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## **AW WORKWISE STUDENT INFORMATION**

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AW Workwise utilises creativity, innovation and advances in technology to deliver leading edge services to assist individuals and organisations achieve well-being. Every aspect of AW Workwise reflects our commitment to excellence and to the fulfilment of our customers' needs.

We draw contemporary, evidence-based knowledge from a diverse range of fields including health, behavioural science, safety science and psychology. Our services include occupational health and safety, specialised training, injury management and psychological services.

Our underlying philosophy reflects a strong focus on customer service and achieving tangible outcomes. The integration of our services ensures that our customers can ensure the health, safety and well-being of their employees from the prevention of injury, the effective management of injury and the fostering of wellness in the organisation. These services combine, resulting in increased productivity, reduced absenteeism, improved morale, legislative compliance and a reduction in workers' compensation premiums.

### **NATIONALLY RECOGNISED TRAINING IN ACCREDITED COURSES**

AW Workwise is suitably equipped to deliver various courses as a Registered Training Organisation. AW Workwise deliver a number of training packages that are nationally recognised and meet the Australian Quality Training Framework, and as appropriate relevant industry standards and legislation requirements for business.

### **COURSE FEES**

Details of Course Fees are provided in the course information sheet. In cases whereby AW Workwise should cancel or postpone a training course, alternative arrangements will be made accommodate the participant. This will include offering an alternative date to attend the training.

Course cancellations received within 5 working days of the training commencement date will incur a \$50.00 (inclusive of GST) registration service charge. Course fees are non-refundable where participants withdraw or do not attend the day of training.

An alternative delegate can be appointed prior to the commencement of the training at no extra charge.

Only one transfer to another session will be accepted for each booking and this must occur within 3 months from the time of the first course booking. Transfers made to another session received within 24 hours of the course commencing will incur a \$50.00 (inclusive of GST) transfer fee

AW Workwise will inform participants in writing, of any changes to fees, and we reserve the right to change fees at any time with due notice given

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### **QUALIFIED STAFF**

AW Workwise trainers and assessors are experienced tertiary qualified specialists in their chosen field. AW Workwise trainers and assessors regularly update their skills through extra training and contact with industry and regulatory bodies. In addition AW Workwise trainers and assessors possess appropriate workplace training and assessment qualifications.

### **WORKBOOKS AND MATERIALS**

As part of our training packages, AW Workwise provides participants with workbooks and materials required for the training which forms part of the course fee.

### **ATTENDANCE**

Participants are responsible for attending the classes as detailed within their email/letter of confirmation.

Participant attendance records are maintained for every training session and endorsed by the trainer/assessor. In cases whereby participants are attending training as part of their work commitments, any non attendance at such training will be reported to the participants employer or contact person as appropriate.

### **HOW TO HAVE A GREAT TRAINING EXPERIENCE WITH AW WORKWISE**

- Ensure you are well rested and have breakfast or a meal prior to commencing the training.
- Arrive ready to learn — leave any outside or work concerns behind for these few hours.
- Avoid providing people with your mobile number and advise them that you can not be contacted during the course. Using a mobile phone can be very disruptive to the whole group. It should be noted that you will be asked to switch off your mobile during the training.
- Allow plenty of time to arrive at the training — plan to be 15 minutes early so that you avoid missing any essential information.
- Pre-read any material AW Workwise send you.
- Wear appropriate loose and comfortable clothing.
- In cases whereby personal protective equipment is required, participants are expected to provide and wear it appropriately.

### **OUR LOCATIONS**

AW Workwise delivers training at Warners Bay, Tuggerah, Greenhills, Parramatta and Campbelltown. The training venues are air-conditioned and well equipped. Public courses that are delivered over one or more days include morning and afternoon tea and a light lunch.

The AW Workwise team of trainers can deliver training packages at a customer's site and for more information contact the Training Coordinator on 1800 249 579.

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### **PARTICIPANT SERVICES**

As a registered training organisation, we must provide these services and keep you informed.

AW Workwise provides timely and appropriate information, advice and support services including:

### **SELECTION AND ADMISSION**

Participants can reserve a place at one of our scheduled public courses by completing a Registration Form located on our Internet site [www.awworkwise.com.au](http://www.awworkwise.com.au) or alternatively by contacting telephone 1800 249 579 to arrange for a Registration Form to be provided via email, mail or fax.

### **PARTICIPANT FEES AND CHARGES, INCLUDING FEE REFUND POLICY**

Fees for courses are clearly identified in the information and registration form sent to customers/employers. The payment of fees does not mean that a participant is guaranteed successful completion of a course.

### **TRAINING DELIVERY AND ASSESSMENT PROCEDURES**

Every participant, on commencement of a course will be taken through an outline of the delivery and assessment process. AW Workwise utilise various assessment techniques including questioning, knowledge tests and practical exercises that demonstrate evidence of a participants level of competency.

