

**WESTERN SYDNEY**  
UNIVERSITY



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Registered Training  
Organisation



**STUDENT HANDBOOK**



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**CONTACT DETAILS FOR WESTERN SYDNEY UNIVERSITY RTO:**  
[rto@westernsydney.edu.au](mailto:rto@westernsydney.edu.au) or 1800 222 423

# WELCOME...

It is with great pleasure that I welcome you to the Western Sydney University Registered Training Organisation.

We are a Registered Training Organisation (RTO ID: 90319) providing quality training to enterprises, community organisations and university stakeholders to help build the workforce capability requirements of Australia.

The RTO has a proud tradition of working with some of Australia's most influential organisations to enhance the capability of modern workplaces.

As a leading learning institution, we focus on inspiring our students to achieve their potential. We believe learning should be innovative and engaging, and our courses are designed to inspire students towards achieving their goals.

Our passion is to develop a generation of highly skilled, highly sought after, informed professionals and staff, able to excel within today's competitive workplace.

Operating within the Australian Quality Framework, our programs are ASQA accredited and meet the highest standards. All our trainers are experts in their fields of work and consistently strive for best practice.

This handbook is to inform you about your learning experience with us. Please don't hesitate to contact our team if you have any queries or would like any further information.

We look forward to taking this journey with you!

Committed to your success,

Robert Cousins  
Director



# The Enrolment Process

The Western Sydney University RTO has a two-stage enrolment process designed to ensure that our clients make an educated and informed decision when considering us as their training provider. Our enrolment process allows us to work with prospective clients and students to maximise their training outcomes and meet their needs.

Information on courses delivered by The RTO is available directly from us, or on our website at [westernsydney.edu.au/rtocourses](http://westernsydney.edu.au/rtocourses)

## PRE-ENROLMENT

We are committed to providing you with all the necessary information to help you make an informed decision about your study and the courses that we offer. We will make available to you the information specifically about your course and a copy of our Student Handbook.

As part of the Pre-enrolment stage, particular emphasis for your consideration is made on the following areas:

- Pre-assessment and selecting the right qualification, units and level of support
- Course information, including content and vocational outcomes
- Fees and charges
- How the training is conducted and how assessment is made
- Your rights and responsibilities as a student
- Support services available to you
- Options for Recognised Prior Learning (RPL) or Credit Transfer - and how to access these options

Our aim here is to help you select the right qualification for your needs.

## COURSE ENROLMENT

To enrol in your course of study, you will need to undertake the following activities:

- Complete our Course Enrolment form
- Complete a USI (Unique Student Identifier) application (more information about this is in the section on USIs)
- Complete a Pre-Course Assessment - As part of our enrolment process, to ensure that we can provide you with the most supportive learning experience, it is a requirement that you complete a 'Pre-Course Assessment' task. This pre-course assessment task is used to evaluate and determine your suitability to the course and your specific learning support needs.
- Occasionally, outcomes may show that the qualification that you have enquired about may not be right for you or may not be achievable in one step. Where this is the case, The RTO will discuss with you the alternative training pathways that you may help you to achieve your goals.

## STUDENT ACKNOWLEDGEMENT

The final stage to the enrolment process involves you acknowledging you have read this Student Handbook and Course Information. You will then receive a Welcome email/letter confirming your enrolment into your course with further information about commencement of your study.

## CREDIT TRANSFER & RECOGNITION OF PRIOR LEARNING

Where Credit Transfer and/or Recognised Prior Learning (RPL) is possible, the student will be invited to indicate this on their enrolment form. They will then be contacted by one of our team to discuss the RPL and/or Credit Transfer processes. Please see more information on RPL and Credit Transfer in the relevant sections within this Student Handbook.

