STUDENT HANDBOOK

AUSTRALIAN WORKPLACE TRAINING

RTO CODE: 40037
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1. WELCOME AND INTRODUCTION

Welcome to Australian Workplace Training.

We are thrilled to have you join our learning community and embark on this exciting educational journey with us.

At AWT, we are committed to delivering high-quality training and equipping you with the skills, knowledge, and confidence needed to achieve your career aspirations. Whether you are pursuing qualifications to enhance your current career or exploring new opportunities, we are here to support and guide you every step of the way.

This Student Handbook is designed to guide you through your journey with us. It contains important information about your rights and responsibilities, our policies and procedures, and the resources available to help you succeed. Please take the time to read it thoroughly, as it will answer many of the questions you may have and help you navigate your experience here.

We believe in fostering an environment where learning thrives, and we are dedicated to offering a safe, positive, engaging, and supportive space for all students. Our trainers and staff are here to assist you at every step of your education.

Thank you for choosing AWT as your training provider. We look forward to supporting you on your path to success and celebrating your achievements along the way.

Warm regards,
Adam Chandel
CEO

2. ABOUT AUSTRALIAN WORKPLACE TRAINING (AWT)

AWT is a registered training organisation with the Australian Skills Quality Authority (ASQA), provider number 40037. AWT delivers a range of nationally recognised qualifications, and our full scope of delivery is listed on www.training.gov.au . You can find details of our course offerings at our website www.awt.edu.au . As a Registered Training Organisation (RTO), AWT operates in accordance with the 2025 Standards for RTOs.

3. MISSION

Our mission is to empower individuals and communities through high-quality, industry-aligned education and training. We are committed to fostering skills development, innovation, and lifelong learning, ensuring that students who complete their qualification with us are equipped with the knowledge and practical skills to succeed in their chosen fields. By building strong partnerships with industry and supporting economic growth across South Australia, we strive to create a positive impact and drive future opportunities for all.

4. GOALS

Our key goals include:

1. **Delivering Accredited Training:** be responsible for delivering training that meets the Australian Qualifications Framework (AQF) and ensures that students gain nationally recognized qualifications.
2. **Ensuring Compliance and Quality:** we must continuously meet the standards set by the Australian Skills Quality Authority (ASQA), ensuring compliance with the Standards for RTOs 2025. This includes quality control, assessment, and regular auditing.
3. **Meeting Industry and Workforce Needs:** to tailor training programs to meet the specific needs of industries in South Australia, ensuring students acquire skills that are in demand and relevant to the local workforce.
4. **Supporting Student Outcomes:** to support students' success by providing clear pathways, quality teaching, and support services that lead to employment, career promotion, or further education.
5. **Building Partnerships:** to maintain and form partnerships with industry bodies, employers, and government agencies to enhance learning opportunities, traineeships, and work placement for AWT students.
6. **Continuous Improvement:** to continuously improvement in assessments, course delivery, and teaching methodologies to stay relevant and effective.

5. AWT VALUES

Integrity
We believe in conducting ourselves with the utmost integrity, honesty and transparency. We will always provide our students and partners with accurate and reliable information.

Every Aspiration Matters
We are committed to creating an inclusive and diverse workplace where everyone is treated with respect and dignity. We believe that diverse teams drive innovation and growth.

Professionalism
We hold ourselves to the highest standards of professionalism and accountability. Our team is dedicated to providing exceptional customer service and ensuring that all interactions are conducted promptly and efficiently.

Quality
We are committed to delivering high-quality training solutions that meet the needs of our students and partners. We aim to exceed expectations and always strive for excellence.

Collaboration
We believe that collaboration and teamwork are key to success. We work closely with our students and partners to ensure that we understand their needs and can provide tailored solutions.

Supportive Environment
AWT is a safe, caring, and supportive environment for children and young adult members of the AWT community, complying with relevant legislation and promoting their physical, emotional, and psychological wellbeing. We value and respect children and young people and welcome them regardless of their abilities, sex, gender, or social economic or cultural background. If you have any child safe concerns, please contact childsafe@awt.edu.au.

