



WHITE DOG
INTERNATIONAL
**IMPORTANT
INFORMATION**



Pre Enrolment Information



General pre-enrolment information for prospective students

1. Introduction

You have been given this information sheet because your employer requires you to do some training with us, WDI. This information sheet is designed to tell you things you should know before filling out your Enrolment form.

You must read:

- **this information sheet AND**
- **the information sheet for the training you are enrolling in**

before you can enrol in training with WDI.

If you want to talk about information in this sheet, or any aspect of your training, please contact us by phone on +61 413 313 848 or email us: info@wdi.com.au

2. About White Dog International

White Dog International is a training organisation registered and authorised in Australia to provide training courses (including to students overseas) and to issue certificates under the Australian Qualifications Framework (AQF). The services we provide are regulated by an Australian Government Agency, called the Australian Skills Quality Authority (ASQA). Our registered training organisation (RTO) code is: 45367.

3. Our commitment to you

We are responsible for providing high quality training. We monitor our training to ensure that all aspects of operations comply with the [Standards for RTOs 2015](#) at all times – the standards for Australian RTOs.

As a student, we encourage you to provide any feedback about your training and general interactions with us. You can talk to your trainer or email your feedback directly to: info@wdi.com.au

If you are not happy with how we conduct your training, you have the right to lodge a complaint. You may also lodge an appeal about your outcome in assessments. Please visit the RTO's website if you would like to make a complaint or lodge an appeal. If you make a complaint or request an appeal, you will not be treated any differently or be disadvantaged in your training.

4. Your obligations as a student

Please help us make your time and the time of your fellow students and trainers and assessors pleasant and productive.

Please do:

- ✓ Be on time and come to all training sessions.
- ✓ Follow your employer's rules and safety procedures and your trainer's instructions at all times.
- ✓ Bring and wear personal protective equipment (PPE) – see the information sheet for the unit you are enrolling in. If you come to training without the right PPE, you may not be allowed to participate in training.
- ✓ Respect all equipment and property and report any damaged, faulty or lost equipment to your trainer.
- ✓ Be responsible for any of your own personal property you bring to training – White Dog International takes no responsibility for loss or damage of any property.
- ✓ Be alcohol and drug free and do not bring dangerous articles or weapons to training.
- ✓ Maintain a good level of hygiene.
- ✓ Take responsibility for your own learning and ask your trainer if you need help.
- ✓ Complete the required activities and assessment tasks, including on-the-job practice (if required).

Please do not:

- ✗ Do not swear or smoke in learning areas.
- ✗ Do not use mobile phones while in training.
- ✗ Do not eat or drink during training.
- ✗ Do not cheat in any assessment task.

If you do not follow the above guidelines, or your behaviour is dangerous to yourself or others, you may be suspended from attending some training sessions or your enrolment may be cancelled.



5. Student support

We aim to support all of our students and provide you access to the educational and support services you need to successfully complete the training. At any time, if you feel you are having difficulty or need assistance, please talk to your trainer.

Language, literacy and numeracy (LLN)

We ask you to complete a short quiz about your LLN skills and submit the completed quiz with your Enrolment form.

The quiz includes a small number of questions to give us an idea of your level of reading, comprehension and math skills. We need this information to make sure you have the level of skills to undertake the training and to ensure you receive any support you need.

Other learning needs

The Enrolment form asks you to tell us if you need support to help you complete your training.

We will consider the information you provide and, if we can, provide the support you need. We will tell you if there is a cost for accessing or providing the support.

Please note: We may not be able to enrol you if you require extensive support to be able to participate appropriately in the training or where deficiency will clearly inhibit the achievement of learning outcomes (i.e. the integrity of the training and assessment outcome would be compromised). If this happens, we will talk to you about your options.

Support with personal issues

We will work with your employer and do our best to identify appropriate local agencies that can assist you with any personal issues.

6. Recognising your skills

We want to make sure we give you the right amount of training. Please tell us on your Enrolment form if you believe you have skills/knowledge/experience relevant to the unit you are enrolling in.

