



Training Program

Student Handbook

&

Complaints and Appeals Policy

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1. WELCOME

Congratulations on choosing the Western Australian Police and Community Youth Centre's (Inc.), also known as 'PCYC Institute of Training' (WAPCYC), for your training. We are pleased to inform you that our Trainers and Assessors are highly qualified subject matter experts. The training programs have been developed in collaboration with industry requirements to ensure their value and relevance. Our objective is to offer you professional and practical training that enhances your skills and supports your employment or further training goals.

We trust that your training experience at WAPCYC will be enriching and satisfying. This handbook has been designed to help you comprehend the essential policies and procedures that contribute to a positive learning environment. By following these guidelines, we aim to make your time at WAPCYC both enjoyable and rewarding. Please take the time to carefully review the contents of this handbook. Should you have any questions, feel free to contact your training staff.

By signing this agreement, you acknowledge that you have read, understood, and agreed to comply with the guidelines and regulations set forth by WAPCYC for the provided training. On behalf of everyone at WAPCYC, we extend our appreciation for selecting us as your training provider.

2. INTRODUCTION

As a Registered Training Organisation (RTO 50901), WAPCYC is committed to adhering to the Australian Quality Training Framework (AQTF) and the Standards for Registered Training Organisations 2015. This commitment entails fulfilling the following requirements:

Compliance: We rigorously adhere to the AQTF and the Standards for Registered Training Organisations 2015, ensuring that our training programs consistently meet the required quality standards.

Qualified Staff: Our organization employs trainers and assessors who are not only qualified but also possess the necessary expertise and qualifications in their respective fields.

Policies and Procedures: WAPCYC has established a comprehensive set of policies and procedures that govern the delivery of our training programs. These policies and procedures provide a structured framework for maintaining quality and consistency in our training services.

The Training Accreditation Council (TAC) serves as the regulatory body responsible for monitoring WAPCYC. TAC oversees our scope of delivery and the courses we offer, guaranteeing our alignment with all regulatory requirements.

Since our inception in 1995, WAPCYC has built a rich legacy of delivering high-quality programs. Founded in Western Australia in 1941 as the Police Boys Club, our organization aimed to guide and provide structure to the youth during the war years. As time passed, we evolved to meet the changing needs of young people in the community, leading to our name change to WAPCYC in 2005.

Throughout our journey, WAPCYC has remained steadfast in our commitment to delivering top-tier training and support. Our mission is to empower individuals and contribute to the betterment of the community.

3. WAPCYC VALUES

PCYC is an organization that instils trust when it comes to caring for the most vulnerable children in society. We operate with the highest levels of integrity, and our dedicated team is passionate and proud of the

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impactful work they do. We firmly believe that the best outcomes are achieved when individuals collaborate and strive towards a shared objective.

Our values not only guide our culture but also serve as a moral compass for our decision-making.



We respect that everyone has different opinions and encourage everyone to have a voice. We build trust with the colleagues and partners we work with.



We deliver on our promises. We're open and honest, do the right thing and take personal responsibility for getting things done. We can adapt to change and work effectively as a team.



We achieve great things because we combine passion with purpose. We do what we love, and we do it with purpose to improve the lives of the most disadvantaged children and young people in our community.

4. ATTENDANCE AND PUNCTUALITY

Attendance and punctuality will be continuously monitored and evaluated during the course. Students are expected to be punctual at all times. In the event that a student anticipates being unable to arrive before the designated starting time for any reason, they must proactively notify their training staff or Centre Manager ahead of the session to communicate their anticipated lateness or absence.

5. UNIQUE STUDENT IDENTIFIER

All students enrolled in nationally recognized training programs delivered by a registered training organization are required to have a Unique Student Identifier (USI). In cases where a student does not possess a USI, they can consult their trainer for assistance in creating one.

A USI provides students access to their online USI account, housing detailed records of their nationally recognized training and achievements, including transcripts. This account acts as a centralized hub for storing their training records and results.

