



# WesTrac Institute Student Handbook



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## About WesTrac Institute

WesTrac Institute stands as a distinguished Registered Training Organisation (RTO) #50737, dedicated to delivering top-tier training to students across Australia.

WesTrac Institute is committed to providing our students with high-quality training and assessment facilitated by our expert trainers. With a focus on industry relevance and best practices, our trainers bring a wealth of experience and knowledge to every session. They continuously engage in professional development activities to stay abreast of industry advancements, ensuring that our training programs remain at the forefront of excellence.

This commitment to excellence extends to the meticulous development and refinement of our learning programs. Through ongoing consultation with industry experts and stakeholders, we tailor our programs to meet the specific needs and demands of both our students and the ever-evolving industry landscape.

Our staff adhere to established policies, procedures, and associated tools to uphold the integrity and efficiency of our operations. By fostering a culture of continuous improvement and adherence to best practices, WesTrac Institute is poised to establish itself as a premier provider of training and assessment services, delivering outstanding outcomes across all areas of operation.

To explore more about WesTrac Institute and our offerings, visit our website at [www.westrac.com.au](http://www.westrac.com.au)

## Our Commitment

At WesTrac Institute, we are dedicated to delivering training and assessment services that meet the evolving needs of our students, clients, and industry partners.

To uphold this commitment, we ensure:

- Our trainers and assessors are highly qualified, experienced, and passionate about education.
- Our facilities are safe, well-equipped, and conducive to effective learning.
- Our training environments offer ample opportunities for hands-on learning and skill development.
- Our resources and assessments are designed to be fair, flexible, and aligned with industry standards.

We continuously strive to provide an exceptional learning experience that supports every student in achieving their goals.

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			
New South Wales (NSW)	WesTrac Institute 1 WesTrac Drive TOMAGO NSW 2322	Western Australia (WA)	WesTrac Institute 128-136 Great Eastern Highway SOUTH GUILDFORD WA 6055
	PH: (02) 49645200 Email: <a href="mailto:institutensw-act@westrac.com.au">institutensw-act@westrac.com.au</a>		PH: (08) 93778888 Email: <a href="mailto:rtowa@westrac.com.au">rtowa@westrac.com.au</a>

## Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with WesTrac Institute to understand their rights and responsibilities. We want to make sure that as a student, you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to the course you should discuss with the RTO your individual needs where required. This would be a great opportunity to discuss your existing skills and knowledge to allow the RTO to provide the best practice training and assessment services.

WesTrac Institute aims to be a leading training provider for all Australians by delivering high-quality, industry-relevant education. Our programs are designed to help students achieve their vocational goals in a professional, safe, and inclusive learning environment.

We are committed to:

- Providing accessible learning opportunities for all students
- Supporting diverse learning needs and backgrounds
- Maintaining a safe, compliant, and respectful training environment

WesTrac Institute ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing our services. WesTrac Institute hereby states that we undertake to always act in an ethical manner.

All activities of the RTO will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained.

We believe in constantly improving our programs and services. Through regular feedback and industry consultation, we refine our training to ensure it remains relevant, effective, and of the highest quality. Our goal is to deliver exceptional outcomes for every student.

## Enrolment Acknowledgement and Student Protection

Before completing and signing your enrolment form, please take the time to read this Student Handbook thoroughly. It contains important information about your rights, responsibilities, and the support available to you throughout your training journey.

By submitting your signed enrolment form, you confirm that you have read and understood the contents of this handbook.

WesTrac Institute operates under strong governance arrangements to ensure the integrity and quality of our training services. Our CEO oversees compliance with the VET Quality Framework, as well as national guidelines set by the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means:

- You are receiving training that meets nationally regulated standards.
- WesTrac Institute is committed to continuous improvement of our training products and systems.
- Our registration as a reputable Registered Training Organisation (RTO) is maintained through rigorous quality assurance.