# Unique Student Identifier (USI)

**From the 1st of January 2015, all students enrolled in any form of Vocational Education and Training are required to have a Unique Student Identifier or 'USI'.**

## WHAT IS A USI?

A USI is a 10-digit reference number that is unique to each student in the Australian education system. This number allows students to keep a history of their results from all training, from all colleges and institutes, in one central location. Please watch the following video for further information and for detail on the below steps: [youtube.com/watch?v=HRYaaf-B7Ho&list=UU4PhcooSNGfRWzrl-gVfxHw](https://www.youtube.com/watch?v=HRYaaf-B7Ho&list=UU4PhcooSNGfRWzrl-gVfxHw)

## DO I NEED TO GET A USI?

It is a mandated requirement for all RTOs to collect a USI from each student and submit this data to meet reporting obligations.

If you don't provide us with a USI, since it is a legal requirement for all training companies, we cannot print you a certificate at the end of the course or add your results to the national database.

When you provide us with your USI, we will validate it and record your training results on your academic transcript. It's easy to get a USI and you only need to do it once.

## WHAT DO I NEED TO DO TO GET A USI?

It's quite easy, just follow these 6 simple steps:

### Step 1:

Have at least one form of ID ready: Driver's License; Australian Passport; Medicare Card; Birth Certificate; Visa (with non-Australian Passport); Immigration Card or Citizenship Certificate

### Step 2:

Have your personal contact details ready: Address, email and/or phone number.

### Step 3:

Visit [usi.gov.au](http://usi.gov.au) and click on 'I want to create a USI'.

### Step 4:

Agree to the terms and conditions and follow the steps.

### Step 5:

Request that your USI number be sent to you via email (as postal notifications can take weeks).

### Step 6:

Provide us this number so that we can add it to your student file. Without this number we cannot issue you with a certificate or provide you with an academic transcript of your completed units.

## CAN THE RTO GET A USI FOR ME?

The RTO can apply for a USI on your behalf. We are obliged under the legislation to obtain your permission and will not be able to access the USI System without declaring that we have your permission to do so. You may grant permission via phone or by emailing our team.

Acknowledgement of your request, 'to act on your behalf', will be noted on your student record.

## HOW MUCH DOES IT COST?

Getting your USI will not cost you anything. The USI is a free service provided by the government to make it easier for you to manage and track your training history.

## I HAVE A USI. WHAT DO I DO WITH IT?

Simply provide your USI to us and we will validate it for you and record your course outcomes against your academic transcript!

## WHAT IF I FORGET MY USI?

The webpage [usi.gov.au/faqs/i-have-forgotten-my-usi](http://usi.gov.au/faqs/i-have-forgotten-my-usi) provides an option for you to retrieve your USI, if you forget it. The RTO encourages you to get a Unique Student Identifier and provide it to us as soon as possible so that we have it on file for you.

It is important you understand that, as the USI holder, you have control over managing your USI via the website [usi.gov.au](http://usi.gov.au). You may request an exemption from the USI process, if you have a genuine personal objection to being assigned a USI.

For more information on the USI, your privacy and the role of the Student Identifiers Registrar please go to [usi.gov.au/students/student-terms-and-conditions](http://usi.gov.au/students/student-terms-and-conditions)

## USI ACCESS

Once you have your USI, to facilitate access of government agencies to your personal and academic data, please ensure that you set the access controls in relation to your USI to allow the Department and The RTO to access your USI records.

## Privacy and Disclosure of Information

Under the Data Provision Requirements 2012, The RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by The RTO for statistical, regulatory and research purposes. We may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [ncver.edu.au](http://ncver.edu.au)).

## Policies & Procedure

The following policies and procedures are designed to ensure you have the highest quality training, understand how we can assist you with any special needs, and to ensure that you are aware of your consumer rights.

## Access and Equity

The RTO at Western Sydney University is committed to providing equal opportunity and promoting inclusion for all learners. The RTO asserts the right of all learners to access training and assessment services in a language and format that they readily understand.

Learners who have difficulty with literacy, numeracy, the English language or other areas of learning should advise The RTO of their support needs prior to training. Further discussion will then take place in confidence with the individual student. Once we know what your needs are, we can work with you to put in place a plan to help you complete your studies.