6. STUDENT RIGHTS AND RESPONSIBILITIES

At WAPCYC, all students are entitled to the following rights:

- Fair and Respectful Treatment: Students have the right to be treated fairly and with respect by both staff members and fellow students.
- Discrimination-Free Environment: Students have the right to learn in an environment that is free from discrimination and harassment.
- Supportive Learning Environment: Students have the right to learn in a supportive and stimulating environment that enables them to pursue their goals effectively.
- Privacy of Personal Information: Students have the right to privacy regarding records containing personal information, while still complying with statutory requirements.
- Information on Assessment Procedures: At the onset of each subject or competency, students have the right to clear details on assessment procedures and ongoing updates on their results.
- Complaint Lodging: Students have the right to lodge a complaint without fear of retaliation or victimization.
- Application of Natural Justice: Students have the right to have the principles of Natural Justice applied during any investigation process related to a breach of the Student Code of Conduct.

These rights ensure that students at WAPCYC can learn and thrive in a supportive and inclusive learning environment.

7. CODE OF CONDUCT - STUDENT RESPONSIBILITIES

All students have a set of responsibilities which include:

- Respectful Behaviour: Students are expected to treat fellow students, staff, and the training facility with fairness and respect. This includes refraining from using inappropriate language, littering, stealing, graffiti, or misusing another student's property.
- Punctuality: Students must arrive on time for training sessions.
- Compliance with Staff Instructions: Students are required to follow reasonable directions given by staff members.
- Personal Protective Equipment (PPE): Students must wear the designated PPE at all times during training when it is required.
- Occupational Health and Safety: Students are responsible for consistently applying occupational health and safety practices to ensure a safe learning environment.
- Restricted Use of Electronic Devices: Students should not use mobile phones, headphones, or any other electrical devices during training sessions, unless there are exceptional circumstances that have been discussed and approved by the training staff.
- Responsible Behaviour: Students must avoid attending training under the influence of drugs or alcohol to uphold responsible conduct.

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- **Honest Completion of Assessment Tasks:** Students are expected to complete all assessment tasks honestly, without plagiarism or any form of academic dishonesty.
- **Equipment and Resource Care:** Students must adhere to all procedures and take responsibility for properly caring for the equipment and resources provided by WA PCYC during their training.
- **Liability for Damaged or Lost Resources:** Students may be held liable for any resources that they damage, lose, or steal while attending training courses, and may be required to cover the associated costs.

By fulfilling these responsibilities, students contribute to creating a positive learning environment and ensure the smooth progress of their training at WA PCYC.

8. GROUP RULES

As a collective, students will collaboratively establish course rules through mutual agreement. These rules will be subject to periodic review by both students and training staff.

9. DRESS CODE

The PCYC Student Dress Code consists of the following guidelines:

Minimum Requirements: Students are expected to wear clean and tidy clothing.

Workshop: For workshop activities, students must wear clean and tidy clothing along with covered footwear.

Classroom: In the classroom, students should wear clean and tidy clothing.

Inappropriate Clothing: Thongs or sandals, torn or frayed jeans, and soiled or damaged sneakers are considered inappropriate.

It is mandatory for students to adhere to the dress code during their training program, including industry visits and excursions. In workshop areas, students must wear the provided personal protective equipment (PPE) - including overalls, steel cap boots, and safety glasses. Failure to comply with this requirement may result in students being asked to leave the workshop area, at the discretion of the training staff or Centre Manager, as a safety precaution.

If a student encounters any difficulties in meeting the Dress Code of WA PCYC, they are encouraged to discuss their concerns with the training staff for further assistance and guidance.

10. RECOGNITION OF PRIOR LEARNING (RPL)

Assessment through recognition allows students to receive an accredited qualification or statement of attainment for the knowledge and skills they possess, regardless of how and where they were acquired. This includes skills and knowledge gained from previous studies and/or work experience.

The focus of this process is on the student's existing knowledge and skills that align with the learning outcomes and assessment criteria of the qualification for which Recognition of Prior Learning (RPL) is being sought. Recognition assessment can lead to the attainment of a full qualification or a statement of attainment for partial completion.