We value the insights and experiences of our trainers, students, and industry stakeholders. Feedback plays a vital role in shaping the decisions made by senior management and helps us ensure our programs remain relevant, effective, and responsive to student needs.

## Our Training Scope

WesTrac Institute proudly delivers training and assessment services in a range of nationally recognised training products. These qualifications are developed to meet industry standards and are recognised across Australia, ensuring that students gain skills that are relevant, transferable, and valued by employers.

Each program is designed to combine hands-on experience with theoretical knowledge, preparing students for real-world challenges in their chosen field.

We offer training in the following areas:

Qualifications	
Code	Title
AUR20220	Certificate II in Automotive Air Conditioning Technology
AUR30320	Certificate III in Automotive Electrical Technology
AUR31220	Certificate III in Mobile Plant Technology

Single Units of Competency	
Code	Title
PUAFER005	Operate as part of an emergency control organisation
RIIHAN301E	Operate elevating work platform
RIIHAN308F	Load and unload plant
RIIWHS204E	Work safely at heights
TLIA1001	Secure cargo
CPCCLDG3001	Licence to perform dogging
CPPFES2005	Demonstrate first attack firefighting equipment
PUAFER006	Lead an emergency control organisation
RIIHAN305D	Operate a gantry or overhead crane
TLILIC0003	Licence to operate a forklift truck
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Please note: The code and title are subject to change according to TGA currencies.

## Fees and Payments

Fees are payable, where applicable, once you have received confirmation of enrolment. Payments will be processed after commencement of training, unless you are a credit account customer, in which case payment terms will follow WesTrac's Terms and Conditions.

Please note:

- WesTrac Institute reserves the right to discontinue training if fees are not paid as required.
- For Western Australia Apprenticeship training, invoicing and charges will occur only after sufficient evidence of participation in a unit of competency has been recorded.

To obtain the most up-to-date information on course fees and charges, please request a copy of the WesTrac Institute Schedule of Fees and Charges from your local training site.

WesTrac Institute accepts payment for fees using

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

## State Government Funded Training

At WesTrac Institute, we are committed to making high-quality training accessible to all aspiring apprentices. In Western Australia and New South Wales, apprenticeship training is supported through formal agreements with state government bodies. These partnerships ensure that eligible apprentices can access funded programs aligned with industry standards and workforce needs.

WesTrac Institute NSW offers training under the [Smart and Skilled website](#) program for eligible students. This government-funded initiative supports access to quality vocational education and training.

### NSW Apprentices – Smart and Skilled Program

The Smart and Skilled program provides subsidised training for eligible NSW apprentices. WesTrac Institute is an approved Smart and Skilled provider, and the following steps apply to apprentices enrolling under this program:

#### Eligibility Requirements:

- Be at least 15 years old
- Live or work in NSW
- Be an Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen
- Be undertaking a government-approved apprenticeship or traineeship

WesTrac Institute Guildford in WA offers Nationally Recognised full qualifications through [Jobs and Skills WA](#).

For courses not covered under public funding arrangements, WesTrac Institute operates on a fee-for-service basis. In these cases, employers or students are responsible for covering the cost of their training.

For a detailed breakdown of fees, charges, and available payment options, please contact the WesTrac Institute team at your training site. Our staff are here to help you understand your options and guide you through the enrolment process.

## Refunds

WesTrac Institute won't take up front fees for your training.

**For training in NSW** if you're under any of the Smart and Skilled funding arrangements this is fee free, so refunds are not applicable.

For all other training with NSW / ACT

- Cancellations received 10 working days or more before start date will be accepted.
- Cancellations received within 10 days of the course start date will be charged at the full price.
- If you wish to transfer to another course or date, notification is required in writing within 5 working days prior to the start of the course or a \$65 administration fee will be incurred.
- Substitutions can be made, and no fee will be incurred. Please advise in writing of name change.
- The WesTrac Institute reserves the right to cancel or reschedule courses if required. In this instance customers will receive a full refund.