The trainer's email address will be provided at the commencement of the course.



# RECOGNISING PREVIOUS STUDY, EXISTING KNOWLEDGE, SKILLS AND EXPERIENCE

## RECOGNITION OF PRIOR LEARNING (RPL)

The RTO recognises the skills and knowledge you have gained through previous studies, work and life experiences. This is called Recognition of Prior Learning (RPL).

You may be considered for recognition if you have:

- a. Successfully completed similar Units of Competency in another course, with other training providers, either in Australia or overseas
- b. Relevant workplace, community or life experiences.

Competency is demonstrated through a portfolio of evidence mapped against the Unit of Competency. To apply for recognition, you will need to provide evidence of previous study or experience such as original result notices, academic transcripts, certificates, third party reports or references.

To commence the RPL process, you will need to complete and submit an 'Application for RPL' form. The Course Coordinator will assist you to complete the application form and provide guidance through the RPL process.

## CREDIT TRANSFER

Credit Transfer will be awarded where a student has successfully completed the same Unit of Competency in another course.

All Australian Qualification Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations will be fully recognised by The RTO upon verification with the issuing RTO. These qualifications can be used to reduce the study required in any training program offered by us.

To apply for Credit Transfer, students need to send the details and transcript to [rto@westernsydney.edu.au](mailto:rto@westernsydney.edu.au)

## MUTUAL RECOGNITION

The RTO recognises qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use these qualifications and Statements of Attainment to gain Credit Transfer and RPL towards the same or similar Units of Competency offered by The RTO.

The RTO will recognise and accept a qualification issued by another RTO based in any State/Territory in Australia. This may be a Statement of Attainment for specific Units of Competency, or it may be a complete qualification.

## FEES

Course fees can be obtained from our website where the RTO accepts general enrolment into identified courses.

Where fees are covered your employer, you will not be subject to individual fees or additional charges. Where a student has to undertake repeat units, an additional fee may be charged in some circumstances.

On occasion, course fees may also be subject to government subsidy through the NSW Government's Smart & Skilled Program. Specific information will be made available to you may be eligible for a Smart & Skilled Subsidy.

## OUR TRAINERS & ASSESSORS

The RTO trainers and assessors are selected on the basis of relevant professional, academic and business qualifications, extensive workplace experience, as well as their training credentials. As a minimum they hold the Certificate IV in Training and Assessment (TAE40110/ TAE40116) and are deemed to be competent to the level they assess.

## DELIVERY OF TRAINING

Accredited training with The RTO is offered through various methodologies including workshops, online and blended delivery modes.

All accredited training programs can be contextualised to meet the specific contexts of corporate clients or group training needs. Training is conducted by qualified trainers and is designed to include a combination of theory, practical activities and simulations. Industry experts are sometimes invited to deliver a component of a workshop where appropriate.

Training support material for online learners will include learner guides, reference material, assessment worksheets and instructions provided via the Western Sydney University e-learning platform CloudAssess. All participants will be provided with a User Guide for Cloud Assess upon enrolment. Additional support by phone or email is provided on a needs basis by the Course Coordinator.

The RTO operates on numerous sites across Greater Western Sydney. Further information on our locations can be found on our website [westernsydney.edu.au/rtocourses](http://westernsydney.edu.au/rtocourses). Accredited training and professional development programs may be available at various locations.

# STUDENT SUPPORT SERVICES

The RTO is committed to assisting students requiring additional support, advice or help during their training. To achieve this, and to ensure the quality delivery of training and education, students are encouraged to express their learning needs and special assistance required at any stage during their learning journey - from the initial enrolment through to completion of their studies.

As a student of The RTO, you will have access to support services to provide you with the individual assistance you need to make your study experience with us a positive one.

Administrative support will be provided to help you manage the enrolment process and access our Learner Management System (Cloud Assess).

