



Water Training
Australia

Learner Handbook

2025

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Directors Welcome

On behalf of our trainers and administration people, welcome to Water Training Australia.

We will strive to provide you with an experience that is based on up-to-date practices and skills required by your current workplace.

This handbook provides you with information about Water Training Australia and is a guide to support your training.

If you need further information, please email office@watertrainingaustralia.com.au

Mike Rankin
Managing Director
Water Training Australia

The Water Training Australia Team

Our team is a group of highly trained and experienced people who are **Positive, Passionate** and **Practical**.

This is displayed by the following behaviours:

- Giving positive feedback while being respectful and honest
- Supporting and helping others
- Being enthusiastic and adaptable
- Enjoying what we are doing while developing others in the water industry
- Sharing our knowledge and experience
- Delivering quality service

Contact Us

To find out more about **Water Training Australia** and to access our Policies and Forms visit our website at: <https://watertrainingaustralia.com.au/>

To speak with management or to discuss support services call: 0447 877 391 or email: office@watertrainingaustralia.com.au

For assistance with administrative matters including Assessment Submission email: learner@watertrainingaustralia.com.au

Code of Practice

The code of practice requires Water Training Australia to implement policies and management practices that maintain high professional standards in regard to the delivery of your education that safeguards the educational interests and welfare of you as a learner. Water Training Australia is dedicated to ensuring that only the highest quality of training is provided and that you achieve your maximum potential as a result of your training.

Legislative Requirements

A range of legislation is applicable regarding your training. The regulations and legislation for training organisation that affects your participation in Vocational Education and Training includes:

LEGISLATION	PURPOSE	WEB LINK
Education and Training Reform Act 2006	The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.	www.legislation.vic.gov.au/Domino/Web_Notes/.../06-024a.pdf
Australian Consumer Law 2011	This national fair-trading law sets out the rights and responsibilities of consumers and businesses, including training providers.	https://www.austlii.edu.au/au/legis/cth/consol_act/caca2010265/sch2.html
Privacy Act 1988	Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.	http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/
Information Privacy Act (Vic).	The main purposes of this Act are— (a) to establish a regime for the responsible collection and handling of personal information in the Victorian public sector; (b) to provide individuals with rights of access to information about them held by organisations, including information held by contracted service providers; (c) to provide individuals with the right to require an organisation to correct information about them held by the organisation, including information held by contracted service providers; (d) to provide remedies for interferences with the information privacy of an individual; (e) to provide for the appointment of a Privacy Commissioner.	http://www.austlii.edu.au/au/legis/vic/consol_act/ipa2000231/
Information Privacy Act 2009 (Qld)	These purposes aim to ensure that personal information is handled responsibly and ethically, protecting individuals' privacy rights while allowing for necessary information sharing for legitimate purposes.	https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2009-014
Racial Discrimination Act	It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.	http://www.comlaw.gov.au/Details/C2014C00014
Sex Discrimination Act	An Act relating to discrimination on the ground of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment	http://www.comlaw.gov.au/Details/C2014C00002/Html/Text#_Toc375315802
Anti-Discrimination Act	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.	http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/
Defamation Act	Defamation laws in Australia are designed to protect individuals and organizations from statements that harm their reputation. Defamation laws operate as a national uniform law, meaning that each state and territory in Australia has adopted laws reflecting the national standard.	http://www.austlii.edu.au/au/legis/vic/consol_act/da200599/
Racial and Religious Tolerance Act	The purposes of this Act are— a) to promote racial and religious tolerance by prohibiting in conduct involving the vilification of persons on the ground of race or religious belief or activity;	http://www.austlii.edu.au/au/legis/vic/consol_act/ra2001265/