If you're training at our **WesTrac Institute Site in Guildford WA**, the refund process below applies

### Apprentice

- Refunds are only given if student is withdrawn before the census date (census date is set based by DTWD, 20% through the unit (start date and end date))

### Trade Upgrade

- Refunds are only given if student is withdrawn before the census date (census date is set based by DTWD, 20% through the unit (start date and end date))

### Air Con

- Within 20 business days prior to Course Start Date, cancellation fee at 15% of the quoted price is chargeable to customer
- Within 15 days prior to Course Start Date, cancellation fee at 50% of the quoted price is chargeable to customer
- Within 10 days prior to Course Start Date, cancellation fee at 100% of the quoted price is chargeable to customer

## Safety

- Within 20 business days prior to Course Start Date, cancellation fee at 15% of the quoted price is chargeable to customer
- Within 15 days prior to Course Start Date, cancellation fee at 50% of the quoted price is chargeable to customer
- Within 10 days prior to Course Start Date, cancellation fee at 100% of the quoted price is chargeable to customer

## Census for Part Refunds (WA Only)

RTOs must establish a census/withdrawal date for each unit, set at no less than 20% of the unit's duration. More information is available at WA Department of Training and Workforce Development.

You can find more information at

<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-ppr-vet-fees-charges-jan2023.pdf>

## Our Guarantee to Students

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.

## Language, Literacy, Numeracy and Digital Skills

At WesTrac Institute, we recognise that strong skills in English language, literacy, numeracy, and digital technology (LLND) are essential for success in training and the workplace. We also understand that many students may need support in these areas to fully engage in learning and communication.

To help ensure every student is set up for success, all applicants will complete a short LLND quiz before enrolling in their chosen course. This helps us confirm the course is the right fit for your current skill level.

If you have specific LLND support needs, we encourage you to contact WesTrac Institute. We are committed to providing tailored learning and assessment opportunities to help you thrive throughout your training journey.

## Access and Equity

WesTrac Institute is dedicated to providing equitable opportunities for all individuals to advance in training. This includes ensuring equal access to industries where women are underrepresented, as well as for people with disabilities, those from non-English speaking backgrounds, Indigenous Australians, and students from rural and remote areas.

All students have equal access to our programs, regardless of gender, culture, linguistic background, race, socio-economic status, disability, age, marital status, pregnancy, sexual orientation, or carer responsibilities.

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
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

For any issues or questions regarding access and equity, please contact the WesTrac Institute Team.

## Student Support Services

During your enrolment, WesTrac Institute will deliberately engage with you on several occasions. We do this by requesting your complete enrolment documentation, or discussions over the phone, enrolment interview and finally during your orientation.

We offer a range of Student Support Services to help you succeed both academically and personally. Our support includes:

- Access to trainers and assessors for learning assistance
- Guidance with language, literacy, numeracy, and digital (LLND) skills
- Help with navigating course requirements and assessments.
- Referrals to external support services when needed.

Support is available at all training sites, and we encourage students to reach out early if they need help. Your success is our priority.

If you're an Apprentice in WA completing your training you will be contacted by the Workplace Visits Officer who will visit you at your place of work, as per the requirements set by DTWD.

## Unique Student Identifier

Your Unique Student Identifier (USI) is your lifelong education number that creates a secure online record of your nationally recognised training achievements in Australia. It is mandatory for all students undertaking training at WesTrac Institute.

Important: Registered Training Organisation (RTOs) cannot issue Statements of Attainment or Certificates without a valid USI. For more information, visit [usi.gov.au](http://usi.gov.au).

## Steps to Find Your USI

1. Go to Find Your USI page on the official USI website.
2. Click "Forgotten USI" to begin the recovery process.
  - Choose one of the following ways to verify your identity:
    - Email address
    - Mobile number
    - Personal details and security question answers
    - Personal details and an identification document
4. Make sure the details you enter match exactly with what is on your USI account.
5. Once verified, your USI will be sent to you via email or SMS.

