in the classrooms.
- Within the workshop – overalls for WesTrac employees, suitable Hi Visibility clothing attire, safety boots, gloves, Hard Hats and safety glasses. Sleeves must be rolled down.

### Workshop Practices

- Appropriate personal protective equipment (PPE) MUST be worn in the workshop i.e. Hi Visibility clothing, clear safety glasses, safety boots, gloves, ear protection and Hard Hats (if required), Sleeves must be rolled down and shirts must be tucked in. Sunglasses and dark safety glasses are not permitted in the workshop.
- Your trainer will supervise all activities always whilst in the workshop.
- Under the direction of your trainer the workshop is to be cleaned and left in a neat and tidy manner at the end of each practical activity. Students may be required to do general workshop cleaning when required.

- All workshop tools need to be accounted for and put away in their correct location at the end of each practical activity. Apprentices will be held accountable for tools that are not returned. Do not lend tools to other students in other groups. Return them to the tool store to allow others to book them out under their names.
- Prior to commencing any practical task, a risk assessment must be conducted and approved by your trainer prior to commencing such task. The risk assessment must be submitted with your assessments as evidence of competency.
- Company Policy and Procedures along with Safe Work Practices must be adhered to whilst conducting practical activities at the Institute.
- Instructions as directed by your trainer/ or other Institute staff must be adhered too.

## Unique Student Identifier

You are required to provide your USI (Unique Student Identifier) number when undertaking any National Accredited training at the WesTrac Institute.

Students are advised that there are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to most students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#).

Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

When setting up your account or commencing training with WesTrac Institute we ask that you give WesTrac Institute permission as an RTO to view and / or update your training details and records.

To do this you must complete the section

**“Manage Permissions”** and enter the following details:

**Organisation Code:** 50737

**Organisation Name:** WesTrac Institute

**ABN:** 63 009 342 572

- ✓ View Transcript
- ✓ View details
- ✓ Update Details
- ✓ Expiry Date

*Please Note: RTO's cannot issue Statements of Attainment and or / Certificates to students who don't provide a valid USI number*



## Your safety

WesTrac Institute is committed to providing you a safe environment in which to participate in training and assessments per our requirements and obligations under the Work Health and Safety Act 2011

The following guidelines are provided as a basis for safe practice in the training environment:

- Complete and maintain currency for all WesTrac Safety and site inductions
- Adhere to the WesTrac Life Saving rules
- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking on any WesTrac site;
- Report all potential hazards, accidents and near misses WesTrac staff;
- Not be under the influence of alcohol or drugs during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy always;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

## WesTrac's Life Saving Rules



**ISOLATIONS:** I will always isolate, lockout and discharge all energy sources before working on any plant or equipment.



**CONFINED SPACE:** I will never enter a confined space unless trained and authorised to do so.



**VEHICLES:** I will always ensure my vehicle is safe to drive, seatbelts are worn and I drive responsibly.



**ELECTRICITY:** I will always ensure electrical hazards are understood and controlled before starting work.



**WORKING AT HEIGHTS:** I will never work at height without appropriate fall protection or fall prevention in place.



**FITNESS FOR WORK:** I will never come to work or drive a vehicle under the influence of drugs or alcohol.



**LIFTING OPERATIONS:** I will always check the load is secure and never walk or work under a suspended load.



**PLANT AND MOBILE EQUIPMENT:** I will never operate plant or mobile equipment unless trained, competent and authorised to do so.



**HAZARDOUS SUBSTANCES:** I will always ensure that I obtain, read and follow the instructions on the Safety Data Sheet (SDS) for any hazardous substance I will be working with.



**SAFETY PROTECTION DEVICES:** I will never remove, bypass or modify a safety protection device (e.g. guard, interlock or barricade) without authorisation.

## Your Equity

WesTrac Institute is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All WesTrac Institute staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from WesTrac Institute staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of WesTrac Institute that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to WesTrac Institute, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your Privacy

WesTrac Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles

### Here's what you need to know:

- WesTrac Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs and your education background. We will also retain records of you training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable storage systems which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via, restricted access to software (password protected and authorised users), virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- WesTrac Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 10 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research, the Australian Skills Quality Authority. In all other cases WesTrac Institute will seek the written permission of the student for such disclosure. WesTrac Institute will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that WesTrac Institute is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

- If you have concerns about how WesTrac Institute is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Fees Payable

Fees are payable when a student has received a confirmation of enrolment. The fee payment must be paid prior to commencing training or according to WesTrac's Terms and Conditions for credit account customers. WesTrac Institute may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of WesTrac Institute schedule of fees and charges.

## Payment Method

WesTrac Institute accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Purchase Order

## Student Cancellation

Students who cancel their enrolment part way through a training program must notify WesTrac Institute in writing, under these circumstances students will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

## Replacement of Text Books and Workplace Training Journals

Students who require replacement of issued text or Workplace Training Journals will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to WesTrac Institute schedule of fees and charges.