6. CONTACT INFORMATION

Our first campus is in Elizabeth City Centre, and we began operations in 2000 in the local and outer country communities that surround Adelaide's Northern Suburbs, AWT has delivered specialised training in the Southeast, the Barossa and Riverland regions of SA. Creating a campus in the city we have extended our presence to Adelaide CBD to reach out to more prospective students so they can access quality training.

AWT CAMPUS LOCATIONS

ELIZABETH CAMPUS
Address: Raleigh Chambers Level 1, Elizabeth City Centre, 50 Elizabeth Way, Elizabeth SA 5112
Phone: 08 8944 2999
Campus operating hours: 8:00 AM to 4:00 PM

CBD CAMPUS
Address: Level 6, Currie St, Adelaide City, SA 5000
Phone: 08 8944 2999
Campus operating hours: 8:00 AM to 4:00 PM

AWT SUPPORT TEAM

Pre-enrolment Engagement (Learning Consultations)
Provide accurate course information including fees, entry requirements, delivery modes, duration, and support services

Contact Persons: **Jade Corlett**
Email: info@awt.edu.au

Administration
Manages enquiries, enrolment process, and supports staff and student support general administrative tasks

Contact Persons: **Emily Chy**
Email: admin@awt.edu.au

Student and Training Support Services
Support with learning, well-being, and academic concerns.

Contact Person: **Sharon Jupp**
Email: learning@awt.edu.au

Child Safe
Maintains a child-safe environment, oversees child protection concerns or mandatory reports

Contact Persons**: Kat Isabel Suzara, Sharon Jupp**, and **Payal Joshi**
Email: childsafe@awt.edu.au

Work placement
Work placement arrangements, employer engagement, student support with placement documentation and progress

Contact Person: **Ashrutha Adisesha**
Email: workplacement@awt.edu.au

Compliance
Ensures student records are accurate, complete, and maintained

Contact Person: **Deanne Smith**
Email: compliance@awt.edu.au

Complaints and Appeals
Managing complaints and appeals to ensure fairness, transparency, and continuous improvement.

Contact Person: **Deanne Smith**
Email: complaints@awt.edu.au

Work Health & Safety and First Aid Officers
Ensuring AWT promotes a culture of safety and maintains a safe learning and working environment for staff, students, and visitors.

Contact Persons: **Steve Wardle** and **Dr Frank Lagatuz**
Email: WHS@awt.edu.au

IT & Online Learning Support
For help accessing the student portal, eLearning systems, or technical issues.

Contact Person: **Nanda Kumar**
Email: nanda.kumar@awt.edu.au

7. INTRODUCTION TO QUALIFICATIONS, COURSES, AND MODE OF DELIVERY

AWT is committed to providing industry relevant, quality course programs to suit a range of learners. We have developed a range of different delivery options including:

Face to Face / Classroom-Based Delivery

This delivery mode is delivered to a classroom over the nominated time with regular weekly classes. Face-to-Face training has many advantages including meeting other learners allowing you to build a network and make friends. It offers regular engagement, and the focus is the whole class gets involved in activities and discussions. Your trainer/assessor is available in real time responsiveness which means if a question occurs, it can be answered on the spot, or he/she can demonstrate things you may find difficult to understand and extend the learning beyond the written assessments with practical application examples in industry. This delivery mode suits all learners including school leavers and mature learners who can dedicate the time to attend regular classes.

Blended Delivery

Specifically designed for students who are currently working in the industry that is aligned with the qualification they choose to study and to those completing higher level qualifications. This method combines both online and face-to-face learning, offering flexibility while ensuring students meet the hands-on components required by vocational education standards. This approach caters to diverse learning needs and preferences and can support students in balancing study with work or personal commitments.

Theory-based content is delivered through an online Learning Management System (LMS) such as CATAPULT or MOODLE. This might include pre-recorded lectures, reading materials, quizzes, and other interactive activities. Students can complete these tasks at a designated time frame, often with deadlines to ensure steady progress.

Since AWT qualifications often require hands-on skills, practical skills are developed in face-to-face workshops, labs, or simulated environments. These sessions are scheduled periodically and may be delivered on-site or in specialised facilities.

Traineeships

Please refer to Traineeship and Apprenticeship - Skills Commission for information.

