

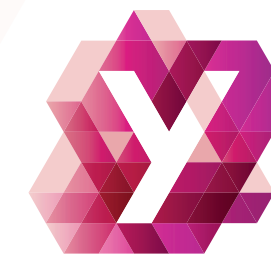


Education and Training Student handbook



YWCA
CANBERRA

RTO 1373



YWCA CANBERRA

RTO 1373

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[@ywcacanberra](https://www.linkedin.com/company/ywcacanberra)

www.ywca-canberra.org.au

Acknowledgement of Country

YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples to own and control their culture and pays our respect to these rights. YWCA Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and to respect Indigenous worldviews, lifestyles and customary laws.

We extend our respect to the Aboriginal and Torres Strait Islander women who for thousands of years have preserved the culture and practices of their communities on country.

This land was never surrendered, and we acknowledge that it always was and will continue to always be, Aboriginal Land.

Welcome to YWCA Canberra

This booklet has been provided to help you understand our obligation to you as a student and your obligation as a student undertaking a course with YWCA Canberra. It is important that you take the time to read and understand this booklet to ensure you know your rights and responsibilities.

If you have any concerns or questions, please call or email us.

YWCA Canberra head office

Level 2, 71 Northbourne Avenue
Canberra City, ACT 2601

T: 02 6185 2000

E: training@ywca-canberra.org.au

W: www.ywca-canberra.org.au

About us

YWCA Canberra is a feminist, not-for-profit organisation that has provided community services and represented women's issues in Canberra since 1929.

Today we work in the areas of children's services, community development, homelessness and affordable housing, domestic and family violence, youth services, personal and professional training, women's leadership and advocacy.

As a membership-based, non-religious organisation, we encourage the participation of people of all cultures, beliefs and ages.

A key part of our work in education and training is delivering high-quality, nationally recognised training as a Registered Training Organisation (RTO number 1373) who is responsible for the quality of training and assessment in accordance with SRT0 2015.

Our trainers are dedicated, qualified professionals with relevant industry experience, who are committed to supporting students to achieve their full potential.

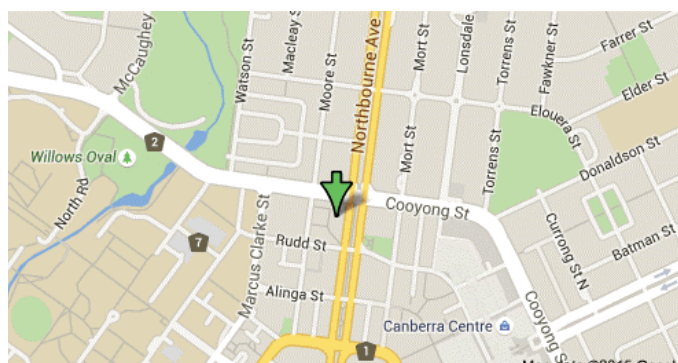
Where we are

YWCA Canberra is located at:

71 Northbourne Avenue, Canberra City, ACT 2601.

The Education and Training Centre is on Level 3, with reception on Level 2.

The Bunda Street bus station is a short walk from YWCA Canberra and paid parking is available nearby at the Canberra Centre and City West carparks.



About your training

Course delivery

YWCA Canberra delivers courses in a variety of ways to meet the needs of our students.

These options include, but are not limited to:

- face-to-face training and assessment
- traineeships (where applicable)
- distance education
- combination of recognition and face-to-face delivery
- assessment only pathways.

It is your responsibility to read the course information supplied to you and to bring any required resources listed in the course information to your course.

YWCA Canberra reserves the right to end your enrolment in a course if you fail to follow the reasonable directions, policies or procedures communicated to you by the trainer.

Course enrolment

Before attending any YWCA Canberra course, you must complete an enrolment form and supply your Unique Student Identifier (more information below). Successful course enrolment is subject to availability and sufficient enrolments.

You may need to undertake a language, literacy and numeracy (LLN) assessment to ensure you have adequate skills to complete your training (more information on LLN assessment is included on page six of this handbook).