## Steps to Create Your USI

1. Visit the USI Registry System
2. Have a valid form of ID ready (e.g. passport, driver's licence, Medicare card)
3. Agree to the terms and conditions.
4. Select "Create USI"
5. Choose your identity document and enter your personal details exactly as they appear.
6. Provide at least two contact methods.
7. Confirm your identity via the Documentation Verification Service (DVS)
8. Set up your account with a secure password and check questions.

## Grant WesTrac Institute Permission

Once your USI is created or training has commenced, please grant WesTrac Institute permission to view and update your training records:

Organisation Code: 50737

Organisation Name: WesTrac Institute

ABN: 63 009 342 572

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

**Please Note: RTOs cannot issue Statements of Attainment and or / Certificates to students who do not provide a valid USI number or evidence of exemption.**

## Credit Transfer

WesTrac Institute acknowledges Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). If you have previously completed Units of Competency, you may be eligible for direct credit transfer.

To apply, simply provide a certified copy of your Statement of Attainment or USI transcripts during enrolment.

This helps us recognise your prior learning and ensure you are not repeating content unnecessarily.

If you are unsure about your eligibility or need help with the process, our team is here to support you every step of the way.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal assessment process that acknowledges the skills and knowledge you have gained through previous study, work experience, or life experience. It allows you to have your existing competencies recognised without needing to complete the full training and assessment pathway.

To be considered for RPL, you will need to provide evidence that meets the following criteria:

- **Authentic** – your own work and experience
- **Sufficient** – demonstrates consistent competence over time.
- **Current** – reflects up-to-date skills and knowledge.
- **Valid** – directly relevant to the unit or qualification being assessed

If you are interested in applying for RPL, please contact our WesTrac Institute team to request an RPL Kit.

## Our Trainers / Assessors

At WesTrac Institute, students are guided by Trainers and Assessors who bring a wealth of industry knowledge and experience to the classroom. All Trainer and Assessors hold formal qualifications in the specific competency units they teach and assess, ensuring that all training is both relevant and aligned with current industry practices.

To stay current with evolving industry standards, our Trainers and Assessors regularly engage in professional development. This includes practical experience with modern equipment, systems, and technologies, as well as participation in both internal and external training programs. Their continued learning means students benefit from the latest techniques and insights in their chosen field

Training at WesTrac Institute is conducted face-to-face in a classroom on site, providing students with the opportunity to apply theoretical knowledge through hands-on learning and assessment activities in a real-world environment.

## WesTrac Institute Expects You To:

- Always adhere to all WesTrac Institute policies and procedures.
- Mobile phones must remain off or silent during training sessions and may only be used during scheduled breaks.
- Contribute to a positive and inclusive learning environment, treating all individuals with respect regardless of gender, race, sexual orientation, political views, marital status, disability, or religious beliefs.
- Act honestly and respectfully. Do not falsify work or information, and avoid any behaviour that could harm, offend, or endanger others.
- Take ownership of your learning by engaging fully in training and assessment activities and maintaining steady progress toward your goals.
- Use all facilities, materials, and publications responsibly. Respect copyright laws and do not share or distribute Institute resources without permission.
- Always show courtesy and respect to fellow students and WesTrac Institute staff
- Behave and conduct in a lawful manner. Where there is a breach, this could result in suspension and /or cancellation of 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

- The standard dress is neat and tidy Hi Visibility clothing to be always worn
- Students must wear long-sleeved shirts, long trousers, safety boots, gloves, a hard hat, and safety glasses during all practical training sessions.
- Shorts, skirts, and any open-toe footwear—including sandals and thongs—are strictly not permitted during training.

## Workshop Practices

- Appropriate personal protective equipment (PPE) must be always worn in the workshop. This includes high-visibility clothing, safety glasses, safety boots, gloves, safety glasses, a hard hat, and ear protection where required.
- All workshop activities are supervised by qualified trainers and assessors. Students are expected to keep their work areas clean and return all tools to their designated storage locations after use.
- Before starting any practical task, a risk assessment must be completed and approved by a trainer. Students must follow all WesTrac Institute policies, safe work procedures, and instructions provided by trainers or staff without exception.