Academic support will be provided throughout your course by your trainer/assessor on the learning content and assessment requirements. Trainers at The RTO can also help to provide vocational counselling to students to improve and extend training outcomes.

In the event that you are experiencing any difficulties with the course material, managing

your time or commitment to your course, or any other academic related matter, please do not hesitate to speak with your trainer or our staff to ask for guidance.

Where social or personal circumstances may affect a student's learning experience, The RTO will support the participant where possible, including referral to the following organisations:

ISSUE	ORGANISATION	WEBSITE	PHONE NO.	STUDENT NEEDS ADDRESSED
<b>EMERGENCY</b>	Police/Fire/Ambulance		000	Life threatening
	Police Assistance Line		131 444	
	Crime Stoppers	crimestoppers.com.au	1800 333 000	
<b>ADDICTIONS DISORDERS</b>	AA - Alcoholics Anonymous	aa.org.au	1300 222 222	Students who are/or have been affected by alcoholism
	Gambling Help	gamblinghelponline.org.au	1800 858 858	Students who are/or have been affected by gambling
	NA- Narcotics Anonymous	na.org.au	1300 652 820	Students who are/or have been affected by drugs
<b>HEALTH, WELFARE AND COUNSELLING SERVICES</b>	Beyond Blue	beyondblue.org.au	13 36 77	For students who are experiencing anxiety and/or depression
	Butterfly Foundation	thebutterflyfoundation.org.au	1800 33 4673	To assist students who are suffering from eating disorders
	Domestic Violence	whiteribbon.org.au	1800 656 463	Domestic Violence Prevention Campaign Referral Page: support and other services
	Kids Helpline	kidshelp.com.au	1800 55 1800	Services for assisting children or people who are concerned about a child
	Lifeline Australia	lifeline.org.au	13 11 14	Students who are dealing with hardship or require assistance with personal issues
	Men's Helpline Australia	mensline.org.au	1300 78 99 78	For male students who have male related health issues
	Relationships Australia	relationships.org.au	1300 364 277	Relationships Australia is a leading provider of relationship support services for individuals, families and communities. We aim to support all people in Australia to achieve positive and respectful relationships.
	Salvo care line	salvos.org.au/need-help/financial-assistance	1300 36 36 22	For student who require financial assistance or emergency care
	Suicide call back line	suicidecallbackservice	1300 659 467	Suicide Call Back Service provides free phone, video & online counselling for anyone affected by suicide. Free counselling /24 hours a day 7 days a week /across Australia.
<b>LANGUAGE, LITERACY AND NUMERACY</b>	The Reading Writing Hotline	readingwritinghotline	1300 655 506	If a student is having difficulty with reading, writing and numeracy who require training to assist them.



## Work Health and Safety (WHS)

The RTO has a duty of care to provide students, staff, and others with a safe learning and working environment as per the legislative standards. Our commitment to you is to provide and maintain an environment that minimises the risk to health and safety.

We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.

As a student, it is your obligation, to participate in the Work Health and Safety process by:

1. managing your own physical and mental health
2. maintaining a healthy work, studying, life balance
3. seeking help and advice from your Trainer or any staff member
4. reporting issues or behaviours that may impact on health and safety.

You are responsible for adhering to The RTO WHS policies and procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that yours and others' conduct does not endanger others. Any concerns regarding WHS issues should be raised with the trainer or assessor.

## Discrimination and Harassment

The RTO aims to provide an environment free from discrimination and harassment for both participants and staff. Discrimination and harassment come in many forms and may relate to gender, age, race, religion, sexual preference and/or disability. Contact your Trainer and Assessor who can provide confidential support and information about options to deal with such situations.

Course trainers and assessors and/or the Course Coordinator are responsible for ensuring your comfort during classes and workshops. Relevant advice on the location of rest rooms and emergency exits and procedures will be provided at class and workshop commencement.