LEGISLATION	PURPOSE	WEB LINK
	b) to provide a means of redress for the victims of racial or religious vilification.	
Equal Opportunity Act	To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment and victimisation;	http://www.legislation.vic.gov.au/
Workplace Gender Equality Act	An Act to require employers to promote gender equality in the workplace, to establish the Workplace Gender Equality Agency and the office of the Director of Workplace Gender Equality, and for related purposes	http://www.comlaw.gov.au/Details/C2012C00899
Freedom of Information Act	An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies	http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/
National Vocational Education and Training Regulator Act	An Act to establish the National Vocational Education and Training Regulator, and for related purposes	http://www.comlaw.gov.au/Details/C2011A00012/Html/Text#_Toc289074497
Apprenticeship and Traineeship Act	An Act to provide for the regulation of apprenticeships and traineeships; to repeal the <i>Industrial and Commercial Training Act 1989</i> ; and for other purposes.	http://www.austlii.edu.au/au/legis/nsw/consol_act/aata2001295/
Various State and Federal Occupational Health and Safety Acts	The <i>Occupational Health and Safety Act 2004</i> (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria. The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide considerable flexibility for a duty holder to determine what needs to be done to comply.	http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/
Occupational Health and Safety Regulations	The <i>Occupational Health and Safety Regulations 2007</i> are made under the Act. They specify the ways duties imposed by the Act must be performed or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying in matters.	https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-regulation-2011
Accident Compensation (Work Cover Insurance) Act	The purpose of this Act is to provide for compulsory WorkCover insurance for employers under WorkCover insurance policies and the payment of premiums for WorkCover insurance policies.	http://www.legislation.vic.gov.au/domain/Web_notes/LDMS/LTOject_Store/LTObjSt1.nsf/d1a8d8a9bed958efca25761600042ef5/5a128355b007195cca2577610017bf79/%24FILE/93-50a067.pdf
Fair Work Act	An Act relating to workplace relations, and for related purposes	https://www.fairwork.gov.au/about-us/legislation
Charter of Human Rights and Responsibilities Act	The main purpose of this Charter is to protect and promote human rights	http://www.austlii.edu.au/au/legis/vic/consolact/cohrra2006433/s1.html
Disability Discrimination Act	The purpose of this Act is to enact a new legislative scheme for persons with a disability which reaffirms and strengthens their rights and responsibilities, and which is based on the recognition that this requires support across the government sector and within the community	http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/
Disability Services Act	An Act about providing services for people with a <u>disability</u> , and for related purposes	http://www.austlii.edu.au/au/legis/nsw/consol_act/dsa213/

This is not a comprehensive list of all the legislation, regulations and standards that are associated with your training.

Changes to the RTO

If there are any significant changes to Water Training Australia, you will be notified ASAP to these changes. If Water Training Australia cannot for any reason deliver the course, you will be helped to find another provider.

Quality Management Focus

Water Training Australia has a commitment to providing quality service and a focus on continuous improvement. We value feedback from learners, their peers and management for incorporation into future programs.

Feedback can be submitted anytime through the 'contact us' form on our website or by talking to any of our staff.

Learner Feedback

We also gather valuable feedback through a range of short surveys throughout the delivery of every course. This helps us monitor the quality of our service and identify areas for improvement. Your participation in these will be greatly appreciated.

Marketing and Advertising

Water Training Australia markets all its products and services by direct contact with industry clients. We maintain a commitment to ensure all advertising marketing materials are accurate current and clear. Any marketing materials from Water Training Australia can be identified by the display of our Name and Logo as well as the display of our registration code.

Training and Assessment Standards

Water Training Australia has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including recognition of prior learning). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the learners.

Client Service and Learner Support

We have sound management practices to ensure effective client service. Our quality focus includes pre-enrolment evaluations, access and equity policy, flexible learning arrangements, and a complaints and appeal procedure.

Please refer to the Learner Support Policy and Procedure on our website under Policies and Forms.

Language, Literacy, Numeracy, & Digital Skills

Water Training Australia recognises the importance of Language, Literacy, Numeracy, and Digital (LLN&D) skills in our learners, to ensure that the individual is able to access and participate in training without being disadvantaged by their current LLN&D skills.

Water Training Australia uses the enrolment form and other paperwork to check for suitable LLN&D levels during the enrolment process. This will enable us to determine whether additional support will be required to assist you to complete your course.

Learners are encouraged to seek support for LLN&D throughout the course by discussing any needs with their trainer or by contacting our office.

Support may be in the form of:

- Additional one-on-one time with the trainer / assessor
- Modification of learning strategies
- Referral to additional resources and tools or assistive technology
- Adjustments to assessment such as providing oral instead of written responses where it does not compromise the qualification requirements
- Referral to external support services (user pays)

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where learning occurred. Under the VET Quality Framework, competencies may be attained in a number of ways. This includes through any combination for formal or informal training and education, work experience or general life experience.

In order to approve an RPL application, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standard, or outcomes specified in VET Quality Framework accredited programs.

RPL's must be conducted with the same rigor as any other form of assessment. Where assessment is completed via RPL it must comply with the packaging rules of the relevant qualification; and be conducted in accordance with the Principles of Assessment and Rules of Evidence (refer to Standards for Registered Training Organisations (RTO's) 2015).