## Smoking And Drugs

WesTrac Institute maintains a smoke-free environment across all site boundaries to promote a safe and healthy workplace for students, staff, and visitors.

While attending training, students may be subject to random drug and alcohol testing in accordance with WesTrac's Fitness for Work Policy. This policy is designed to ensure the safety and wellbeing of everyone on site. Failure to comply with WesTrac's drug and alcohol policy may result in disciplinary action, which can include (but is not limited to):

- Being asked to leave the training site
- Notification of your employer

We encourage all students to uphold these standards and contribute to a safe and respectful learning environment.

## 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:

- Adhere to the WesTrac Life Saving Rules (below picture)
- 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.
- Not be under the influence of alcohol or drugs during the conduct of training and assessment.
- Report all potential hazards, accidents and near misses.
- 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.

# Life Saving Rules



**FITNESS FOR WORK:** Work shall not commence or continue unless workers are fit for work and are free from the effects of drugs or alcohol.



**PLANT AND MOBILE EQUIPMENT:** Plant and mobile equipment shall only be operated by team members who are trained, competent and authorised to do so.



**LIFTING OPERATIONS:** Workers shall not walk or work underneath a suspended load or access a designated lift exclusion zone without authorisation.



**ISOLATIONS:** All applicable sources of energy must be identified, discharged, isolated, and locked out prior to any work commencing on plant or equipment. Each isolation must be verified before commencing work.



**WORKING AT HEIGHTS:** Work shall not take place above 2 metres, or within 2 metres of an open edge where a worker could fall more than 2 metres, unless the task is risk assessed, fall protection or fall prevention is in place, and the worker is trained and authorised to do so.

## Enrolment

WesTrac Institute is committed to ensuring a smooth and transparent enrolment process for all students. Upon enrolment, students agree to comply with the Institute's policies, procedures, and training requirements.

Additional enrolment information will be provided during orientation or upon request.

WesTrac Institute supports apprentices and across New South Wales / ACT and Western Australia through government-subsidised training programs. The enrolment process may vary depending on your location and funding eligibility.

## New South Wales Apprentices – Smart and Skilled Program

1. **Training Contract:** Your employer must lodge a training contract with an Apprenticeship Network Provider (ANP).
2. **Training Plan Proposal –** Apprenticeship Network Provider will forward through the Training Plan Proposal (TPP) for the RTO to sign to agree to be the RTO for your apprenticeship.
3. **Enrolment Paperwork-** WesTrac Institute will get in touch with you and advise you of your enrolment pack which includes the following:
  - WesTrac Institute Student Handbook
  - WesTrac Institute Enrolment form

- Smart and Skilled Eligibility Form
  - Smart and Skilled Declaration Form
  - Link for our language, literacy, numeracy, and digital technology Quiz's
  - Link to set up an aXcelerate Student account (student management system)
4. **Student Consent:** You must review and sign the consent form acknowledging your rights and obligations under Smart and Skilled.
  5. **Notification of Enrolment (NoE):** RTO Receives enrolment paperwork back and processes the smart and skilled NoE via the Smart and Skilled Provider Portal (STS Online), which includes:
    - Verifying eligibility
    - Generating a Student Fee Estimate
    - Issuing a Notification of Enrolment ID
  6. **Finalisation:** Once all documentation is complete, your enrolment is confirmed, and a training schedule will be completed with training ready for commencement.