# Rights and Responsibilities

## OBLIGATIONS OF OUR REGISTERED TRAINING ORGANISATION (RTO)

The RTO is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and the requirements of the relevant national training package for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

These Standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external validations.

The RTO ensures that learners are adequately informed of:

- Our RTO services, training opportunities and options
- Learner rights and obligations
- Our RTO's responsibilities under the Standards for Registered Training Organisations 2015

## RIGHTS AND RESPONSIBILITIES

The RTO requires all trainers and learners to:

- be accountable for personal decisions and actions;
- behave honestly and with integrity;
- act with care and diligence;
- treat others with respect and courtesy;
- refrain from any form of harassment or intimidation;
- maintain professional confidentiality;
- provide true, accurate and full information when it is requested; and
- comply with Australian laws.

## CONSUMER RIGHTS (THE CONSUMER GUARANTEE)

The RTO guarantees that the services provided by our RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set).

Important dates will be given well in advance to students including start dates, workshop locations, course duration and assessment-due dates.

The RTO guarantees to supply services within the training and assessment function in a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment, in line with Training and Assessment Strategy.

All students have the right to take action under Australia's consumer protection laws.

## DEFERRING OR DISCONTINUANCE

Should the situation arise where you are unable to continue your program of study, The RTO will provide options, depending on your situation, which may include:

- Deferring your studies to join a later course
- Provision of a Statement of Attainment of completed units of study
- Advice on transition to alternate training providers to allow studies to continue

## CHANGES TO AGREED SERVICES

Where there are any changes to the agreed training and assessment services that will affect the student, The RTO will advise the student as soon as practicable.

If The RTO, or a third party delivering training and assessment on its behalf, closes or is unable to deliver any part of the qualification or course that the learner is enrolled in, The RTO will ensure that:

- students are transferred to another RTO with the least disruption to individuals concerned
- students are provided with an appropriate refund for the service not provided
- students are issued with Certificates or transcripts based on completed units of competence.

# Assessment Guidelines

The RTO complies with Australian Skills Quality Authority (ASQA) requirements and upholds the principles of validity, reliability, fairness and flexibility. All assessments comply with training package requirements and may include observation, oral and written questioning, project work, individual and group work tasks. Your trainer and assessor will inform you how and when assessment will occur in your course. Assessment tasks are to be uploaded to the e-learning platform, CloudAssess.

## ASSESSMENT PROCEDURES

Assessments are used to gather evidence about a student's competence in a unit. Assessments students must complete as part of this qualification may include:

- Written responses to questions, assignments and case studies.
- Project work
- Presentations
- Observation of performance in the classroom workshops

Students must perform satisfactorily in all assessments (against pre-determined benchmarks) to achieve an outcome of 'Competent' in the unit. More than one attempt may be provided to demonstrate satisfactory performance in an assessment task.

## EVIDENCE

The RTO provides learners with opportunity to demonstrate the knowledge and performance evidence required to determine your competence. Where possible, assessment tasks are designed for completion as work-based tasks, giving you an opportunity to apply your learning to day-to-day work situations. In competency-based assessment you may be deemed 'Competent' or 'Not Yet Competent'.

Learners need to show authenticity in assessments by ensuring the evidence presented for assessment is the learner's own work. Our Learner Management System (CloudAssess) provides for your declaration of this authenticity on your assessment submissions and is taken very seriously.

## TIMING

The assessment events and due dates will be discussed with your assessor. If you cannot meet an assessment deadline and have a legitimate reason, approach your assessor before the due date to negotiate an extension of time.

## FEEDBACK AND RESULTS

The assessor will make an assessment judgement to determine if you can demonstrate the performance and knowledge evidence described in the training package or accredited course. You will receive either written or verbal feedback on the assessment outcome from your assessor.

Your result notice will show either:

- C** Competent, or
- NYC** Not Yet Competent

In the event that you are deemed 'Not Yet Competent', additional support may be provided to assist you in completing the unit, or your assessor may prepare an additional assessment event or request additional evidence. If, following the reassessment you are deemed Not Yet Competent, you will need to re-enrol in the unit and complete the unit when next offered.