Unique Student Identifier

Students undertaking nationally recognised training must have a Unique Student Identifier (USI) and supply this to any Registered Training Organisation that they are undertaking nationally-recognised training with.

If you do not have a USI or have forgotten it, visit <http://usi.gov.au> for more information.

International students

YWCA Canberra is not registered with CRICOS and cannot offer courses to international students in Australia on a student visa.

If you are in Australia on a visa other than a student visa, you may be eligible to enrol in a YWCA Canberra course. Please contact training@ywca-canberra.org.au before enrolling to confirm your visa type is eligible and whether you can apply for a funded place, as visas are subject to change at any time by the Australian Government.

Fees and charges

YWCA Canberra is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

For more information, please read our [Fee schedule](#) or request a copy.

Course fees

Fees are payable when a student/employer has received a confirmation of enrolment. The initial fee payment must occur before training starts, or within 14 days of YWCA Canberra issuing the invoice. YWCA Canberra may discontinue training if fees are not paid as required.

In compliance with Clause 18 "Prepaid fee protection measures" in Division 3 of the 2025 Compliance Requirements for RTOs, YWCA Canberra will not:

- accept an initial payment of more than \$1500 from each student before their course starts
- collect subsequent payments that equal more than \$1500 in advance from students after the course starts based on the costs of training and assessment which is yet to be delivered.

If the cost of the course is less than \$1500, the full amount will be requested before the program starts.

Note: the above only applies to individuals paying for their own training. Where an employer or organisation engages YWCA Canberra to provide training and assessment, fees must be paid in full within 14 days of the date of invoice.

For more information about fees and charges, please read our [Fee schedule](#) or request a copy.



Refunds

Student cancellation/withdrawal

Students can cancel/withdraw from their training program at any time. You must notify YWCA Canberra in writing (email or letter) at the earliest opportunity.

Students who cancel/withdraw their enrolment more than ten days after confirmation of enrolment or after a training program has started will not be entitled to a full refund of fees. Please see our [Fee schedule](#) for more information.

If you want to cancel after you program starts, please contact us to discuss options such as suspending your enrolment so you can start again at another time.

Where you have purchased a text or training workbook and then cancel your enrolment, YWCA Canberra will not refund monies for these materials.

YWCA Canberra cancellation of course

If for any reason YWCA Canberra is unable to fulfil our service agreement with a student, we will refund the proportion of fees paid for services not delivered.

Student support

YWCA Canberra is committed to providing equitable access to high-quality training and assessment by identifying and responding to individual learner needs early, offering academic, personal, and technical support throughout the learning journey, and ensuring access to support services that promote wellbeing, inclusion, and progression.

We offer tailored support to our students in the following areas:

Academic Support:

- Language, Literacy and Numeracy (LLN) support
- Study skills and time management
- Individual coaching or tutorial sessions
- Adjustments to learning resources (e.g. simplified texts)
- Assessment preparation and feedback.

Technology and Digital Literacy Support:

- Help using online learning platforms (aXcelerate (LMS), Zoom or Teams, etc.)
- Technical assistance for online learning and assessment
- Access to devices and or internet in our training center.

Wellbeing and Counselling Referral Services:

- When required, a learner will be able to access a confidential outreach counselling service, food hub, domestic and family violence support, and accommodation support provided by YWCA Canberra Community Services unit.
- Mental health support (referral to external services)
- Flexible scheduling for learners with personal challenges.

Disability and Inclusion Support:

- Reasonable adjustments to assessment and delivery
- Access to assistive technologies
- Accessible materials (e.g. large print, captions).

Career and Employment Support:

- Career advice and referrals during and on completion of training
- Guidance on industry pathways.

Financial and Welfare Referrals:

- Information about financial hardship assistance
- Referral to external welfare and housing services.

If you have any special needs, including those in relation to language, literacy, numeracy or digital skills, a relevant disability or condition, training and assessment, or any other concerns, please raise these during your enrolment process, and with your trainer/assessor or course coordinator while you are studying. Within the capabilities of our organisation, every effort will be made to meet your needs. We aim to respond to your queries within 24 hours (except on weekends and public holidays). We are here to support you every step of the way.