Access and Equity

Water Training Australia promotes the principles of access and equity through all components of training and assessment services that we have to offer. Please refer to our full Access and Equity Policy on our website under Policies and Forms. Water Training Australia will provide reasonable adjustment for learners with disabilities that affect their learning. Water Training Australia has different options to suit individual needs and requirements. Learner support needs may be identified during enrolment processes, by our trainers during the program, or learners may inform us of their needs confidentially at any time.

Typical adjustments may include:

- Providing learning and assessment materials in advance
- Different print types
- Re-worded instructions
- Assistive technology and techniques
- Referral to external services

No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated with fairness and dignity throughout all phases of your training.

Flexible Learning and Assessment

Water Training Australia will develop flexible learning strategies best suited for the individual and program. Assessment will utilise a range of evidence gathering techniques that comply with the National Assessment Principles, the learning program and style of learner.

Delivery will include classroom-based lectures, workshops and self-paced material depending on the unit selected and the method best suited to the learner. The delivery method will be determined prior to commencement of training based on location, learning style and subject. Technical units will be conducted partly in the classroom for any theory component and at the specific workplace area where the skill will be applied. Theory predominant learning will be conducted in the classroom through interactive workshop discussion and lecture.

Assessment will be conducted through the completion of workbooks followed up by workplace assignments associated with the skill and knowledge requirement. On the job verification will be required from the learner's supervisor to determine application of a skill set. Assessment parameters will be guided by the training package and contextualized to suit the learner's workplace conditions and style.

Suspensions / Extensions

Suspensions

Learners struggling to meet training requirements for exceptional circumstances may apply to suspend studies for up to three (3) months (trainees seeking a longer suspension will be referred to the relevant Apprenticeship Authority).

Learners will need to apply in writing to WTA (using the Extension Application Form) prior to the next scheduled session. Requests must provide supporting information to demonstrate that exceptional circumstances exist. The application is to be signed by the Learner and Employer and will be approved at the discretion of the Operations Manager who will consider the nature of the circumstances and the impact of re-scheduling any learning or assessment activities that will be missed.

Learners who fail to return to study at the end of an approved suspension period and/or are unable to be contacted will be processed as an 'Apparent Withdrawal'.

Extensions

Learners struggling to meet assessment requirements for exceptional circumstances may apply to gain an extension of up to three (3) months. Learners will need to apply in writing to WTA (using the Extension Application Form) prior to the assessment due date.

Assessments requiring a re-submission will be automatically assigned an extension for at least 14-days.

Any assessments not been submitted by the due date will be sent a reminder by emailed from WTA Admin and the learner will be given a 10-day extension to submit.

If an extension date lapses it will be treated as an apparent withdrawal. The learner will be notified that their opportunity is forfeit and they will need to re-enrol in the unit and pay associated fees to be assessed again.

Learners have the right to appeal a decision to refuse a suspension/extension – refer to the Manage Complaints and Appeals Policy.

Complaints and Appeals

Water Training Australia has a complaints and appeals policy and procedure to allow learners the opportunity to raise and resolve issues relating to the delivery of training and assessment.

If you are dissatisfied with a service offered or treatment received by Water Training Australia, then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal.

Please refer to the Complaints and Appeals Policy on our website under Policies and Forms.

Competency Based Training and Assessment

In vocational education and training, people are considered to be competent when they are able to:

- consistently apply their knowledge and skills to the standard of performance required in the workplace; and
- transfer and apply skills and knowledge to new situations and environments.

Competency involves successful work performance regarding four dimensions.

Four dimensions of competency

1. Task skills – undertaking a specific workplace task(s)
2. Task management skills – managing a number of different tasks to complete a whole work activity
3. Contingency management skills – responding to problems and irregularities when undertaking a work activity such as:
 - a. Breakdowns
 - b. Changes in routine
 - c. Unexpected or atypical results or outcomes
 - d. Difficult or dissatisfied clients
4. Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - a. Working with others
 - b. Interacting with clients and suppliers
 - c. Complying with standard operating procedures
 - d. Observing enterprise policy and procedures

How is the training delivered?

Competency based training involves both 'on-the-job' and 'off-the-job' training and assessment aiming to ensure that the individual participating in the training has the competence to undertake their work role to the standard expected in a range of employment situations.