A Traineeship is a registered training agreement with the State and Territory Authorities (STAs). It is a structured training program that combines paid employment with formal training to provide individuals with practical skills and theoretical knowledge. An employer may nominate a trainee, or an individual may find an employer who is willing to employ the person as a trainee. All parties (employer, trainee, the Australian Apprenticeship Support Network and the RTO) sign the traineeship contract and agree on a training plan.

A Traineeship is an excellent way to combine training with employment, enabling you to have a job while you complete your vocational training towards a nationally recognised qualification. Traineeships are available to anyone, including school-leavers, individuals who wish to re-enter the workforce or an adult worker simply wishing to change careers. When you finish your apprenticeship or traineeship you will have a nationally recognised qualification that's held in high regard in many overseas countries as well. Traineeship training is delivered in a combination of "on and off the job training". A designated AIWT trainer regularly visits the trainee at the workplace in combination with some training being delivered to our AWT Campus. Trainees have access to a range of resources including online and printed resources.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL: a process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. Recognition of Prior Learning is ideal for people who have worked in industry for a few years and may have attended in house training or PD sessions but never completed a formal qualification. If RPL is linked to an enrolment into a course of study, it is recommended to apply for RPL prior to enrolling into a course. This will assist in adjusting the training plan to meet the requirements of the student. Please contact admissions to arrange an initial interview with the course coordinator to discuss your requirements, work experience and formal or informal learning. After the interview you can apply for RPL by completing the form "Application for Recognition of Prior Learning".

CT: is the recognition of learning achieved through formal education and training where there is a current equivalent unit on www.training.gov.au. Under the 2025 Standards for RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be

awarded a unit of competency/module based on successful completion of the unit which has been previously awarded. All students must apply for a Credit transfer by completing the Credit Transfer Form and attach evidence of the Statement of Attainment or the Record of Result. AWT will contact the issuing RTO to verify and authenticate the testamur before formally granting the Credit Transfer

Course Progression and Duration

AWT monitors, records and assesses student's attendance and progression to ensure students can complete their course. All students are issued with set times for the completion of their qualifications, as outlined in your training plan.

8. PRE-ENROLMENT AND ENROLMENT PROCESS

AWT is committed to providing accurate and accessible information to prospective and current learners through our website www.awt.edu.au, regular information sessions, or personalised one on one interviews with our Learning Consultants and / or a member of the Administration Team.

Students are encouraged to review available courses, entry requirements, fees, and other relevant information about the course/s that they want to enrol in.

Students can access the Admissions, LLN and Enrolment Policy & Procedure on the AWT website.

1. Entry Requirements and Student Suitability

AWT provides comprehensive details about the course, including training objectives, assessments, and outcomes. From the initial point of contact, each learner is treated on an individual basis.

AWT must ensure the student meets eligibility criteria, especially for state funding. The Upfront Assessment of Need (UAN) is a process that needs to be completed for all prospective participants seeking access to a subsidised training place in a full qualification with subsidies supported by the Government of South Australia. The UAN needs to be completed prior to offering a prospective participant a place in the course and commencing the enrolment. [UAN Assessment Guide - suitability-and-support-needs-guide]

Prospective students or participants progress through several stages at AWT:

- Our team of Learning Consultants plays a crucial role in guiding prospective students through the pre-enrolment process. They provide detailed information about course content, funding eligibility, course requirements, suitability, co-contribution fees or fee-for-service options, and other relevant pre-enrolment guidelines.
- We utilise a structured Pre-enrolment Interview Form and checklist - Pre-enrolment Information to ensure all necessary questions are addressed. If a prospective student discloses or if the AWT staff identifies during the interview that they face factors that might affect their studies, the Learning Consultant will recommend a one-on-one meeting with a Trainer/Assessor.
- The Trainer/Assessor then evaluates the student's suitability, identifies potential barriers, and determines any additional support or individual adjustments required. This ensures that we can provide tailored support and address any Learning Support Needs effectively.

2. Language, Literacy, and Numeracy (LLN):

LLN helps identify a student's current language, literacy, and numeracy levels to determine whether they meet the entry requirements for the chosen course. It also allows us at AWT to identify any additional support a student may need to succeed.

