

# **STUDENT HANDBOOK**





## **Welcome to Workforce Education Institute**

### **Our Vision**

Workforce Education Institute aims to be amongst the leading education providers by consistently providing quality education to students by ensuring access to quality resources and facilities.

### **Our Mission**

Workforce Education Institute is a modern and dynamic educational institute. We offer programs that encourage students to maximise their academic potential and provide practical training for future employment. We pledge to continuously set the standards of education excellence worldwide.

### **Acknowledgement of Traditional Custodians**

Workforce Education Institute pays its respects to the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders and all Aboriginal and Torres Strait Islander People who continue to care for their country, culture and people.

**CEO**

**Christine**



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## 1. Introduction to Workforce Education Institute (WEI)

### 1.1. About Us

Workforce Education Institute (WEI) is a modern and dynamic educational institute committed to providing quality education and practical training for future employment. Our courses are designed to help you maximise your academic potential and achieve your career objectives.

### 1.2. Our Values

We are committed to:

- Quality: Delivering industry-relevant training and assessment.
- Integrity: Operating with transparency and fairness.
- Support: Providing a safe, inclusive, and supportive learning environment.
- Excellence: Striving for continuous improvement in all that we do.

### 1.3. RTO and CRICOS Information

- Legal Name: Workforce Education Institute
- RTO Code: 51161
- CRICOS Code: 03963G
- ABN: 89 165 516 807

## 2. Student Rights and Responsibilities

### 2.1. Your Rights

As a student of WEI, you have the right to:

- Receive accurate, current, and clear information about your course, fees, and services.
- Be treated fairly and without discrimination.
- Access adequate facilities, resources, and support services.
- Receive training and assessment from qualified and experienced staff.
- Have your personal information protected in accordance with privacy laws.
- Provide feedback and make complaints or appeals without fear of disadvantage.

## 2.2. Your Responsibilities

As a student of WEI, you are responsible for:

- Providing accurate and complete information at the time of enrolment and keeping this information up to date.
- Reading and understanding this Student Handbook and all other policies provided.
- Actively participating in your training and assessment, and meeting course progress requirements.
- Treating staff, fellow students, and others with respect.
- Adhering to the Student Code of Conduct and all WEI policies.
- Complying with all relevant Australian laws.

## 2.3. Student Code of Conduct

WEI is committed to providing a safe, respectful, and productive learning environment. You are expected to:

- Behave in a manner that is not disruptive to others or the learning environment.
- Respect the rights and property of others.
- Not engage in bullying, harassment, or discrimination.
- Follow all lawful and reasonable instructions from WEI staff.

## 2.4. Academic Integrity and Plagiarism

WEI is committed to promoting a culture of academic integrity. All students are expected to complete assessments honestly and ethically.

- Plagiarism is presenting another person's work or ideas as your own without proper acknowledgment. This includes copying text, images, or AI-generated content without citation.
- Cheating includes using unauthorised materials during tests, colluding with others on individual work, or submitting work completed by someone else.

**Consequences:** Suspected academic misconduct will be investigated. Depending on the nature and severity of the offence, penalties may range from requiring a resubmission to formal warnings or cancellation of enrolment. You have the right to appeal any decision.

## 3. Your Course and Training

### 3.1. Course Information and Structure

Detailed information about your specific course, including the units of competency, duration, delivery mode, and assessment requirements, can be found in your Course Guide. This guide is provided to you upon enrolment and is also available on our website.

### 3.2. Training and Assessment

Training and assessment at WEI are designed to be practical, engaging, and relevant to industry needs. Our qualified trainers and assessors will guide you through the learning process and assess your competency against nationally recognised standards. Assessment methods may include written tasks, practical demonstrations, projects, presentations, and workplace observations.

### 3.3. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If you have existing skills, knowledge, or experience relevant to your course, you may be eligible for:

- Recognition of Prior Learning (RPL): An assessment process that grants you credit for skills and knowledge gained through formal or informal learning, work, or life experience.
- Credit Transfer (CT): A process that grants you credit for units of competency you have successfully completed with another registered training organisation (RTO).

You can apply for RPL or CT at the time of enrolment or during your course. Application forms are available from the Student Support team. Approval of RPL or CT may shorten your course duration and reduce your fees.

### 3.4. Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI provides an online record of all your VET training. You can create your USI for free at [www.usi.gov.au](http://www.usi.gov.au). You must provide your USI to WEI before we can issue your qualification or statement of attainment.