## Refunds

Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by WesTrac Institute is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Where a student has purchased a text or training workbooks and subsequently cancels, WesTrac Institute will not refund monies for the text.

## Census for Part Refunds (Western Australia)

RTO's must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

You can find more information at

<http://www.dtwd.wa.gov.au/sites/default/files/uploads/VETFeesandChargesPolicy2017v2.0.pdf>

## Our Guarantee to Clients

If WesTrac Institute cancels or ceases to provide training, WesTrac Institute must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

## Changes to Enrolment Conditions

WesTrac Institute reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Accessing your Records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

Whilst these records will be retained by WesTrac Institute, you are welcome to have access by contacting the WesTrac Institute Administration.

You can view hard copy records and reports from our student management system, but only relating to you personally.

In the event of requiring a reissuance of a previously issued Statement of Attainment or Qualification, a fee of \$75.00 will apply for each copy required. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of the wording which identifies as being reissued. AQF certificates may only be collected in person or can be posted via registered post.

## Continuous improvement

WesTrac Institute is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement. Students are encouraged to provide feedback to WesTrac Institute, so we can improve our services.

## Student satisfaction survey

At the completion of your training program, you will be required to complete our feedback survey. Your completion and return of this survey is important to WesTrac Institute for our ongoing improvement of services. Assessment

## Assessment

Assessments are conducted using a combination of

- **Theory Assessment:** The student is required to provide responses to a range of questions relating to required knowledge of the unit of competency. These would generally be either short answer response activities multiple-choice.
- **Practical Assessment:** The student will be required to complete a series of practical tasks for these assessments. These tasks will require you to demonstrate skill in accordance with the unit of competence.
- **Observation Assessment:** The student will be observed and assessed while conducting their practical assessments.
- **Workplace Training Journal:** Where applicable the student is required to record details of their work activity completed during the on the job these details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

## Re-Assessment

Students whose assessments have been deemed unsatisfactory will be provided with feedback to assist them to identify the gaps in their knowledge and/or skills. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

The WesTrac Institute will provide three assessment opportunities to achieve a satisfactory result. Students who require additional re-training and re-assessment after they have exhausted their three opportunities will be required to re-enrol in the unit of competence, which includes the payment of the required course fees and charges.

## Issuing Qualifications and Statements of Attainment

WesTrac Institute will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student successfully completing the unit of competency or qualification for which they have enrolled. Please note however that WesTrac Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to WesTrac Institute have not been paid.
- The student has not provided a valid Unique Student Identifier.
- A fee will apply should past or present students request a re- issue of their qualification and statement of attainments previously issued.

## Student Support Services

During your enrolment, WesTrac Institute will deliberately engage with you on several occasions. We do this through requesting you to complete enrolment documentation, or discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

## What support is available?

WesTrac Institute will use a combination of our own services and/or the services of referral agencies to provide you with support services which include:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course you should in the first instance discuss the required support with their trainer. The trainer may refer the student to their manager who will arrange a referral to a support agency.

## Language, Literacy & Numeracy Skills

Language, literacy and numeracy skills are critical to all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach WesTrac Institute will:

- monitor a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their training with materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within WesTrac Institute and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## What is a Complaint / Grievance?

A complaint/grievance is the formal registration of a negative experience encountered whilst at the WesTrac Institute about the training, services provided or decision (not assessment related). The Complaint / Grievance Handling Policy can be located [Click Here](#) .

Lodging a Complaint / Grievance and the process, including timeframes, for handling such a Complaint / Grievance are outlined in the Complaints Procedure [Click Here](#) or by requesting a copy from the WesTrac Institute.

## What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable assessment decision. The Assessment and Appeals Handling Policy can be located [Click Here](#) the process of lodging an appeal and the process

for handling such an appeal are outlined in the Assessment Appeals Handling Procedure [Click Here](#) or by requesting a copy from the WesTrac Institute.

To submit a Compliant / Grievance or Assessment Appeals you will need to complete the Complaint Grievance and Assessment Appeal Form located [Click Here](#)

## **Withdrawing from a Course**

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Are to the student is to request an appointment with the relevant training manager for the opportunity to discuss their reasons and to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Students are to be informed of this decision in writing.

## **Student who are not contactable or not responding**

Where a student is not contactable or fails to respond to requests by the WesTrac Institute, the student's enrolment may be terminated in absentia. This action may only be taken where the WesTrac Institute has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course.

## **Recognition of Prior Learning**

In accordance with the requirements of the Standards for Registered Training Organisations, WesTrac Institute provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled. Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

The following guidelines are to be followed when received student's requests recognition of prior learning:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in WesTrac Institute scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

## **Forms of Evidence for Recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they

have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Position Description

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. WesTrac Institute reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

## **Credit Transfer**

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to WesTrac Institute.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### **Credit Transfer Guidelines**

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in WesTrac Institute scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and WesTrac Institute does not receive any funding when credit transfer is granted.



- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

*Thank you for choosing WesTrac Institute*