Once all relevant information has been discussed and agreed upon during the pre-enrolment interview, the prospective student is required to complete the LLN assessment. A supervised Snapshot Reading and Numeracy Inventory (SRNI). AWT has a minimum learner's literacy and numeracy capabilities using the ACER online Snapshot Reading and Numeracy Indicator (SRNI) of Australian Core Skills Framework (ACSF) exit level 2. If the SRNI indicates a need for further assessment in reading or numeracy, the Core Skills Profile for Adults (CSPA) assessment will be administered. Should the CSPA results fall below Exit Level 2, a CSPA interpretation report will be prepared by a qualified interpreter. If literacy and numeracy development is necessary, the prospective student will be referred for fee-free support to address these needs.

The result of their CSPA determines if they meet the minimum ACSF Exit Level (s) specified in the UAN Foundation Skills Assessment Requirement for their selected course. A low-level result provides an opportunity to build the individuals foundation skills capabilities in identified areas for the qualification of choice. The study of the FSK bridging units required to upskill the student to the required working and exit level for the qualification is free to the student.

3. Enrolment

- Students are required to completely, truthfully, and accurately fill out the enrolment form for full qualification and short course.
- Students are required to submit current 100 points of identification (passport, driver's license, utility bill etc.), current government issued concession card, current visa status (if applicable), academic records, and USI;

Unique Student Identifier (USI) is a reference number that is essential for any student undertaking nationally recognised training. The USI helps link a student's training records and results from different RTOs and educational institutions across their lifetime in a single online account. It allows access to a secure online database where students can view their training outcomes and certifications. Any student in Australia who is undertaking nationally recognised training (including apprenticeships and traineeships) must have a USI.

How to create a USI:

- Go to the USI website.
- Provide identification (such as a passport, driver's license, or Medicare card).
- Fill in personal details and complete the registration.

Information on how students can apply for RPL or credit transfer if they believe their previous qualifications or experience meet course outcomes.

Short course enrolments

- Students wishing to enrol into a Short Course do not need to attend an enrolment interview.
- These courses may be booked in and paid for at Reception.
- The documentation for our short courses is completed on the day, at the beginning of the course.

Disclaimer: AWT reserves the right to refuse enrolment to any applicant where one or more of the following conditions apply:

- Ineligibility for the Course or Program
- Non-Compliance with Government-Funded Training Criteria
- Incomplete or Fraudulent Documentation

- Unsatisfactory Conduct or Behaviour
- Failure to Agree to AWT Policies and Conditions
- Course Availability and Capacity
- Non-Payment of Fees (if applicable)

4. Fees, Refunds, and Financial Information

Students can find the course fees in the AWT website Course Fee Information. The Fee and Refund Policy can be accessed on the AWT website.

- An invoice will be issued to the student, employer, or organisation that will be paying for the course fee (Fee-for-service) or participant fee / co-contribution fee (government funded).
- An administration fee of $150.00 will be charged on enrolment (non-refundable).
- Students are required to pay a minimum fee is required to secure a place in the course:
  Fee for service - $250
  Government funded Non-concession & Concession - $150
  This deposit where applicable includes the admin fee.
- Students paying by instalment will need to complete a Payment Plan form prior to commencing the course.
- External students are required to pay upfront for each unit after the deposit has been paid.
- Payments in advance after the course commencement will be accepted by AWT to a maximum of **no more than $1,500**.
- Final payment of all fees must be paid by the completion of the course.
- No certificates will be issued until all fees are paid.
- No extracts/copies of certificates/statements of attainment or letters of completion will be issued until all fees are paid.
- Any changes to your enrolment must be advised in writing to your trainer. You will still be responsible for outstanding fees and any additional charges as a result of your change.
- Complaint/disputes over course fees are to be dealt with through AWT's grievance policy and procedure as outlined in the student handbook.
- AWT does not accept any cash payments and personal cheques.

  - Other fees:
  - Replacement of a unit (online or paper-based) – $25
  - Replacement of the work placement book – $25
  - Replacement of certificate / parchment – $50
  - Postage of certificate – $10
  - DHS Screening Checks and costs – https://screening.sa.gov.au/
  - National Police Checks – AFP Application
  - Postage of other items: Postage determined on weight of items to be posted

5. Confirmation of Enrolment

After the payment of the fee, an email will be sent that has the following:

a) Confirmation of enrolment
b) Student Handbook and acknowledgement email
c) Student Code of Conduct
d) Child Safe Code of Conduct
e) Orientation session plan
f) Work placement requirement

g) Access to the Learning Management System (LMS)
h) Student Support Services: Details about student support services, such as counselling, career advice, or tutoring.
i) Schedule of the mandatory Orientation. A student is required to attend the orientation session (online or face-to-face). If you are unable to attend, you need to inform the Admin Team. Failure to attend the orientation may result to be included in the next intake.