If you provide details about those skills/knowledge/experience, a trainer will contact you discuss your circumstances and talk to you about having your achievements recognised. This could mean you might be eligible for:

- Less training – you may not be required to attend some or all parts of some training sessions.
- Credit transfer – if you already hold the unit of competency you are enrolling in.
- Recognition of prior learning (RPL) – if you have already acquired the skills and knowledge of the unit you are enrolling in through formal, non-formal and informal learning.

7. Assessment procedures

Assessment will take place after the delivery of a theory component and after you have had the opportunity to practice using the skills and acquired knowledge you have been taught. Your trainer will talk to you about assessment activities before you have to undertake them.

Assessment usually includes more than one component and usually each component has more than one task/activity. The tasks may include: practical activities (while your trainer watches you), questioning (verbal or written), projects and/or a logbook of the tasks you carry out in your workplace over a period of time.

You must perform satisfactorily in all parts of all components to be 'Competent' ('pass') in the unit.

You will usually be allowed more than one attempt to demonstrate satisfactory performance in each task. If after the maximum number of allowable attempts, you have not demonstrated satisfactory performance, your trainer will talk to you about your options.

Please ask your assessor if you:

- do not understand how you will be assessed
- do not understand a question you have been asked
- do not understand the activity you have been asked to do.

8. Issuing your certificate

We will issue your Statement of Attainment to you within 30 calendar days of you being assessed as meeting all of the requirements of the unit of competency you are enrolled in. Your certificate will be given to you, not to your employer.

If you lose or damage your statement of attainment, visit our website or email info@wdi.com.au to find out how to request another copy. A fee may apply.



Australian residents & expats ONLY

You must provide your Unique Student Identifier (USI) on your Enrolment form, otherwise we are permitted to give you your statement of attainment.

9. Management of you records

We must keep records of students and their achievements for 30 years. All information is treated confidentially and is not forwarded to any other party unless we are legally obligated to do so.

You can access, confirm and update and/or correct your personal information during your enrolment period by talking to your trainer or emailing : info@wdi.com.au

If we close or are no longer a registered training organisation

We must transfer records about students and their achievements to the regulator in Australia if we close down or no longer operate as a registered training organisation.

If we close or stop providing training the unit you're enrolled in, we will issue your statement of attainment (if you are entitled to receive one) or assist you in finding another training provider and give them a report on your progress today and a copy of any training or assessment activities you have completed.



Cancellation Policy



Cancellation & refund policy

Organisation/employer cancellation & refund

Generally, organisations that wish to cancel the enrolment of some or all of their employees/staff/contractors and have paid fees to the RTO are not entitled to a refund of fees paid*.

Cancellation by the RTO

If a payment has been made and the RTO:

- terminates the training and assessment arrangement early; or
- fails to provide the agreed services

the organisation/employer that paid the fee will be entitled to a full refund of the fee paid if the training to which the payment relates has not yet commenced, or, a proportionate refund if it has commenced*.

The refund will be made within three weeks (21 calendar days) and will be transferred into the nominated bank account of the organisation/employer that paid the fee.

* The Director may authorise a (full or partial) refund of fees paid under any circumstances, at their complete discretion. In addition, the Director may negotiate other arrangements in the event of cancellation of enrolment, at their complete discretion, such as, but not limited to, a transfer of enrolment to a future course.



Complaints Procedure



Complaints and appeals policy & procedure

The RTO is committed to providing a fair complaints and appeals process and respects the right of stakeholders to lodge complaints and requests for appeals about decisions. The principles of natural justice and procedural fairness will be adopted at each stage of the complaint and appeal process and all people involved will be treated with courtesy and respect. The lodgement of a complaint or a request for an appeal will not disadvantage any stakeholder in their dealings with the RTO.

The policy is made publicly available by including it on the RTO's website.

1. What is a complaint?

A complaint is an expression of dissatisfaction with a specific action or service of the RTO or an allegation involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third party providing services on behalf of the RTO, its trainers, assessors or other staff; or
- a student of the RTO.