Students who believe they possess the skills and knowledge outlined in the qualification outcomes or specific units are encouraged to apply for skills recognition. At WAPCYC, we offer an assessment service for Recognition of Prior Learning (RPL) for the following qualifications listed under our scope on the National Training Register website, <http://www.training.gov.au> (Our RTO provider number is 50901):

AUR10120 Certificate I in Automotive Vocational Preparation

52878WA Certificate I in Leadership

Initially, the student may need to meet or discuss their RPL request with an assessor via video conference or phone. An assessment plan will be developed between the student and assessor, and Form One in the RPL Kit will be completed and signed as an agreement.

Upon successful completion of each Unit of Competency, the student's achievements will be recorded in the WAPCYC student record system. A list of all successfully completed Units of Competency will be provided along with any awards, such as a Certificate or Statement of Attainment.

The student will have a maximum of three (3) months to complete the assessment, aiming to complete the units as soon as possible.

The assessment process typically involves the following steps:

1. An initial meeting or phone discussion where the assessor explains the assessment process to the student.
2. The student is given a designated period to gather all necessary evidence.
3. A meeting with the assessor where the student presents, explains, and discusses their evidence.
4. If required, additional time may be allocated to find any additional evidence.
5. A final meeting to provide the student with feedback on their performance and communicate the final assessment decision.

This serves as a general guide to the assessment process, which involves a collaborative effort between the student and the assessor to evaluate the student's skills and knowledge for recognition purposes.

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11. CREDIT TRANSFER

Credit transfer is a procedure that allows students to gain recognition for the competencies they have attained in a previously completed unit or qualification. If the previously achieved unit or qualification is deemed equivalent to the one currently being offered by the trainer, and the student was assessed as competent in the past, they will be granted a Credit Transfer. To claim the credit transfer, the student is required to provide the training staff with a copy of their Statement of Attainment from the previous training provider.

12. MARKETING

For additional information about WAPCYC, including our locations, services, and contact details, please visit our website at:

Website: <https://www.wapcyc.com.au/>

You can find comprehensive information about WAPCYC and explore various aspects of our organization on our website.

13. ASSESSMENT

WAPCYC conducts training assessments in alignment with the following standards and principles. This includes:

- National Assessment Competency Standards: Our assessments adhere to the standards set at the national level.
- WA State Training Board's Framework for Competency Based Assessment: We follow the assessment framework established by the WA State Training Board for competency-based assessment in vocational education and training in Western Australia.
- National Principles of Assessment: Our assessments are designed to be valid, reliable, flexible, and fair, following the national principles of assessment.
- Assessment Guidelines of Training Packages: When registering new Training Packages within our scope, we ensure compliance with the assessment guidelines specific to those packages.

During the assessment process, students will be provided with three opportunities to answer or complete all questions and activities. If the student is unable to meet the requirements after three attempts, they will be required to re-enrol in the course again.

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At WAPCYC, we strive to maintain high standards in our assessment practices to ensure the quality and integrity of the training provided.

14. TESTAMUR

Upon successful completion of the training program and fulfillment of all financial obligations to the Registered Training Organisation (RTO), the student will receive their AQF certification documentation within 30 calendar days. This documentation confirms that the student has been assessed as meeting the requirements of the training product. Note: This timeframe applies once the student completes their enrolment in the training program and settles all agreed fees.

15. TRAINING GUARANTEE

In the event of rare circumstances such as RTO closure, business interruption, or training failure, WAPCYC has established procedures to ensure the best possible outcome for students. In such cases, WAPCYC will provide the student with a Statement of Attainment, recognizing their successful completion of the relevant units.

To address the financial aspect, WAPCYC will calculate a pro-rata refund amount for the affected student. The calculation formula is as follows:

Course fee paid by the student divided by the total duration in days equals the daily rate. The daily rate multiplied by the remaining days in the student's enrolment period will determine the pro-rata refund amount.

WAPCYC is dedicated to resolving these situations promptly and transparently. The refund amount will be processed within 20 business days from the date the pro-rata refund is communicated to the student. This ensures that the student's financial concerns are addressed in a timely manner while upholding transparency and accountability.

16. PROCESS OF WITHDRAWAL BY WAPCYC

WAPCYC retains the authority to discontinue a student's participation in a training program if they fail to adhere to the conditions outlined in this document. In such cases, the student will be engaged in an interview conducted by a minimum of two individuals, which may include a Centre Manager, a trainer, Learning and Development Manager, a YCIO, or local Police, along with the student themselves. During the interview, the observed behaviour will be thoroughly discussed, aiming to reach a consensus among the involved parties.