9. ASSESSMENT AND PROGRESSION

Assessment methods, grading criteria, and feedback process

AWT is committed to delivering high-quality, competency-based training and assessment that meets the requirements of the relevant Training Packages and accredited courses. All assessments are designed to determine whether students have acquired the knowledge and skills outlined in the unit of competency and can apply them effectively in the workplace.

Assessment Methods

Assessment methods may include a combination of the following:

- Written knowledge questions and tasks
- Practical demonstrations in simulated or real workplace environments
- Observation checklists
- Case studies and scenarios
- Role plays and group activities
- Projects, presentations, or research assignments
- Workplace third-party reports (where applicable)

All assessment tasks are aligned with the Principles of Assessment (fairness, flexibility, validity, and reliability) and the Rules of Evidence (valid, sufficient, current, and authentic).

Grading Criteria

AWT uses a competency-based assessment model. As such, students will not receive traditional grades (e.g., A–F), but will instead be assessed against the requirements of each unit of competency. The following outcomes are used:

- **Competent (C):** The student has demonstrated the required skills and knowledge for the unit.
- **Not Yet Competent (NYC):** The student has not yet demonstrated the full level of competency required. Further training or assessment may be needed.

Feedback Process

Feedback is an essential part of the learning and assessment process. Trainers and assessors will provide timely, constructive, and clear feedback to help students understand their progress and areas for improvement. Feedback is given:

- Upon completion of each assessment task
- After reassessment opportunities (if required)
- During practical placement observations and review meetings

Students are encouraged to actively engage with feedback and seek clarification where needed. If students disagree with an assessment outcome, they have the right to appeal through the RTO's Grievance, Complaints and Appeals process, outlined in this handbook.

10. STUDENT SUPPORT SERVICES

Academic support and mentoring sessions

AWT provides one-on-one or small group sessions to help students with specific topics in an assessment or skills in their practical. Trainers give students tips on how to navigate the LMS, develop effective study habits, time management, information on what is expected of them during work placement, and regular feedback on assignments and assessments to help students improve their performance. AWT encourages and provides opportunities for students to collaborate and support each other through study groups or peer-led sessions. AWT can offer specialised support for diverse needs through tailored assistance for students with disabilities or those needing additional learning support, alternatively students can access external SWS providers such as Interskills, SYC, or Taoundi.

Students have access to counselling for personal or academic challenges, helping them to manage their studies, external stresses, and career planning effectively.

AWT campuses provide free Wi-Fi throughout the campus, enabling students to use their devices for research and study. Admin staff can help students with software issues, printing, and accessing online learning platforms where students can find course content and submit assignments.

Career guidance and counselling

AWT Learning Consultant and Administration Officer – Admissions assist students in selecting courses that match their career aspirations and job market demands, ensuring they are on the right path. AWT provide information on various industries, including job prospects, required qualifications, and emerging trends, helping students make informed choices. This is done through communications on AWT social media sites, and scheduled Employer Days conducted on campus, allowing students to connect with potential employers and industry professionals.

AWT also offers guidance on crafting effective resumes, cover letters, and preparing for interviews is commonly offered to enhance students' employability.

Support for students with disabilities

AWT offers modified learning materials, provide additional time for assessments, or offer alternative formats for assignments. We strive to create inclusive physical and online learning spaces, ensuring accessibility for students with mobility challenges or other needs. We also encourage mentorship or buddy systems can be implemented to help students with disabilities feel more integrated and supported within the learning community. There is ongoing communication where regular check-ins and open lines of communication with students take place that can help ensure their needs are being met throughout their training.

11. CODE OF CONDUCT

The Student Code of Conduct applies to all students enrolled at AWT, including those participating in online and face-to-face training, traineeship, and those who are doing vocational placement or work placement. This applies throughout the student's period of study, including during attendance at external placements, excursions, or any AWT-organised activities.