### **ACCESS AND EQUITY**

AW Workwise aims to provide a safe, equitable and fair learning and working environment for all participants and staff. This means that it seeks to ensure that program design, course content, classroom environment; assessment procedures provide equality of educational opportunity to all participants. AW Workwise is also committed to ensuring that all participants are not unlawfully discriminated against.

### **PARTICIPANT APPEALS PROCEDURES**

Every participant has the right to appeal assessment decisions or lodge a grievance. The procedures for such are outlined below.

Any participant complaint, grievance or appeal will be dealt with in a constructive and timely manner.

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### STEPS TO FOLLOW IN AN ASSESSMENT APPEAL:

- In the case whereby a participant appeals the result of a test or assessment the Assessor will immediately discuss the area for which the participant is considered not yet competent and provide them with the opportunity to demonstrate competency.
- If competency is not demonstrated, the participant has the right to request reassessment by the same assessor. Alternatively the participant may request another assessor perform the assessment.
- Following a second assessment whereby the participant is considered not yet competent, an Appeals Form must be completed and submitted to the Training Coordinator for consideration. An Appeals Form can be obtained from the Training Coordinator on telephone 1800 249 579.
- On receipt of the completed Appeals Form the Training Coordinator or their nominee will schedule a meeting to discuss the assessment. Details of the meeting will be recorded in writing and the participant informed of the outcome.
- If agreement still cannot be reached, and the participant wishes to make a formal appeal, then this appeal must be heard by an independent person or panel if resolution cannot be reached first.
- Each participant must be provided with the opportunity to formally present their case.
- Each participant must be provided with a written statement of the appeal outcomes, including reasons for the decision.

### STEPS TO FOLLOW IF PARTICIPANTS HAVE A COMPLAINT WITH AW WORKWISE:

AW Workwise incorporates and encourages a strong customer focus. As part of this strategy AW Workwise encourages its participants/customers to provide feedback related to the services it provides. AW Workwise considers customer feedback as an opportunity to continuously improve its services.

- Participants are encouraged in the first instance to discuss their grievance with the relevant trainer or alternatively they can contact the Training Coordinator on telephone 1800 249 579.
- Participants that are not satisfied with a response to their grievance are requested to complete a Complaints Form and submit this to AW Workwise's Corporate Services Manager. Investigations of a grievance/complaint/appeal will commence within two working days of receiving the Complaints Form.
- Details of any meetings with the complainant will be recorded in writing and the complainant informed of the outcome.
- If agreement still cannot be reached, and the complainant wishes to pursue the matter further, such action can be taken to the Department of Fair Trading or reported to VETAB.

### **PARTICIPANT INDUCTION**

At commencement of each course, information will be given regarding participant obligations and requirements. AW Workwise Trainers and Assessors can answer any questions not covered during the training during scheduled breaks. Participants should not hesitate to raise any questions or concerns in regard to the training or the facilities.

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### **LEARNER SUPPORT ASSISTANCE**

Although AW Workwise delivers short courses, we endeavour to meet the needs of all our participants. Our goal is to ensure our participants are provided with every opportunity to enjoy and succeed in their learning experience.

Participants are encouraged to discuss any problems or issues they may have in regard to the training. The trainer will endeavour to identify, in consultation with the participant, any issues that may hinder the participants opportunity to learn and as appropriate make any necessary adjustments to the learning environment accordingly.

Such assistance may include:

- Explanations of parts of the learning that have not been understood
- Repeat of classes (subject to availability and cost of training)
- Flexibility in the delivering of training in terms of timing
- Extra time on practicals and testing as appropriate
- Individual or group coaching of participant

It should be noted that AW Workwise does not offer guidance or welfare advice given the length of our courses.

### **COMPLYING WITH LEGISLATION IN OUR TRAINING PROGRAMS:**

#### **EQUAL EMPLOYMENT OPPORTUNITY**

All participants are entitled to, and will be given equal consideration and treated with equal respect. AW Workwise will abide by a Code of Conduct and Anti-Discrimination Policy. AW Workwise will monitor the composition of its workforce and the classroom, and introduce action if it appears that this policy is not fully effective.

#### **HARASSMENT**

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes: -

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

AW Workwise will investigate complaints of harassment from participants. The participant should first talk to the Trainer or Training Coordinator about the circumstances. AW Workwise has established a process for dealing with such complaints that is fair and meets our legal obligations. Participants have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

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### DISABILITY

AW Workwise will make reasonable adjustments in order to cater for the needs of participants with a disability. Training venues and facilities have disability accessibility, if further assistance is required, contact the Training Coordinator on telephone 1800 249 579 to discuss the type of assistance which can be provided.

### LANGUAGE AND LITERACY ADJUSTMENTS

- Support persons such as signers and interpreters are welcome in our classes.
- We will ensure that our training is delivered at a reasonable pace for the various types of learners.
- We will use plain English and explain terminology with practical examples.
- Assessment will be both written and practical and can be taken orally if requested.
- Participants are encouraged to express any literacy concerns they may have, in private, to the Trainer, either before or during the training session.
- AW Workwise will use varied form of training medium to ensure that all types of learning styles are catered for.