Education and Training

Student feedback

YWCA Canberra values your feedback about our courses and customer service. We ask all students to complete student feedback and survey forms so we can continuously improve.

Student code of conduct

To ensure all students receive equal opportunities and gain the maximum benefit from their time with us, all students are expected to follow these rules:

1. Regular and punctual attendance

- Arrive on time to class.
- Let us know in advance if you will be absent, late or will have to leave early.
- Explain any absences to your trainer on arrival/return to classroom.

2. Completion of all class, homework and assessment tasks by the due date

- Contact your trainer early if you are experiencing difficulty with the homework or course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support this absence. Negotiate a time with your trainer to catch up on this task as soon as possible.

3. Responsible, respectful and cooperative behaviour

- Treat staff and fellow students in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- Switch your mobile phone off or to silent or vibrate during class time, unless otherwise approved by your trainer.
- No form of bullying, harassment or discrimination will be tolerated.

4. Preparedness to work effectively in class

- Participate in all learning activities to the best of your ability.
- Bring all necessary materials to class including textbooks, homework, folders, notes and stationery.

5. Respect training facilities

- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at end of classes. Place any mugs or glasses in the dishwasher.
- Do not interfere with equipment or materials on display in classrooms.

6. Safety considerations

- Notify YWCA Canberra of any perceived hazards.
- Before and after class, always wait in a well-lit area.
- Do not bring children to class and notify the trainer of any visitors.

Assessment arrangements

You will be required to complete assessment in line with the competency standards and the Principles of Assessment and Rules of Evidence set out in the Standard 1.4 of the 2025 Outcomes Standards for Registered Training Organisations (RTOs).

Principles of assessment

Fairness assessment meets the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.

Flexibility assessment is appropriate to the context, training product and VET student, and assesses the VET student’s skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge.

Validity assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting.

Reliability assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

Rules of evidence

Validity assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product.

Sufficiency the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student’s competency in the skills and knowledge described in the training product.

Authenticity the assessor is assured that a VET student’s assessment evidence is the original and genuine work of that VET student.

Currency the assessment evidence presented to the assessor documents and demonstrates the VET student’s current skills and knowledge. This requires the assessment evidence to be from the present or the very recent past..

Students who are assessed as competent will receive a Statement of Attainment or Certificate, depending on the course they are completing.

Assessment pathways

YWCA Canberra offers flexible assessment pathways to meet the different needs of our students. These pathways include:

- training and assessment pathway
- assessment only pathway
- recognition pathway
- combinations of the above.

The assessment tasks in each course will vary, however you will need to demonstrate both knowledge and skills to meet the course requirements. This may include in-course activities, scenarios, group work, practical demonstrations, workplace assessments, and/or verbal or written theory assessments.

Workplace assessments give you opportunities to put the skills and knowledge developed through your training into practice in a real work environment. There are several programs which include on-the-job assessment, including:

- early childhood education and care
- students studying through a traineeship.

During a workplace assessment, you may be assessed through:

- your assessor attending your workplace to observe you completing the required assessment task
- third-party reports to verify that you have demonstrated the required skills and knowledge at your workplace

You might be asked to keep a log/diary/portfolio about your workplace assessments. Your assessor will discuss this log/diary/portfolio with your where needed to verify the knowledge and skills gained in the workplace.

To successfully complete your course, you must attend all sessions and complete all assessments to a standard assessed as competent by your trainer.

If you are undertaking a course that requires workplace assessment/on-the-job training, it is your responsibility to ensure you will have access to a suitable workplace with our assistance when needed.

For example, if you are undertaking a Certificate III or Diploma in Early Childhood Education and Care you must undertake assessment while completing a set number of hours of work placement. It is your responsibility to find an appropriate early childhood service to conduct this work.

Re-assessment

If your trainer/assessor decides that, based on your assessment, you not yet competent, they will give you detailed feedback to help identify the gaps in your knowledge and skills. They will provide you with additional training and learning support to prepare you for re-assessment.