On the successful completion of all assessment tasks required for an accredited course, you will be issued with an Australian Qualifications Framework (AQF) Certificate or Statement of Attainment from The RTO.

## ASSESSMENT APPEALS

You are entitled to appeal the decisions made by The RTO assessor, including assessment outcomes, if you believe the process was inappropriate or ineffectively executed, or if you believe that the assessment outcome was incorrect.

For information regarding assessment appeals please refer to The RTO Appeals Policy, available at [westernsydney.edu.au/thecollege](http://westernsydney.edu.au/thecollege)

## ACADEMIC MISCONDUCT

Academic misconduct by a learner includes, but is not limited to:

- a. Plagiarism, which involves a learner submitting or presenting another's work in a course as if it were their own work.
- b. Collusion, which involves a learner inciting, assisting, facilitating, concealing or being involved in plagiarism, cheating or other academic misconduct by others.

In the event that a learner is found guilty of academic misconduct, The RTO may:

- a. Deem the assessment outcome as Not Yet Competent and request additional evidence.
- b. Exclude the learner from further participation in the course (no refunds will be available to learners who are found guilty of academic misconduct).

To avoid plagiarism, you should always submit your own work and thoughts in your own words. If you need to support what you are saying with evidence or someone else's work, you must credit the author of this work. This is done by in-text referencing and a reference list. Information on how to reference can be obtained from Western Sydney University library.

## Complaints and Grievances

The RTO supports and encourages open communication to ensure complaints are responded to promptly and with minimum distress and maximum protection to all parties. The RTO is committed to ethical and responsible management and transparent decision making processes and is committed to a fair and accessible complaints process to maximise client and learner satisfaction.

Complaints may be handled and resolved through any of the following ways:

- a. The Direct Informal Avenue (where the complainant takes their complaint directly to the Trainer, Assessor or Course Coordinator);
- b. The Formal Internal Avenue (where the complaint is lodged with and investigated by The RTO); and
- c. The Formal External Avenue (where the complaint is lodged with and investigated by an independent third party).

Should you wish to lodge a complaint, please do so in writing by contacting the Course Coordinator. You can find a copy of the Student Complaint Handling and Resolution Policy on our website – [westernsydney.edu.au/thecollege](http://westernsydney.edu.au/thecollege)

## Feedback and Continuous Improvement

The RTO is committed to continuous improvement. Training programs and resources are reviewed on a regular basis to ensure relevancy and currency. The RTO collects and analyses feedback from learners, employers and industry representatives. Learner feedback questionnaires are circulated to you at the end of the unit or course. You are encouraged to provide feedback throughout the duration of the course by emailing [rto@westernsydney.edu.au](mailto:rto@westernsydney.edu.au)



# Maximising your Learning

## ADDITIONAL STUDY SUPPORT

To obtain additional support you may:

- Search for other resources in the Learning Resource Centres of your learning institution. You may find books, journals, videos and other materials which provide extra information for topics in this unit.
- Search in your local library. Most libraries keep information about government departments and other organisations, services and programs.
- Contact information services such as the Equal Opportunity Commission, and Commissioner of Workplace Agreements. Union organisations, and public relations and information services provided by various government departments.
- Contact your local shire or council office. Many councils have a community development or welfare officer as well as an information and referral service.
- Contact the relevant facilitator by telephone or email.

## FLEXIBLE LEARNING

During your studies, you will establish relationships with other training participants. You will enjoy the challenge of your studies – most of the time. At other times, study can seem overwhelming and demanding, particularly when you have an assessment to complete and you aren't sure how to tackle it. Here are some ideas to help you. To study effectively, you need space, resources and time.

### Space

Try to set up a place at home or at work where:

- You can keep your study materials
- You can be reasonably quiet and free from interruptions, and
- You can be reasonably comfortable, with good lighting, seating and a flat surface for writing.