### **New South Wales and ACT Non-Funded training Enrolment Process**

1. Students or employers will contact WesTrac Institute with the intent to enroll in training.
2. **Enrolment Paperwork-** WesTrac Institute will send you and advise you of your enrolment pack which includes the following:
  - WesTrac Institute Student Handbook
  - WesTrac Institute Enrolment form
  - Link for our language, literacy, numeracy, and digital technology Quiz's
  - Link to set up an aXcelerate Student account (student management system)
3. **Student Consent:** You must review and sign the enrolment form
4. **Finalisation:** Once all documentation is complete, your enrolment is confirmed, and a training schedule will be completed with training ready for commencement

### **New South Wales Air Conditioning (External)**

1. Booking form is emailed through to [instituteNSW-ACT@westrac.com.au](mailto:instituteNSW-ACT@westrac.com.au) their employee
2. Email information along with the enrolment form and ARCTick licence requirements and request for previous transcripts
3. Enrolment form returned; student enrolled into course
4. Quote sent to client if required
5. Booking confirmation email sent to students and clients, they can now apply for their ARCTick licence (student handbook, LLND quiz, aXcelerate invite to set up learner account and ARCTick licence requirements)

### **New South Wales Air Conditioning (Internal)**

1. Employee enrolls into the course through Success Factors
2. Supervisor approves through success factors.
3. WesTrac Institute checks success factors - Email information along with the enrolment form and ARCTick details and request for previous transcripts
4. Previous transcripts and enrolment form returned
5. Booking confirmation email sent to students, they can now apply for their ARCTick licence (student handbook, LLND quiz, aXcelerate invite to set up learner account and ARCTick licence requirements)

### **New South Wales Safety (Internal)**

1. Student enrolls into the course through Success Factors
2. Supervisor approves through success factors
3. Email sent out confirming booking from success factors and link for the student handbook
4. Enrolment form collected at start of course

## Western Australia Apprentice

1. Notice to train received on WAAMS
2. Student and employer sent welcome pack from aX (enrolment form, authority to invoice, LLN test link, online safety induction link (mobilise me), student handbook, asks for any previous Certs to grant CT)
3. Once enrolment form, authority to invoice returned, LLN and online safety induction completed, Grant CT if applicable. Training plan sent to student and employer
4. Once training plan returned (signed by student and employer), RTO manager signs training plan. Training contract is accepted on WAAMS
5. Student enrolled into workshops and yearly schedule sent
6. Student sent student portal access email from aX
7. Quote for training sent to employer
8. Invoice Breakdown sent to student with census dates

## Western Australia Trade Upgrade

1. Notice to train received on WAAMS
2. Student and employer sent welcome pack from aX (enrolment form, authority to invoice, LLN test link, online safety induction link (mobilise me), student handbook, asks for any previous Certs to grant CT)
3. Once enrolment form, authority to invoice returned, LLN and online safety induction completed, Grant CT. Training plan sent to student and employer
4. Once training plan returned (signed by student and employer), RTO manager signs training plan. Training contract is accepted on WAAMS
5. Student enrolled into workshops and yearly schedule sent
6. Student sent student portal access email from aX
7. Quote for training sent to employer
8. Invoice Breakdown sent to student with census dates

## Western Australia Air Con (External)

1. Client emails [RTOWA@westrac.com.au](mailto:RTOWA@westrac.com.au) requesting spot in HVAC course for their employee
2. Enrolment form sent to client
3. Enrolment form returned; student enrolled into course
4. Quote sent to client requesting PO for course
5. Booking confirmation email sent to student and client (student handbook, safety inductions, ARCTick licence requirements)

## Western Australia Air Con (Internal)

6. Student enrolls into the course through Success Factors
7. Supervisor approves through success factors
8. Email sent out confirming booking (ARCTick licensing requirements, student handbook)
9. Enrolment form collected at start of course

## Western Australia Safety (External)

1. Client emails [rtowa@westrac.com.au](mailto:rtowa@westrac.com.au) requesting spot in safety course (includes high risk) course for their employee
2. Enrolment form sent to client
3. Enrolment form returned, student enrolled into course
4. Quote sent to client requesting PO for course
5. Booking confirmation email sent to student and client (student handbook, safety inductions, hi risk licence requirements from work safe if applicable)

## Western Australia Safety (Internal)

5. Student enrolls into the course through Success Factors
6. Supervisor approves through success factors
7. Email sent out confirming booking (high risk licensing requirements from work safe if applicable, student handbook)
8. Enrolment form collected at start of course

## Changes to Enrolment Conditions

WesTrac Institute reserves the right to update or amend enrolment conditions in line with regulatory or operational requirements. If any changes affect your enrolment, you will be notified in writing at least 7 days prior to the changes taking effect, in accordance with the Standards for RTOs 2025

## Withdrawing from a Course

If you need to withdraw from your course due to personal, academic, or employment-related reasons, please notify WesTrac Institute as soon as possible.