YWCA Canberra will provide two additional opportunities for training and re-assessment at no additional cost. If you need more training and re-assessment after three opportunities, you will be required to pay a fee. Please see our [Fee schedule](#) for more information.

Assessment appeals

You have the right to appeal any assessment decisions. You must lodge this appeal within 14 working days of being notified of the assessment decision.

More information is available in the complaints and appeals section on page 12 of this handbook.

Reasonable adjustment

Reasonable adjustment is modifications or accommodations made to learning and assessment processes to enable a student with a disability or support need (e.g. any learning, health, language, cultural or personal issue that may affect a student’s ability to access or participate fully in their training) to participate on the same basis as others.

To be reasonable, an adjustment must not compromise the competency outcome or assessment integrity, be tailored to individual needs, balance the interests of the student, YWCA Canberra, and other stakeholders, and be developed in consultation with the student and documented clearly.

Please advise your trainer/assessor if you need any reasonable adjustments.

Plagiarism

Plagiarism is using the ideas, words or work of another person without acknowledging the source.

You must ensure the authenticity of you work. When completing your written work submitted for assessment, you can use the material of others but must acknowledge the source of this material appropriately.

This is not just for direct quotations. You might paraphrase someone else’s words to illustrate a point. You must still reference concepts or works of another person you have paraphrased, to acknowledge that it is not your original work.

Where AI tools have been used, you have clearly to acknowledge their use and ensure that the final submission reflects your own understanding, analysis, and original work. Plagiarism will be also considered if you used AI tools to generate, paraphrase, or edit content in a way that would misrepresent your own abilities, knowledge, or authorship.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism, including submitting assessment work with the intention to deceive the assessor as to your contribution to the work.

Guidelines

1. YWCA Canberra expects fair and honest behaviour by students in assessment settings.
2. YWCA Canberra’s objective is to provide effective learning. This requires demonstrated knowledge and practical skills of work that has been learnt.
3. Referencing work and providing one’s own work is part of effective student learning practices.
4. Plagiarism (other students’ work, using content generated by AI tools without acknowledgement) is a dishonest practice and inconsistent with learning within YWCA Canberra.
5. Intentional plagiarism practices will not be tolerated. Penalties will be placed on any student found to have plagiarised any work submitted.

You can request a copy of our full Plagiarism policy by emailing the Education and Training Manager at training@ywca-canberra.org.au.

Recognition of skills and knowledge

If you have skills acquired through previous formal or informal learning or work experience that is relevant to your course, you can apply for recognition of prior learning (RPL) or credit transfer (CT).

If you wish to apply for RPL or CT, inform your trainer/assessor. They will give you the required form to complete.

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which they meet the requirements specified in the training product. RPL is available to all students who can demonstrate evidence of prior learning through training, work or life experience.

If your RPL application for all the knowledge and skills you have for a unit is granted, you will not need to do that training. However, applying for RPL is no guarantee that you will receive credit for the course units. It is our responsibility to only issue qualifications to learners who can sufficiently demonstrate the required skills and knowledge for the unit(s).

If you believe you have already obtained the skills and knowledge covered by a unit/subject, we encourage you to discuss this with your trainer. To get RPL, you must provide verifiable evidence (eg references or written testimonies from, your work samples...) that aligns with the performance criteria and evidence, knowledge evidence, and assessment conditions of the applied unit(s) of competency in the qualification you are enrolled in.

Guidelines

- We encourage you to apply for RPL before starting a training program.
- You cannot apply for recognition for units of competence or a qualification which is not included in YWCA Canberra's scope of training registration.
- Assessment via recognition will apply the principles of assessment and the rules of evidence as listed on page eight.
- Recognition can be awarded for whole units of competence or for part of a unit of competency with gap training and assessment being completed for the rest of the unit.