- **On-the-job:** This is training and assessment conducted directly in the work environment. This may include reading, research, demonstrations, practice, and assessment activities conducted in the course of your work. These will be guided/observed by either: a supervisor/manager in your workplace who has been nominated as a Subject Matter Expert; or a Water Training Australia Trainer. Your Subject Matter Expert and/or Trainer may vary from unit to unit.
- **Off-the-job:** This is training and assessment conducted away from the work environment. This may include reading, research, discussions and workshops. These may be self-directed activities and/or activities conducted by a Water Training Australia Trainer in a classroom or via a video conferencing platform such as Zoom or MS Teams. Training rooms and facilities to access video conferencing will generally be at your workplace.

Note: On-the-job and Off-the-job training may be conducted at alternative worksites or facilities from time to time. Be sure to carefully read communication advising you of upcoming training and assessment activities and contact us for more information if you are not clear on the delivery plans.

How will you be assessed?

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

In general, basic forms of skills and knowledge evidence include:

Direct evidence

Direct evidence is evidence that can be observed or witnessed by the assessor. For example, the assessor may:

- observe you performing a range of skills at work;
- provide oral questions; and/or
- administer a challenge test.

Indirect evidence

Indirect Evidence is evidence of a candidate's work that can be reviewed or examined by the assessor. For example, the assessor may:

- provide written questions to be addressed;
- provide written tasks and projects to produce work products or videos of work performance; and/or
- request a portfolio of evidence you collect during or after completing relevant workplace activities.

Supplementary Evidence

Supplementary evidence is additional evidence presented to assessors to support assessment. This is used when it is not possible (e.g. the activity was conducted prior to enrolment) or desirable for you to be assessed on your actual performance of tasks in the workplace (it may be too costly, inappropriate or involve un-acceptable risks). For example, the assessor may:

- conduct interviews and written questioning;
- request a portfolio of evidence; and/or
- request supervisor, team-member, client or customer reports on what they have observed.

Assessment of competence is about the quality of evidence collected rather than the quantity, type and form of evidence, where it was collected or who collected it.

Subject Matter Experts (workplace supervisors) may be asked to provide observation reports and indicate if the work observed meet workplace standards as evidence to support assessment, but they do not and can not determine competence to accredited training products. It is always the Assessor who reviews all the evidence collected to determine if competency has been demonstrated to meet the requirements of the accredited training product.

Assessment Timeframes

The nominal time to complete assessments for a unit of competence is three months from the last day of the classroom training. In some situations, three-month extensions may be granted.

Re-submission / Re-assessment

Assessments that do not satisfy the requirements in the first instance will be returned to the learner for re-assessment. The Assessor will provide feedback and instructions on any further training and re-work required to the assessment task. You may be required to re-attend class sessions or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment.

Learners are entitled to at least two re-assessment opportunities unless one or more is forfeited by missing an extension deadline.

If your assessment is assessed as 'Not Yet Competent' you will be advised and provided with feedback. If you feel the assessment result is in error, you have the opportunity to appeal the outcome in accordance with our Manage Complaints and Appeals Policy. If the appeal is substantiated, you will be given at least one opportunity to re-complete the assessment at a mutually convenient time as arranged with WTA. You may be required to re-attend class sessions or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment.

Where the assessment task involves observation either in a simulated environment or in the workplace, the learner will be required to demonstrate the same skills as required in the first assessment task.

If performance is still unsatisfactory, learners will be required to re-enrol in the unit and pay associated fees to be assessed again.

Course Completion Periods

A full qualification will be limited to 2 years from the enrolment date. If this timeline cannot be met the learner must notify Water Training Australia, extensions will be considered for extenuating circumstances. However, if a learner is unable to complete the course within 2 years, they will need to re-enrol; re-enrolment will attract full fees.

Mutual Recognition

Mutual recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO's) enabling individuals to receive national recognition of their achievements.

Course Information

All prospective learners are supplied with a Course Information Overview document before enrolment. This information outline what the course outcomes are and how it will be delivered. Prospective learners are required to confirm receipt of this information and to self-assess their ability to complete the course as outlined.

Fees and Charges

Fees for training vary depending on the course or unit qualification and will be paid in full by your employer. There will be no pre-payment for any training sessions.

Please refer to full terms and conditions including our Refunds Policy on our website under Policies and Forms.

Government Funding

A compulsory learner contribution is required for learners undertaking QLD government funded training. The contribution is invoiced and paid by your employer at an hourly rate per unit. For further information <https://watertrainingaustralia.com.au/resources/about-us/queensland-funding-and-eligibility/>

Where a government funding has been accessed for the course, this may reduce your future eligibility to receive additional funding.