### 3.5. Course Progress Requirements

To successfully complete your course, you must demonstrate competency in all required units. For international students on a student visa, maintaining satisfactory course progress is a condition of your visa. We monitor your progress each term. If you

are identified as "at risk" of not making satisfactory progress, we will contact you to discuss an intervention strategy to provide the support you need to succeed.

#### **4. Student Support and Wellbeing**

This is a core focus of our institute. WEI is dedicated to ensuring you have the support you need to succeed in your studies and maintain your wellbeing.

##### **4.1. Academic Support**

Our trainers are available for academic consultation during scheduled hours. You can seek help with:

- Understanding course content.
- Developing study skills.
- Preparing for assessments.

##### **4.2. Language, Literacy, Numeracy and Digital (LLND) Support**

We understand that students have varying levels of language, literacy, numeracy, and digital skills. We offer support to help you meet the requirements of your course. This may include:

- One-on-one sessions with a support officer.
- Referral to external LLND support services. (e.g. Skills Explorer <https://skillsexplorer.com.au>)
- Access to resources and assistive technology.

##### **4.3. Student Wellbeing and Counselling**

Your wellbeing is important to us. WEI is committed to identifying and supporting your personal, emotional, and psychological wellbeing needs. If you are feeling stressed, homesick, or facing personal challenges, we can help.

- **Internal Support:** Our Student Support Officers are available to listen and provide guidance. They can help you navigate our policies and refer you to appropriate services.
- **External Referrals:** For specialised support, we can refer you to professional external services, such as:
  - Lifeline: 13 11 14 (24/7 crisis support)
  - Beyond Blue: 1300 22 4636 (mental health support)



- Headspace: (youth mental health)
- Your local General Practitioner (GP)

#### 4.4. Critical Incident Management

WEI has a Critical Incident Management Plan to respond effectively to traumatic events that may impact the safety or wellbeing of our students or staff. A critical incident may include a serious injury, natural disaster, or a student's death.

- Immediate Response: If you are aware of a critical incident, inform a staff member immediately. If there is an immediate threat to life or safety, call 000.
- Ongoing Support: Following a critical incident, WEI will provide support and counselling to affected students and staff.

#### 4.5. Diversity, Inclusion and Cultural Safety

WEI values and celebrates diversity. We are committed to creating a learning environment that is safe, inclusive, and culturally respectful for all students, regardless of their cultural background, age, gender, sexual orientation, ability, or religion. We have a zero-tolerance policy for any form of discrimination, harassment, or bullying.

#### 4.6. Support for Students with Disability

WEI is committed to providing equitable access and participation for students with disability.

- Disclosure: You are welcome to disclose your disability at any time. This information is voluntary and will be treated confidentially.
- Reasonable Adjustments: Following disclosure, we will work with you to identify and implement reasonable adjustments to support your learning and assessment. Adjustments are made to remove barriers without compromising the integrity of the training product. Examples include extra time for assessments, assistive technology, or modified materials.
- Individual Support and Adjustment Plan (ISAP): Your support needs will be documented in an ISAP to ensure consistent and appropriate support is provided.
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### 5. Your Feedback

Your feedback is vital to our commitment to continuous improvement.

## 5.1. Student Feedback and Surveys

We regularly seek your feedback through:

- Student Satisfaction Surveys: Mid-course and end-of-course surveys.
- Suggestion Box: An anonymous way to provide feedback.
- Student Representative Meetings: Informal discussions to gather feedback.

## 5.2. Complaints and Appeals Process

WEI has a transparent and fair process for handling complaints and appeals. You have the right to raise a concern or appeal a decision that adversely affects you, without fear of reprisal.

- Informal Resolution: We encourage you to first discuss your concerns informally with your trainer, Student Support Officer, or the Academic Manager.
- Formal Complaint/Appeal: If the issue is not resolved informally, you can lodge a formal complaint or appeal using the Complaints and Appeals Form.
  1. Submit the form to the Student Support Officer.
  2. We will acknowledge receipt within **5 business days**.
  3. We will investigate and provide a **written outcome within 15 business days**.
  4. If you are not satisfied with the outcome, you can appeal **to the CEO**, who will review the decision and provide a final internal outcome.
  5. If the issue remains unresolved, you have the right to access an external appeals body, such as the Overseas Students Ombudsman (for international students) or the relevant state or territory government agency.

## 5.3. Continuous Improvement

All feedback, complaints, and appeals are recorded, analysed, and used to identify areas for improvement. This ensures that our services, training, and policies are continually enhanced to meet your needs.