Credit transfer

Credit transfer is an administrative process to recognise and award credit for prior successful completion of an equivalent unit of competency or module demonstrated by AQF certification documentation or an authenticated VET transcript. It is available to all students who can provide verifiable and acceptable evidence of completion of a unit(s) equivalent to the unit(s) of competency in the qualification they enrolled in.

If you have already completed a unit(s) of competency or qualification that is deemed equivalent, you can be granted credit without needing to repeat training or assessment. Please contact us for a CT kit by emailing training@ywca-canberra.org.au or calling 02 6185 2000.

Please note that applying for CT is no guarantee that you will receive credit for the course units. It is our responsibility to only issue qualifications to learners who can sufficiently demonstrate the required skills and knowledge for the unit(s)

Guidelines

- You cannot apply for CT for units of competence or qualification which are not included in YWCA Canberra's scope of training registration.
- CT will only be awarded for whole units of competence.
- You must present your statement of attainment or qualification for examination by YWCA Canberra. Evidence must satisfy the requirements by being authentic, belonging to the student, and having been issued by an Australian RTO.
- You must provide verifiable and acceptable evidence of completion of a unit(s) equivalent to the unit(s) of competency in the qualification you enrolled in for examination by YWCA Canberra trainer.

Where the previously attained qualification/statement of attainment does not meet the AQF requirements or is not deemed equivalent to the applied unit of competency, you will be directed to either apply for RPL or undertake the competency assessment.

YWCA Canberra policies and procedures

Issuing qualifications and statements of attainment

YWCA Canberra will issue all Australian Qualifications Framework documentation (Qualifications and Statements of Attainment) within 30 days of the student being assessed as meeting requirements. Where a student withdraws from a qualification and has completed one or more units from that course, we will issue a statement of attainment.

Documentation will not be issued to students with unpaid fees.

Privacy and confidentiality

YWCA Canberra respects and protects the privacy of all individuals, including service users, employees, members and contractors.

We recognise that all individuals are entitled to have their personal information treated with strict confidentiality. YWCA Canberra is committed to ensuring that operational and management information, and data procedures are respectful and fair, and that all information is handled in accordance with the law.

The information you provide to YWCA Canberra's Education and Training team will be used to facilitate your use of our services and programs. Your privacy will be protected at all times and your details will not be used for another purpose without your consent.

For more information and a copy of YWCA Canberra's Privacy and Confidentiality policy, please contact 02 6185 2000 or email canberra@ywca-canberra.org.au.

Why we collect your information

We collect information from you:

- to ensure compliance with relevant national and state/territory laws
- for reporting to government departments, agencies or statutory bodies who collect information under those laws
- to satisfy the requirements of government funding bodies
- for research, statistical, quality improvement and internal management purposes.

Who we provide information to

YWCA Canberra will not use or disclose information about you unless:

- you consent for us to do so
- you would reasonably expect YWCA Canberra to use or disclose the information
- a permitted general situation exists in accordance with the [Australian Privacy Principles](#) (APP6, clause 6.2).

YWCA Canberra is required under the [National Vocational Education and Training Regulator Act 2011](#) and/or our funding arrangements to provide your information to:

- Commonwealth and state/territory government departments, agencies or statutory bodies
- vocational education and training regulators and admission bodies.

Disclosure to other third parties

During your training, there may be circumstances that will require YWCA Canberra to discuss your progress with an appropriate third party, such as an employer. There may also be a need to examine workplace samples for the purposes of assessment.

All discussions with any third party will be strictly confidential.

Security and storage of your information

We take all reasonable steps to ensure that the information we collect from you is stored securely. We endeavour to protect your information from misuse, interference, loss and unauthorised access.

Personal information is retained within our secured hard-copy filing system and our computer systems, which are protected with virus protection software and a firewall.

Student access to records

You can request access to your student file at any time. We will keep copies of assessments on file for two years or longer depending on legislative requirements.

Where possible, YWCA Canberra will provide students with their records electronically. Where a photocopy of a large document is requested, a fee may apply.

Access and equity

YWCA Canberra recognises the importance of access and equity and is committed to ensuring that staff and students can access education and training regardless of gender, socio-economic background, disability, ethnic origin, age or race in line with Australian federal and state legislation.