AWT is committed to providing safe physical and online environments where the protection and wellbeing of children and young people is achieved through the delivery of safe practices. This Child Safe Environment Code of Conduct applies to all members of the AWT community, for staff members (including contractors, volunteers, hourly

paid instructors, and casual employees), students, parents, guardians, visitors and individuals who access the services of AWT.

Students are required to acknowledge receipt and acceptance of the Student Code of Conduct & CSE document that is issued to all students upon enrolment.

Student responsibilities

AWT students must:

a. treat all members of the AWT community (AWT management, employees including contractors, hourly paid instructors, casual employees, other students, volunteers, and visitors and individuals who access the services of AWT) with dignity and respect, avoiding harassment, bullying, or discrimination.
b. follow and uphold the guidelines in the Child Safe Code of Conduct.
c. uphold academic honesty by avoiding cheating, plagiarism, and other forms of academic misconduct or dishonesty.
d. actively engage in class discussions and respect classroom decorum by being attentive, avoiding disruptive behaviour (e.g., using cell phones), and being punctual.
e. obey campus policies, such as attendance, use of facilities, dress code, and substance use regulations (e.g., prohibitions against drugs and alcohol).
f. understand and comply with safety procedures, including emergency protocols and avoiding actions that could jeopardise safety (e.g., tampering with fire alarms).
g. participate responsibly in the school community, upholding an environment that fosters learning, inclusion, and respect.
h. have regular attendance and participation in scheduled classes are expected to meet academic requirements. And must inform the AWT trainer and / or Administration team in the event of being late and absent.
i. submit assessments by deadlines and should make a good faith effort to meet their academic commitments stated in the timetable and training plan.
j. use campus technology and networks in accordance with the institution's guidelines, avoiding inappropriate content or hacking attempts.
k. take responsibility for personal actions and decisions that impact their academic journey and the wider school community.
l. seek support from appropriate school services if struggling academically, emotionally, or socially.
m. adhere to disciplinary processes when violations occur, participating in meetings or investigations as required.
n. report misconduct to the appropriate AWT staff when observing violations of the code of conduct including child safe code of conduct.
o. follow not only institutional policies but also applicable local, state, and federal laws.

AWT responsibilities

These responsibilities ensure that all AWT students receive quality training and assessment services and are fully informed throughout their learning journey.

- Provide accurate and timely information regarding courses, enrolment, fees, and support services.
- Maintain confidentiality and protect students' personal information, complying with privacy legislation.
- Treat all students with fairness, respect, and dignity, upholding principles of equity and inclusion.
- Provide a safe, supportive, and discrimination-free learning environment.
- Adhere to policies and procedures that promote access and participation for all learners.

- Support student welfare, referring students to appropriate internal or external services when needed (e.g., counselling, LLN support).
- Deliver training that meets the requirements of the relevant training package or accredited course.
- Use effective and current training methods, incorporating industry-relevant skills, knowledge, and tools.
- Conduct fair, valid, reliable, and flexible assessments, ensuring students are assessed against all unit competency requirements.
- Continuously maintain and develop vocational competency, industry currency, and VET knowledge (including TAE qualification currency).
- Provide timely and constructive feedback on student progress and assessment tasks.
- Support learners with special needs or learning difficulties, adapting delivery and assessment where necessary.
- Provide a positive and engaging learning environment that supports adult learning principles.
- Monitor student attendance and participation, addressing barriers to engagement proactively.
- Encourage student self-reflection, problem-solving, and goal setting aligned with employability skills.
- Liaise with workplace supervisors during work placements to monitor progress and provide guidance.
- Maintain accurate records of training and assessment outcomes.
- Promote and uphold student rights, including the right to appeal decisions and make complaints without fear of disadvantage.
- Ensure accessibility and reasonable adjustment for students with disabilities.

12. HEALTH, SAFETY AND WELLBEING

Work Health and Safety (WHS) information

AWT ensures the health and safety of both staff and students involves adhering to the Work Health and Safety Act 2012 (SA), which provides the regulatory framework to protect the welfare of all individuals on-site or participating in AWT activities.

Emergency procedures and First Aid contacts

AWT has a designated and trained First Aid Officer on-campus during operational hours. These officers are certified in first aid and regularly updated on relevant procedures.