For apprentices and trainees, the Institute will also inform your employer and the relevant state or territory apprenticeship regulatory authority, as required.

Note: The withdrawal process may vary depending on the specific requirements of your state or territory apprenticeship contracts

## Competency Based Training and Assessment

WesTrac Institute delivers training and assessment using a competency-based model, in line with national training package requirements and the 2025 RTO Standards.

### What is Competency-Based Assessment?

Competency-based assessment is a process that evaluates whether you can demonstrate the required skills and knowledge to industry standards. You will receive feedback on all assessment activities.

- There are no grades or scores.
- You will be assessed as either:
  - Competent (C) – you have met all requirements, or
  - Not Yet Competent (NYC)

### Re-Assessment

If you are assessed as Not Yet Competent:

- You will receive constructive feedback identifying the specific areas for improvement.
- You will be provided with additional support and training to help you address these gaps.

You will have up to three opportunities to demonstrate competence in each assessment

- If you do not achieve competency after three attempts:
- You will need to re-enrol in the unit of competency.
- Additional course fees and charges will apply.

**Important:** For units involving High Risk Work Licences, all assessments and re-assessments will be conducted in accordance with the National Assessment Instrument (NAI) and relevant Safe Work Australia or state-based regulatory requirements.

## Reasonable Adjustment

WesTrac Institute endeavors to provide the same opportunity for all students to succeed in their course. At times, students may not be able to demonstrate competency in learning and/or assessment in the same way as others. The Disability Discrimination Act 1992 and the Disability Standards for Education 2005 clarifies the obligations of education and training providers and seek to ensure that students with disability can access and participate in education on the same basis as students without disability.

- To Determine the need for reasonable adjustment, WesTrac Institute will:
- Consult with the student
- Consider whether reasonable adjustment is necessary
- If an adjustment is necessary, identification of a reasonable adjustment
- Make the reasonable adjustment

WesTrac Institute will only offer reasonable adjustment opportunities to suit the individual as long as it does not cause unjustifiable hardship on WesTrac Institute, meets industry standards and ensures the integrity of the course or program, and assessment requirements are maintained.

## How To Make a Complaint

Complaints are the expression of dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of students, staff and contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- Training delivery
- Training and/or assessment, including Recognition of Prior Learning (RPL)
- Any other activities associated with the delivery of training and assessment services.
- Issues such as discrimination, sexual harassment, Student amenities, etc.

### Step 1

Students are encouraged to speak immediately with their Trainer and Assessor. If the student is not comfortable in addressing the issue with their Trainer and Assessor, they are encouraged to contact the Training Supervisor or Training Manager.

### Step 2

If the issue is not resolved the student is encouraged to either speak to or contact in writing using the Complaints Form to the Training Manager or RTO Compliance & Quality Supervisor [rtocompliance@westrac.com.au](mailto:rtocompliance@westrac.com.au)

### Step 3

If the matter is still not resolved an independent third party will be requested to assist with resolution. At the cost of WesTrac Institute. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR or for specific issues such as discrimination the relevant body e.g. Anti-discrimination board.

Outcomes of complaints will be provided to the student in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged a Complaint Form must be completed and forwarded to the Training Manager or RTO Compliance & Quality Supervisor immediately, even if the situation has been resolved.