YWCA Canberra enrolments are solely based on the ability of the student to complete the course requirements (as outlined in the course information brochure).

We encourage students with language, literacy and numeracy difficulties or a disability, or who from a non-English speaking background, to pursue their vocational education and training goals through our training courses.

Where needed, we will adjust for the differences, including by adapting the physical environment, equipment, flexible delivery and assessment schedules and the training and assessment materials for the learner.

Work health and safety

YWCA Canberra has a responsibility to ensure the health and safety of its employees, volunteers, students, visitors and clients. Students also have certain responsibilities, including:

- taking reasonable care of their own health and safety (e.g. advising the trainer of existing injuries or circumstances that may prevent them undertaking an activity)
- taking reasonable care of that their acts or omissions don't affect the health and safety of others (e.g. by reporting a potential hazard rather than ignoring it)
- following instructions which are provided for safety
- co-operating with any reasonable policy or procedure that is provided for safety.



Complaints and appeals

YWCA Canberra is committed to ensuring that we deliver a fair and equitable service to all our clients and continuous improvement of our services. If at any time during your dealings with us you have any concerns about our training, assessment or service we encourage you to:

For students: In the first instance, discuss the complaint, appeal, concern or grievance with your trainer/assessor. If they are not able to satisfactorily resolve the issue, you can lodge a written complaint or appeal with the Education and Training Manager by emailing training@ywca-canberra.org.au.

For other clients: Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by YWCA Canberra, the person can lodge a written complaint with the Education and Training Manager by emailing training@ywca-canberra.org.au.

Depending on the circumstances of each individual case, YWCA Canberra may need to inform any person who is the subject of an investigation or allegation, or whose interests are likely to be affected adversely by a decision.

A person making a complaint or seeking appeal may, at any point during the complaint or appeals process, engage a support person or advocate.

At any time during a complaint or appeals process, YWCA Canberra reserves the right to refer the matter for expert legal advice.

We will deal with the complaint or appeal in a timely manner and will acknowledge receipt of a complaint or appeal within seven business days of receipt.

YWCA Canberra aims to investigate and finalise a complaint or appeal within 30 business days of acknowledgement of receipt of the complaint or appeal. Where the investigation and/or finalisation of the complaint or appeal is expected to exceed 30 days, YWCA Canberra will inform the complainant in writing, including the reason(s) for extension, and regularly update them on the progress of the matter.

Complaints proceedings must be started within one year of the alleged event in question.

Appeals must be received within 14 days of the decision being received by the student.

YWCA Canberra's Complaints and Appeals Policy can be requested by emailing training@ywca-canberra.org.au

Legislative and regulatory responsibilities

YWCA Canberra's Education and Training Unit complies with:

- *Work Health and Safety Act 2011*
- *Privacy Act 1988*
- *Disability Discrimination Act 1992*
- *Sex Discrimination Act 1984*
- *Age Discrimination Act 2004*
- *Racial Discrimination Act 1975*
- *Copyright Act 1968*
- *Fair Work Act 2009*
- *National Vocational Education and Training Regulator Act 2011.*

These also include obligations of students while training with YWCA Canberra.

For further information on legislative and regulatory requirements relevant to RTOs, speak to your trainer or email training@ywca-canberra.org.au.

Changes to terms and conditions

YWCA Canberra reserves the right to amend the terms and conditions of courses and enrolments at any time.

If amendments are made that effect a student's enrolment, we will inform the student at least seven days before the changes take effect. Any changes to training delivery and assessment will be explained to students, and recorded and endorsed by all required parties.

CESSATION OF RTO REGISTRATION

- Provide written notice to all current students advising that the RTO will cease operations 30 days after the ASQA-approved end date of registration.
- Issue all affected students with either a Certificate or Statement of Attainment within 30 days of the registration end date.
- YWCA Canberra will ensure that all student records for qualifications delivered during the registration period are submitted to ASQA in a nationally AVETMISS-compliant format within 30 days of the registration end date.







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