Attendance / Absence

It is recommended that learners notify Water Training Australia if attendance is currently or may be affected so arrangements can be made to facilitate your ongoing learning and timely course completion. Please refer to Suspensions and Extensions in this handbook.

Statement of Attainment

Water Training Australia will issue statement of attainments to learners who inform us that they will not be completing all the requirements of a qualification.

Issuing of a Qualification

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a testamur (qualification certificate) within 30 calendar days from completion of your course, providing all agreed fees owed to Water Training Australia have been paid.

Replacement Qualification Certificates or Statement of Attainments, require Learner proof of ID. Please contact Learner Support Officer learner@watertrainingaustralia.com.au

Please allow up to 10 working days upon receipt of the request for your request to be processed.

Learner Conduct

Water Training Australia seeks to maintain a positive learning environment to ensure that all learners are able to complete the program to the best of their abilities. As such, Water Training Australia enforces a code of behaviour which learners are to adhere to throughout their enrolment. These reflect the principles of Respect, Fairness, and Safety.

Learners are expected to conduct themselves in a manner that:

- a) expresses respect for themselves and others;
- b) allows others to participate equitably; and
- c) promotes the safety, health and wellbeing of themselves and others.

As a learner with Water Training Australia this means that you need to treat others including fellow class colleagues, your trainer, and Water Training Australia staff members respectfully regardless of their race, age, or other personal characteristics protected by law.

Safety

Under the various Workplace Health and Safety Acts across Australia learners have an obligation to:

- a) be concerned for their own and other's safety;
- b) comply with workplace safety instructions;
- c) comply with Trainer / Assessor instructions; and
- d) follow policies and procedures related to safety and wellbeing.

Hazards

A hazard is an unplanned condition in a work system or workplace with the potential to cause injury, loss or damage. Hazards can be associated with the learner misuse of equipment, the learning environment through contaminated air, chemical spills and work methods without using prescribed personal protective equipment.

Concern for your own safety and the safety of others would at a minimum include:

- 1) Ensuring your work area is kept clean and tidy
- 2) Making sure you understand how machinery and or equipment is used before you use it
- 3) Making sure you know where all the safety switches are and how to stop an item of machinery or equipment before it is used
- 4) Wearing your personal protective equipment as required
- 5) Refraining from any horseplay and / or harassment of others
- 6) Reporting any suspected hazards to the trainer and / or workplace supervisor

Dress Standards

Learners must wear clothing and footwear appropriate to the program of learning. Some programs of study demand that specialized protective clothing (e.g. steel capped boots) are worn to meet the requirements of the Workplace Health and Safety Act. These requirements will be communicated in advance of training / assessment activities.

Mobile Telephones

Learners carrying mobile telephones must ensure they are turned off during classroom and field activities. In exceptional circumstances (e.g. on standby or pressing family issues) learners need to speak to the trainer about leaving the phone on.

Reporting Safety Incidents or Injury

If an injury / incident occurs during any trainer led program you are to report the incident directly to the trainer who will complete the incident report form and report it to your employer's HR Manager.

Emergency Procedures

In the event where Water Training Australia premises need to be evacuated, learners must follow instructions from Water Training Australia staff or trainers to evacuate the area and proceed directly to the nearest assembly point.

While in the workplace, ensure that you follow the instructions of the officer in control of your safety.

Always make sure you know where your exits are; do not use lifts in the event of a fire, once outside the building do not re-enter but stay within the assembly area until advised further.

Plagiarism and Cheating

Learners will not submit "as their own" work that has been derived from another source. This is plagiarism. This means that any work you submit for assessment has to be written by you in your own words.

When you gather information and research ideas from other sources, such as textbooks, magazines and the internet, all these must be presented in the correct format as a quote or reference, to identify and give recognition to the source of information.

Any of the following acts constitutes plagiarism unless the source is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer-based material).
- using or extracting another person's concepts, experimental results, or conclusions.
- summarizing another person's work.
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another learner.

Cheating involves copying another person's work as your own:

- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another learner.

Water Training Australia treats plagiarism and cheating as a serious matter and disciplinary action will be enforced if you are found to have plagiarised or cheated upon submission of your assessments.

If you are found to have plagiarised or cheated, you may be required to re-complete and re-submit the assessment.