Mental health and wellbeing support options

AWT offers counselling or access to mental health professionals through its SWS Providers. There are identified external support services where students can be referred to:

- **Headspace**: Provides mental health support for people aged 12-25. Headspace centres are located across South Australia, and they also offer online and phone counselling.
- **Beyond Blue**: Offers 24/7 support with trained mental health professionals. Their website has self-help resources, including articles on managing mental health while studying.
- **Lifeline (13 11 14)**: A 24/7 crisis support and suicide prevention service, available for those in immediate need of assistance.
- **Kids Helpline (1800 55 1800)**: Provides support for young people up to 25 years old and offers online counselling.

Child Safe Environment

AWT is committed in providing a safe environment to all children and young people. Our policy complies with the Children and Young People (Safety) Act 2017, the Child Safety (Prohibited Persons) Act 2016 and aligns with the National Principles for Child Safe Organisations.

13. VOCATIONAL / WORK PLACEMENT INFORMATION

Work placement is a critical component of delivering AWT qualifications. Not only is it often a compulsory part of the qualifications, but it primarily ensures that students gain hands-on, real-world experience in their chosen field, which helps them build competence in applying theoretical knowledge in practical settings. The work placement must be conducted in a setting that aligns with the qualification and reflects the work tasks that students will be required to perform in the industry.

To find out about your course work placement requirements, you may check the awt.edu.au, alternatively, you may contact admin@awt.edu.au.

AWT has industry partners that can be Host Employers for students who require work placement. AWT has formal agreement between the student, and the workplace. This agreement outlines the expectations, roles, responsibilities, and processes for the placement, including duration of the placement, the tasks the student will be expected to perform, supervision arrangements, workplace health and safety considerations, and compliance with child protection and safeguarding policies. The Host Employer's should provide a suitable learning environment with adequate resources; ensure supervision by a qualified educator (with the required industry qualifications and experience); offer a mentor or supervisor who can provide feedback and assessment for the student. Meanwhile, the students must adhere to workplace expectations, including professional conduct and dress code, active participation in tasks and activities, and following workplace policies and procedures.

If a student has restrictions, personal circumstances and / or preferences relative to finding a facility, and because of these AWT have exhausted all our efforts and contact facilities / host employers but to no avail, the student will be requested to find a facility that can meet his / her personal circumstances or preferences.

The Trainer will maintain ongoing monitoring and support by conducting regular communication with the student and the Host Employer, arrange site visits, and track the hours and competencies.

14. GRIEVANCE and COMPLAINTS

AWT is committed to providing an environment, which is non-discriminatory, and in which staff and students as well as the public have their rights, dignity, privacy, and confidentiality valued and respected.

It is recognised that at times, differences will occur, or decisions will be made with which individuals may be dissatisfied. To deal with the resulting conflict AWT has developed a grievance / complaint policy and procedure.

Complaints Policy

AWT has an informal and a formal complaints policy, where all grievances and/or complaints are to be documented. If you wish to lodge an informal complaint it will be summarised and forwarded to the Chief Executive Officer. No information that would identify the complainant or the accused will be included in this report, unless necessary for the resolution of the complaint.

Informal Complaint

The informal student report and resolution process is designed to resolve problems for students who are having difficulties with other students, staff or AWT procedures short of written complaints, investigation and disciplinary action.

To lodge a formal complaint there is a Formal Complaints Form obtainable from the Administration Team.

15. COMPLETION AND CERTIFICATION

Certificates and Statements of Attainment will be issued **within 30 calendar days** of the students' achieving a **successful completion of all required units of competency** in accordance with the relevant qualification or skill set and all agreed **fees and charges** have been paid in full.

Delivery Method

Certificates and Statements of Attainment are issued:

- In hard copy and/or digital format,
- Sent to the student via registered post or secure email, or
- Collected in person, as arranged with administration.

Replacement Certificates

Students may request a replacement certificate or statement of attainment in the event of loss or damage. A replacement fee is applied, and students must complete a request form and provide suitable identification.

16. ACCESS AND EQUITY

AWT upholds access and equity principles across all policies and procedures to ensure inclusive and equal participation for all students. AWT is committed to creating a learning environment that is free from discrimination and harassment, and to support students in identifying and achieving their individual goals.