If it is impossible for you to set up a study space, perhaps you could use your local library. You will not be able to store your study materials there, but you will have quiet, a desk and chair, and easy access to the other facilities.

### Study Resources

The most basic resources you will need are:

- a comfortable desk and chair positioned in good light
- a folder or file to keep your notes and study materials together
- materials to record information (pen and paper or notebooks, or a computer and printer)
- reference materials.

Do not forget that other people can be valuable study resources: your work colleagues, workplace supervisor, other training participants, your trainer, and your local librarian.

## Time

It is important to plan your study time. Work out a time that suits you and plan around it. Most people find that studying in short, concentrated blocks of time (an hour or two) at regular intervals (daily, every second day, once a week) is more effective than trying to cram a lot of learning into a whole day. Be realistic in allocating time for study. Look at what is required for the unit and consider your other commitments.

Make up a study timetable and stick to it. Build in deadlines and set yourself goals for completing study tasks. Allow time for reading and completing activities prior to attending workshops. Remember that it is the quality of the time you spend studying rather than the quantity that is important.

### Study Strategies

Different people have different learning styles. Some people learn best by listening, some learn best by doing, some by reading and making notes. Assess your own learning style, and try to identify any barriers to learning which might affect you. Are you easily distracted? Are you concerned you will fail? Are you taking study too seriously? Not seriously enough? Do you have supportive friends and family? Here are some ideas for effective study strategies:

Make notes. This often helps you to remember new or unfamiliar information. Do not worry about spelling or neatness, as long as you can read your own notes. Keep your notes with the rest of your study materials and add to them as you go. Use pictures and diagrams if this helps.

Underline key words when you are reading the materials in the learning guide. Talk to other people (colleagues at work, fellow program participants, friends, family, and your trainer) about what you are learning. As well as helping you to clarify and understand new ideas, gives you a chance to find out extra information and to get fresh ideas and different points of view

## USING YOUR LEARNING GUIDE

A Learning Guide is just that, a guide to help you learn. A Learning Guide is not a text book. Your Learning Guide will:

- describe the skills you need to demonstrate to achieve competency for the unit
- provide information and knowledge to help you develop your skills
- provide you with structured learning activities to help you absorb the knowledge and information and practice your skills

### How to get the most out of your learning guide

#### 1. Read through the information in the Learning Guide carefully. Make sure you understand the material.

Some sections are long and cover complex ideas and information. If you come across anything you do not understand:

- Talk to your trainer
- discuss the issue with other people
- try to relate the information presented in this learning guide to your own work experience and to what you already know.

Ask yourself questions as you go: For example “Have I seen this happening anywhere?” “Could this apply to me?” “What if...?” This will help you to make sense of new material and to build on your existing knowledge.

#### 2. Talk to people about your study.

Talking is a great way to reinforce what you are learning.

#### 3. Make notes.

#### 4. Work through the activities.

Even if you are tempted to skip some activities, do them anyway. They are there for a reason, and even if you already have the knowledge or skills relating to a particular activity, doing them will help to reinforce what you already know. If you do not understand an activity, think carefully about the way the questions or instructions are phrased. Read the section again to see if you can make sense of it. If you are still confused, contact your trainer or discuss the activity with other program participants, fellow workers or with your workplace supervisor.

### Additional research, reading and note taking.

If you are using the additional references and resources suggested in the learning guide to take your knowledge a step further, there are a few simple things to keep in mind to make this kind of research easier.

Always make a note of the author’s name, the title of the book or article, the edition, when it was published, where it was published, and the name of the publisher. If you are taking notes about specific ideas or information, you will need to put the page number as well. This is called the reference information. You will need this for some assessment tasks and it will help you to find the book again if needed.

Keep your notes short and to the point. Relate your notes to the material in your learning guide. Put things into your own words. This will give you a better understanding of the material.

Start off with a question you want answered when you are exploring additional resource materials. This will structure your reading and save you time.

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