## How to Lodge an Appeal

Appeals are the expression of dissatisfaction with a decision made by WesTrac Institute

There are various grounds for lodging appeal including but not limited to:

- Assessment results
- Refused refund.
- Refused requests for an extension.
- Outcome of a complaint
- Cancellation of enrolment
- Refusal to enrol a student.

### Step 1

If dissatisfied with a decision made by WesTrac Institute, the appellant must complete the Appeals Form - and forward it to the Training Supervisor, Training Manager or RTO Compliance & Quality Supervisor or by contacting the WesTrac Institute [rtocompliance@westrac.com.au](mailto:rtocompliance@westrac.com.au)

(To be submitted within 5 days of receiving a result)

### Step 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised in the Appeals Form. The appellant is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten (10) working days of Step 2)

### Step 3

If you are still not satisfied with the outcome of the appeal, the appeal is to be reviewed by Training Manager

The RTO Compliance & Quality Supervisor will send an acknowledgement letter to the appellant, record receipt of the Appeals Form, then conduct the review. The RTO Compliance & Quality Supervisor, if necessary, will convene a review panel to thoroughly examine the appeal.

(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the appeal the student will be notified in writing and how long it should take before a decision is made.

### Step 4

If the matter is still not resolved an independent third party will be requested to assist with resolution, at the cost of WesTrac Institute. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR.

(The student is to be advised of the outcome within fifteen (15) working days).

## Issuing Qualifications and Statements of Attainment

WesTrac Institute issues all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to students within thirty (30) calendar days of successfully completing the enrolled unit of competency or qualification.

Students who meet all course requirements will receive a Certificate or Statement of Attainment, as applicable. Students who exit the course before completing all requirements for a full qualification will be issued a Statement of Attainment for the units they have successfully completed.

However, certificates will not be issued if the student owes outstanding fees to WesTrac Institute or has not provided a valid Unique Student Identifier (USI).

## Accessing your Records

Students are entitled to access their records, including student files, learning and assessment records, administrative records, and AQF certificates.

Records can be accessed by contacting the Institute you were trained at.

Reissued statements of attainment or qualifications will be emailed to the student's current email address.

## Continuous Improvement and Evaluation

WesTrac Institute is committed to delivering high-quality training and support services through a process of ongoing review and enhancement. Continuous improvement is central to our RTO, and student feedback plays a vital role in shaping the future of our programs and services.

In accordance with the [Data Provision Requirements 2020](#), all RTO's regulated by the Australian Skills Quality Authority (ASQA) are required to collect feedback from students and employers annually and submit a summary to ASQA.

At the conclusion of your training, you will be invited to complete a survey evaluating your experience. This survey helps us understand what we're doing well and where we can improve. In addition, students are encouraged to contact WesTrac Institute Team at any time to provide feedback or comments on any aspect of the service received.

This feedback serves as a key measure for:

- Monitoring and improving training quality
- Ensuring compliance with national Standards
- Supporting continuous improvement across the sector
- Contributing to national benchmarking efforts

Your participation helps shape the future of vocational education and training—thank you for being part of the process.

## Relevant Legislation to be Complied With

### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<https://www.legislation.gov.au/C2011A00012/latest/text>

### Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <https://www.aq.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law>

### Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services. For more information visit: <https://consumer.gov.au/>

### Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

### Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

### Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

For more information regarding the Copyright Act 1968, go to <https://www.legislation.gov.au/C1968A00063/latest/text>

### Disability Discrimination Act 1992

Disability discrimination is when a person with disability is treated less favourably than a person without disability in circumstances that are not materially different. The Commonwealth Disability Discrimination Act 1992 (DDA) makes disability discrimination unlawful except in certain limited circumstances. For more information visit:

<https://www.education.gov.au/swd/resources/fact-sheet-1-disability-discrimination-act-1992>

### Disability Standards for Education 2005

The Disability Standards for Education 2005 (the Standards) seek to ensure that students with disability can access and participate in education on the same basis as other students. For more information visit:

<https://www.education.gov.au/disability-standards-education-2005>

*Thank you for choosing WesTrac Institute*