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If the identified behavioural concerns remain unresolved and pose a significant and unmanageable risk, a written recommendation for exclusion may be submitted to the Learning and Development Manager. In this scenario, the Learning and Development Manager will consult with the Executive Management Team to make an informed decision.

This process ensures that measures are taken to address behavioural issues, with the goal of maintaining a safe and conducive learning environment for all WAPCYC students.

17. PROCESS OF WITHDRAWAL BY STUDENTS

If a student finds themselves in a situation that necessitates their withdrawal from a WAPCYC training program, it is important for them to engage in open communication with the WAPCYC training staff. The student should choose a training staff member they feel comfortable discussing their situation with and promptly inform them of their intentions.

During this discussion, the student can explore potential alternative options that may be available to them. The training staff will provide guidance and support, helping the student navigate their circumstances and make informed decisions.

By initiating this conversation as soon as possible, the student ensures that the appropriate steps can be taken to address their situation effectively, providing them with the necessary assistance and guidance during their time at WAPCYC.

18. LEGISLATIONS AND REGULATORY REQUIREMENTS

Staff and students can access the following Commonwealth and Western Australian State Government websites to learn more about legislative requirements.

<http://www.comlaw.gov.au>

<http://www.austlii.edu.au>

<http://www.slp.wa.gov.au>

19. SMART RIDER CARD

Trainers and Youth Workers will provide support and guidance to students who wish to apply for a Smart Rider Card. This card offers various benefits and conveniences for transportation. Students will have the opportunity to seek assistance from the training staff in the application process, ensuring they can obtain their Smart Rider Card smoothly.

The relevant Acts include:

Commonwealth legislations

- Standards for Registered Training Organizations (RTOs) 2015
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Fair Work Act 2009
- Occupational Health and safety (Commonwealth Employment) Amendment Act 2006
- Privacy Amendment (enhancing Privacy Protection) Act 2012
- Work Health and Safety Act 2011

Western Australia State legislations

- Vocational Education and Training (General) Regulations 2009
- Vocational Education and Training Act 1996
- Disability Services Act 1993
- Equal Opportunity Act 1984
- Fair Trading Act 2010
- Occupational Health and Safety Act 1984
- Workers Compensation and Injury Management Act 1981

20. FEES AND REFUNDS

Tuition fees are subject to refund or reallocation based on the following circumstances:

- If the RTO cancels the course, the student will be entitled to a full or pro-rata adjusted refund. The RTO may also offer the option to transfer to another course.
- If a student decides to withdraw from the course, they must submit a written request for a refund immediately.
- In cases where a student applies for Recognition of Prior Learning (RPL) and their application is unsuccessful, no refund will be provided.

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- Details regarding fees and concessions can be found on our website, providing comprehensive information on the applicable charges and any available discounts or benefits.

21. PRIVACY

We strive to obtain personal information directly from our students to deliver the best possible service. We are committed to maintaining the privacy of the information provided to us and using it solely for the agreed-upon purposes.

At WAPCYC, we prioritize safeguarding our students' personal information. We do not disclose, sell, distribute, rent, license, share, or transfer any personal information to third parties or other service providers, including organizations like Centrelink, without the explicit consent of the student. We uphold the principle of confidentiality and respect the privacy rights of our students.

22. PLAGIARISM

Both intentional and unintentional plagiarism are not tolerated or accepted in our training programs. Our trainers are dedicated to educating students about the distinction between intentional and unintentional plagiarism. If a student is found to have committed plagiarism, they will be given an opportunity to revise and resubmit the work in their own words, properly acknowledging all sources referenced. We emphasize the importance of academic integrity and expect all students to adhere to the principles of originality and proper citation in their work.

23. EQUAL OPPORTUNITY

WAPCYC upholds the principles of equal opportunity and strictly prohibits any form of discriminatory behaviour. We believe that everyone deserves to work and study in a professional environment that fosters equal opportunities and discourages discrimination and harassment. WAPCYC is fully committed to creating an inclusive atmosphere that is free from discrimination, in accordance with the following legislations:

- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

24. ACCESS TO RECORDS

Students have the right to access their records and can make a written request to do so. WAPCYC will make suitable arrangements for students who wish to review their assessments. It is important to note that access to assessments is available if the request is made within three (3) months of the release of results and if the assessment does not include material intended for use in future assessments.