### GENDER

AW Workwise encourages and accepts both genders to attend its courses. Every attempt is made to ensure that resources used have appropriate non-gender specific language. Any gender specific language that is used is not intended to offend or discriminate.

Should assistance be required in relation to disability issues including literacy, numeracy, dietary, cultural matters, the participant or their nominee is encouraged to contact the Training Coordinator on telephone 1800 249 579.

### COMMITMENT TO PRIVACY

AW Workwise is a privacy conscious organisation and is strongly committed to an individual's right to privacy. AW Workwise endeavours to concurrently abide by the National and State Privacy Acts and the embedded Privacy Principles.

The Privacy Principles are legally binding on how we must handle personal information.

Staff of AW Workwise take all reasonable steps to make their participants aware that they are collecting personal information about them, the purpose for which the information is collected, and who the information might be passed onto.

Generally AW Workwise will use and disclose personal information only:-

- for the main purpose for which it was collected, or
- for other closely related purposes, and
- if was a reasonable expectation of the participant, and
- the participant and the staff member share an understanding of these purposes.

### ACCESS TO PARTICIPANT'S INFORMATION

Should participants request access to their information AW Workwise have a documented procedure requiring authorisation before this can occur.

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For further information contact your trainer or the AW Workwise Training Coordinator on telephone 1800 249 579.

### **OCCUPATIONAL HEALTH & SAFETY**

AW Workwise trainers and assessors are aware of:

- The OH&S legislation as it relates to their educational environments.
- OH&S management systems, policies and procedures required for OH&S compliance.
- AW Workwise Trainers perform a training venue risk assessment prior to the commencement of a training session.
- AW Workwise reserves the right to exclude any participant if it is deemed that the learning environment or other people's safety is at risk.

Such dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- absences at required times

### **PARTICIPANT'S DETAILS AND RESULTS**

- Participants' details are collected on the nomination forms and our enrolment forms. AW Workwise collects this confidential information for internal use and government auditing.
- Participant results — the results of your assessments are provided as soon as practicable, after the day of training. The results are signed off and forwarded to our Training Coordinator for action.
- Certificates and Statements of Attainment for the accredited course are issued by AW Workwise and will be forwarded to the participant or their employer as appropriate.
- The results are entered into our databases as a long-term record.
- These records are confidential and remain the property of AW Workwise. Participants have the right to sight their records. When accessing personal information the participant must first provide proof of identity by name, address and Date of Birth.

### **COPYRIGHT**

AW Workwise adheres to the Copyright Act.

All course materials and software are licensed.

### **SECURITY**

Personal property - Participants are responsible for their own personal belongings/property. AW Workwise will not accept any responsibility for stolen or damaged personal property.

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### **TRAINING AND ASSESSMENT STRATEGY:**

#### **TRAINING DELIVERY**

AW Workwise can deliver:

- **Off-the-Job Training** - In training rooms at your workplace or training centres.
- **On-the-Job Training** - On the location designated by your company.

#### **ASSESSMENT PROCESSES**

All courses will be assessed against the competency standards or the assessment criteria set out for that course against the Training Package.

Qualifications or credentials cannot be purchased and payment for any course does not guarantee that the participant will achieve the competencies required or receive the qualification or credential.

#### **COMPETENCY ASSESSMENT RESULTS**

All participants will be assessed as either Competent (C) or Not Yet Competent (NYC) as appropriate.

Participants that receive a 'NYC' will be briefed in private as to where they need to concentrate in order to achieve competency, and provided with an opportunity to undergo re-assessment. This opportunity may involve repeating the course. A participant who, following this second opportunity is unable to demonstrate competency will be counselled and advised of their options. Such options may include further training for which an additional fee may be payable.

#### **DIRECT CREDIT TRANSFER**

Participants that have completed accredited training through another Registered Training Organisation (RTO) may be eligible for direct credit transfer.

AW Workwise will recognise national qualifications issued by another RTO, which will minimise the time required for the participant to complete their qualification.

For more information on direct credit transfer please contact AW Workwise's Training Coordinator on telephone 1800 249 579.

#### **HOW DO I APPLY?**

Simply fill in the application form available from the Training Coordinator on telephone 1800 249 579 and attach certified copies of your qualification (certificate or statement of attainment) to validate your application. Participants are responsible for providing all relevant documents. Your certified copies will need to be kept on file at AW Workwise.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

#### **ASSESSMENT ONLY PATHWAY**

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Participants who believe they do not need to complete the full course can book for an assessment only process. Participants are responsible for producing all relevant documents, including course details, when attending the assessment booking.

### **OUR RESPONSIBILITY - AW WORKWISE CUSTOMER SERVICE CODE**

AW Workwise agrees to meet the requirements of a Registered Training Organisation. Our responsibilities are set out in the AW Workwise Training Code of Practice and in this Information brochure for participants.