If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately

If you are not satisfied with a decision to enforce disciplinary action, you have the right to appeal the decision by following the complaints and appeals procedure.

How to acknowledge the work of other people

There are two parts of referencing: In -Text Citations and a Reference List at the end of the work.

1) In Text Citations:

If you are not directly quoting from another person's work but are writing about their findings you need to still acknowledge the author or authors in the following way following your passage: (Smith & Jones) 1996

If you are quoting 'word for word' from the work of another person, then this must be acknowledged in the following way: Ervaguidon (1997, p.32) stated succinctly, "Leaders can be born or developed"

2) Reference Listing at the End:

All citations in the text must be outlined fully in a reference list at the end of your work. List alphabetically by author any material to which you have referred to in your written work.

Provide your reference list in the following format: Author, Date, Title, Place of Publication, Publisher

Welfare and Guidance

Water Training Australia will conduct all the learning within the client's premises and as a result all welfare and guidance requirements outside the learning parameters will be referred to the learner's Human Resource departments.

Any welfare and guidance requirements arising within the learning parameters are to be addressed through Learner Support Policy and Procedures, enforcing Codes of Behaviour, and the Complaints and Appeals processes.

Disciplinary Procedures

Failure to follow the Code of Behaviour may see disciplinary actions implemented and as such may involve the cancellation of your training with Water Training Australia.

In the event a learner displays dysfunctional behaviour, such as bullying, sexist remarks or is rebellious in the classroom, plagiarises material, or works in an unsafe manner the learner will be reported to his / her manager. Misconduct could result in disciplinary actions including removal from the program of learning, workplace disciplinary action, and / or legal action.

Privacy

Your personal information is collected by Water Training Australia solely for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority who are the registering authority. Please refer to our full Privacy Policy on our website under Policies and Forms.

Water Training Australia is required to provide the required Government bodies and the Australian Skills Quality Authority, with student and training activity data which may include information you provide in your enrolment details or throughout your training program. The Departments may use the information provided for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Departments may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Where health or disability conditions pose a significant risk to health and safety, details may be shared with your employer or other authorities as required to meet legal obligations.

Education Research Surveys

You may be contacted and requested to participate in a National Centre for Vocational Education Research (NVCER) survey. Students may opt out of the survey at the time of being contacted.

Students may receive an invitation to participate in Department of Education and Workplace Relations and/or State Based Training Authority endorsed surveys or project and/or be contacted by the Department/Authority for audit or review purposes.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A student must provide their USI to Field on their enrolment form before commencing their course. If you do not provide your USI, you may be held back from attending your course until you provide one.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look like this: 3AW88YH9U5. A USI will allow your USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing you to see all of your training results from all providers including all completed units and qualifications.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript. It will also ensure that your VET records are not lost. The USI will be available online and at no cost to you. Your USI will stay with you for life, and it will keep a record of any nationally recognised VET course that you completed from when the USI came into effect on 1 January 2015.

Learner Support Services

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to provide or refer you to a support service as appropriate. Alternatively, you may contact support team by email at office@watertrainingaustralia.com.au

Water Training Australia offers training support to all learners who have questions or difficulties regarding their current training or employment as well as their future career development. This service can assist you with questions regarding training and career pathways and opportunities, personal development opportunities and work placement. We respect your right to privacy and any information disclosed will remain strictly confidential.

External Support Services

Subsequently, Water Training Australia may provide you with a referral to organisations that may assist you further with some of your needs. The services that Water Training Australia can refer you to are:

TYPE OF ASSISTANCE REQUIRED	NAME OF SUPPORT SERVICES	NUMBER TO CALL / WEBSITE	FEE STRUCTURE
Emergency	Police, Ambulance, Fire	000	FREE CALL
Alcohol and Drugs: confidential support for people struggling with addiction	National Alcohol and Other Drug Hotline	1800 250 015	FREE SERVICE AND REFERRALS
Depression	Lifeline	13 11 14	USER PAY
Personal Issues: Crisis Support, Suicide Prevention	Lifeline	13 11 14	USER PAY
Settlement Assistance (Victoria)	Adult Multicultural Education Services, Australia (AMES)	13 26 37 https://www.ames.net.au/	USER PAY
Improving reading, writing and basic math	Reading and Writing Hotline	1300 655 506 https://readingwritinghotline.edu.au/	FREE SERVICE AND REFERRALS
Translating and Interpreting	TIS National	13 14 50 https://www.tisnational.gov.au/	USER PAY