25. COMPLAINTS AND APPEALS POLICY AND PROCEDURE

At WAPCYC, we take student complaints seriously and take appropriate action if a complaint is found to be valid. Valid complaints may result in changes to policies, procedures, or processes as part of our continuous improvement efforts.

If a student has a complaint, we encourage them to first discuss it with the training staff member or the person involved. If the complaint cannot be resolved through this initial discussion, the student has the option to lodge a written complaint. Our Complaints and Appeals Policy, which can be found in "Appendix A," provides detailed information on the complaint process.

To initiate the complaint process, the person responsible for handling the complaint should request a Complaints Handling Record Sheet from the Compliance Officer. Together with the complainant, they should follow the designated procedure outlined in the policy. If the outcome of the complaint is not satisfactory to the student, they have the right to appeal against the decision.

26. STUDENT FEEDBACK

WAPCYC is committed to delivering the highest standard of service and values feedback from students regarding their development needs and overall satisfaction. We use this feedback to continuously enhance our professionalism and training.

At the end of the course, students will be provided with an Evaluation Form to complete. We encourage students to share their thoughts and opinions on their learning experience, as this information is instrumental in helping us maintain and improve our services at the highest level.

Thank you in advance for taking the time to provide us with your valuable feedback.

27. DOCUMENTATION TO BE RETURNED TO HEAD OFFICE

Once the course and all the assessments are complete the trainer is to forward the following documentation to our Head Office

One main file with the following in alphabetical order per student surname:

- a) All Student Enrolment documents.
- b) All Student Notice of Arrangements
- c) All Certificate of Approvals and Exemption forms
- d) All student referral documents.
- e) Copy of all students Health Care Cards for the over 18-year students.
- f) All Fee receipts.
- g) All payment plan forms.
- h) All Financial hardship forms plus supporting evidence.
- i) All dis-engagement forms.
- j) All Re-engagement forms.
- k) All Daily signed attendance registers
- l) Any Credit Transfer documents
- m) LLN support documents
- n) Any RPL applications plus supporting documentation.
- o) All Student Evaluation feedback
- p) All Students signed acceptance from the handbook and complaints and appeals documents.

Each student's evidence to be kept together per student per block:

- a) All students Block 1, 2 and 3 evidence as follows:
 - a. All Open Quiz documents for Block 1, 2 and 3
 - b. All Activity books for Block 1, 2 and 3
 - c. All Task Sheet Observation for Block 1, 2 and 3
 - d. All Knowledge and Class Tests for Block 1, 2 and 3
 - e. All other pages used by the student during the activities.

28. APPENDIX 1 COMPLAINTS AND APPEALS POLICY

WAPCYC, as a Registered Training Organisation (RTO), has a comprehensive complaints and appeals policy in place to ensure that students and clients are aware of their rights and WAPCYC's responsibilities. This policy outlines the steps to be followed when making a complaint.

We are committed to addressing all complaints in a fair and transparent manner. While our goal is to resolve complaints internally, we recognize that there may be instances where exploring alternative measures is necessary. If students feel they have been treated unfairly or have not received the expected training, they can follow the procedures outlined in our Complaints and Appeals Policy.

During the student's induction, a copy of the Complaints and Appeals Policy and Procedure will be provided to all prospective course students. We handle all concerns, disputes, and complaints with professionalism and confidentiality to ensure a satisfactory resolution is achieved. Additionally, all complaints, appeals, and outcomes are documented for record-keeping purposes.

We encourage students to familiarize themselves with our policy and reach out if they have any concerns or need further clarification. We are committed to addressing and resolving complaints in a timely and effective manner.

29. Complaints Policy

A complaint is an expression of dissatisfaction or a claim that something is unsatisfactory or unacceptable. At WAPCYC, we have a comprehensive Complaints Policy that outlines the steps and processes we follow to manage and respond to all allegations and complaints involving various parties, including WAPCYC, trainers, assessors, staff, and third-party service providers.