## 6. Enrolment and Administration

### 6.1. Enrolment Process and Written Agreement

Upon acceptance into a course, you will be issued a Letter of Offer and Written Agreement. This is a legally binding document that sets out the terms and conditions of your enrolment, including course details, fees, and payment schedule. You must sign this agreement before we can finalise your enrolment. International students will then receive a Confirmation of Enrolment (CoE) to apply for their student visa.

## 6.2. Fees and Refunds

All fees are outlined in your Written Agreement and the Fee Schedule on our website.

- **Payment:** Fees can be paid by electronic transfer, cheque, money order, or in person at our head office.
- **Refunds:** Refunds are processed in accordance with our Fees and Refund Policy. Key scenarios include:
  - **Visa Refusal:** 100% refund of unused tuition fees (minus enrolment/application fee).
  - **Withdrawal > 28 days before start:** Full refund of tuition fees (minus enrolment fee).
  - **Withdrawal < 28 days before start:** 50% refund of tuition fees (minus enrolment fee).
  - **Withdrawal after course start:** Generally, no refund.
- **Provider Default:** If WEI is unable to deliver your course, you will be placed in a suitable alternative course or provided with a full refund of any unspent prepaid fees. For international students, this process is managed by the Tuition Protection Service (TPS).

## 6.3. Deferment, Suspension, and Cancellation of Enrolment

You may apply for a deferment (before course start) or suspension of your studies due to compassionate or compelling circumstances (e.g., serious illness, bereavement). Requests must be in writing and supported by evidence. WEI will assess your application and notify you of the outcome in writing. Approval may impact your student visa. WEI may also suspend or cancel your enrolment for serious misconduct or failure to meet visa conditions.

## 6.4. Attendance Requirements (for International Students)

As an international student on a student visa, you are required to attend at **least 80%** of your scheduled course contact hours. We monitor your attendance and will provide support if your attendance drops below **80%**. Failure to meet attendance requirements

may lead to a breach of your visa conditions and reporting to the Department of Home Affairs.

## **6.5. Changes to Your Enrolment or Course**

If you wish to change your course or defer your studies, please contact the Student Support Officer. WEI is also required to notify you of any material changes to your course (e.g., location, delivery mode) that may affect you.

## **6.6. Re-issuance of AQF Certification Documentation**

If you lose or require a replacement copy of your qualification or statement of attainment, you can request a re-issuance. A re-issuance fee applies (see Fee Schedule). A police report or statutory declaration may be required to verify the loss.

## **6.7. Privacy and Confidentiality**

WEI collects and handles your personal information in accordance with the *Privacy Act 1988 (Cth)*. Your information is used for your enrolment, training, assessment, and for reporting to government agencies as required by law (e.g., USI, NCVET). We do not disclose your personal information to third parties without your consent, except where required by law.

## **7. Work Placement (if applicable)**

### **7.1. Overview**

Some courses include a mandatory work placement component. This provides you with the opportunity to apply your skills in a real-world environment. WEI will assist in arranging your placement and will provide you with a Work Placement Plan, Logbook, and a Workplace Assessment Logbook / Skills Journal.

### **7.2. Student Responsibilities during Work Placement**

During your work placement, you are required to:

- Behave professionally and adhere to the workplace's policies and procedures.
- Complete all required tasks and documentation in your logbook.
- Attend all scheduled shifts and notify your placement supervisor and WEI of any absences.
- Comply with all Work Health and Safety (WHS) requirements.



## 8. Facilities and Resources

### 8.1. Access to Campus and Facilities

You will have access to our campus facilities, including classrooms, computer labs, and student common areas. Access hours and usage guidelines are available from Student Support.

### 8.2. Health and Safety

WEI is committed to providing a safe and healthy learning environment for all. Please report any hazards or incidents to a staff member immediately.

## 9. Glossary of Terms

- **AQF:** Australian Qualifications Framework.
- **ASQA:** Australian Skills Quality Authority.
- **CoE:** Confirmation of Enrolment.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- **CT:** Credit Transfer.
- **LLND:** Language, Literacy, Numeracy and Digital skills.
- **LMS:** Learning Management System.
- **RPL:** Recognition of Prior Learning.
- **RTO:** Registered Training Organisation.
- **TAS:** Training and Assessment Strategy.
- **USI:** Unique Student Identifier.
- **VET:** Vocational Education and Training.