We believe in open communication and fostering a trusting environment, so we encourage students to first raise their complaint directly with their training staff. It is important to engage in a discussion to resolve the complaint and address any concerns.

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If, after discussing the complaint with the training staff, the students feel that the matter has not been resolved to their satisfaction, they are advised to request a Complaints Handling Record sheet. This record sheet will initiate the formal complaints handling process, ensuring that the complaint is documented and addressed appropriately.

We are committed to addressing all complaints in a fair and transparent manner, and we strive to achieve a satisfactory resolution for all parties involved.

30. Steps to follow in resolving a Complaint.

Step 1: Filing a Complaint

To initiate the complaint resolution process, the complainant must complete the Complaint Handling Record Sheet, Section 1, and submit it to a training staff member.

Step 2: Arranging a Complaints Meeting

The person responsible for handling the complaint will promptly schedule a Complaints Meeting, as outlined in Section 2. The meeting should be organized within three days of the complaint's filing date, ensuring the Complaint Handling Record Sheet is requested and completed.

Step 3: Conducting the Complaints Meeting

During the Complaints Meeting, follow the guidelines provided in Section 3, steps 1 through 6, for conducting an effective discussion. It is crucial to document all feedback and discussions for future reference. Following the meeting, the person handling the complaint has a period of 10 days to resolve the situation based on the agreements reached during the meeting.

Acceptance of Outcome

If the complainant accepts the outcome of the Complaints Meeting, all parties involved should sign the Complaints Handling Record Sheet. Any identified areas for improvement should be documented as well. The completed sheet is then submitted to the Compliance Officer, who will file it in the Complaints and Appeals records, as well as in the complainant's file. Upon request, a copy of the record can be provided to the complainant for their reference.

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In the event of Disagreement

If any party involved is not in agreement with the outcome, they should follow Section 3, point 2.. The Appeals Handling Record Sheet is to be requested from the Compliance Officer to initiate the appeals process.

31. Appeals Policy:

An appeal is a formal process available to a student who is dissatisfied with an adverse decision or perceives an unfavourable outcome. The following steps outline the appeals process:

Step 1: Initiating the Appeal

The complainant will complete Section 1 of the Appeals Handling Record Sheet, providing a clear explanation of why the resolution reached is not accepted. The Compliance Officer will assist in this process.

Step 2: Arranging an Appeals Meeting

The person responsible for handling the complaint will organize an Appeals Meeting involving all relevant parties, as outlined in Section 2, points 1 through 6 of the Appeals Handling Record Sheet. Following the meeting, the person handling the complaint has a period of 10 days to resolve the situation based on the agreements reached during the meeting. If the complainant accepts the outcome, all parties involved should sign the Appeals Handling Record Sheet. Any identified areas for improvement should be documented. The completed sheet is then submitted to the Compliance Officer, who will file it in the Complaints and Appeals records, as well as in the complainant's file. Upon request, a copy of the record can be provided to the complainant for their reference. The Compliance Officer will also attempt to address any suggested areas for improvement.

32. Independent Mediation:

If, despite the completion of the Complaints and Appeals process, the complaint and appeal cannot be resolved through discussion and conciliation, WAPCYC acknowledges the necessity for an external and independent mediator to facilitate a resolution.

Within 30 days, the Manager will gather all relevant documentation, including the Complaint Handling Record Sheet, the Appeal Handling Record Sheet, and any additional supporting material. They will then

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arrange for an external and independent mediation meeting. If additional time is required, WAPCYC will notify the complainant in writing, providing the reasons for the extension, and will provide regular updates as the matter progresses. This mediation process will be offered to the student at no cost.

WAPCYC will ensure the secure retention of all records related to complaints and appeals and will take appropriate corrective measures to prevent or minimize the likelihood of recurrence.

33. THE STUDENT TRAINING AGREEMENT

I Have:

(Name of Student)

- read and understood the Student Handbook
- received Complaints and Appeals Policy, Appendix A .

It is my intention to follow the guidelines set out by WAPCYC.

Signature: _____ Date: ___/___/___

{Trainer to scan this page only and save it in TEAMS under the Students name}

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