2. What is an appeal?

An appeal is a request for a review of a decision made by the RTO or a third party providing services on the RTO's behalf), including decisions about assessment.

3. Value of complaints and appeals

The RTO values complaints and requests for appeals as opportunities to identify operational improvements to quickly and appropriately respond to changes in the marketplace or stakeholder expectations. The subject of complaints and requests for appeals and outcomes are recorded on a register to allow analysis of matters over time and identify any common factors that may need action.

It is preferable, to all parties, that matters are resolved as quickly and effectively as possible and stakeholders, including students, are encouraged to raise issues of concern directly with their trainer and assessor or the Director at the earliest opportunity with the view to addressing the matter in an informal but effective matter.



4. Procedures for making a complaint or lodging an appeal

If a stakeholder, including a student, is unable to raise issues of concern directly with their trainer and assessor or the Director with the view to addressing the matter in an informal manner, or if the stakeholder, including the student, is not satisfied with the outcome of the informal approach, a formal complaint or request for appeal may be lodged.

A complaint or request for appeal:

- must be made in writing using the Complaint & Appeals Form available from the RTO's website or otherwise in writing provided the following information is included:
 - whether you are lodging a complaint or requesting an appeal;
 - your name, home phone number, mobile number and email address;
 - the date of the event, circumstance or decision that is the subject of the complaint or request for appeal;
 - details of the complaint or appeal (you may attach supporting documentation if required);
 - any steps you may have taken to resolve the issue;
 - what outcome would you like to see from raising this complaint / appeal;
 - a statement that the information provided is, to the best of your knowledge, true and correct, that you acknowledge that the RTO may use the information provided to investigate the complaint and that you understand that this information may also be used for the continuous improvement of the RTO's operations; and
 - your signature and the date (unless submitting by email).
- will be acknowledged in writing within two (2) business days of receipt of a complaint or request for appeal.

5. Procedures for investigating a complaint or appeal

Complaints and requests for appeals will be investigated by a person or persons who was not/were not involved in the event, circumstance or decision that is the subject of the complaint or request for appeal.

Details of complaints and requests for appeals will only be made known by those directly concerned.

The person or persons conducting the investigation will interview the person making the complaint and, if the complaint was about a person, will separately interview the person the complaint is about. They may also review documentation, including RTO policies and procedures and may, if relevant, interview other stakeholders and staff.



In the case of an appeal against an assessment or other decision, the person or persons conducting the investigation will review the decision and the evidence used to make the decision. If it is an assessment decision being appealed, the assessor and student will be interviewed separately to find out whether there is any relevant information not contained in the learner's file.

A complainant or appellant may be accompanied by and/or assisted by a support person at any time.

Regardless of the outcome, and while complaints and appeals will be finalised as soon as practicable, the complainant or appellant will be notified of the outcome, and reasons for the outcome, in writing within 30 calendar days of the complaint or appeal being lodged.

Where the RTO considers more than 60 calendar days are required to process and finalise a complaint or appeal, the complainant or appellant will be:

- informed in writing of the reasons why more than 60 calendar days are required; and
- regularly updated on the progress of the matter.

6. Review by a third party

If the complaints and appeals process fails to resolve a complaint or appeal, the complainant or appellant may request a review by a party independent of themselves and the RTO. A mediator can be provided by the [Australian Mediation Association](#); however, the complainant or appellant must organise the mediation and meet all costs of engaging a mediator. The RTO will reasonably cooperate in any organised mediation session/activity.

7. Use of complaints and appeals to inform continuous improvement

The causes of complaints and appeals are identified and corrective action is taken to eliminate or mitigate the likelihood of reoccurrence and to inform the continuous improvement of RTO operations.

Complaints & Appeals Form



Re-Issuance of Documentation



Requesting re-issuance of documentation

If a Statement of Attainment is misplaced or damaged, the learner or past learner may request the re-issue of the misplaced or damaged document by accessing, completing and submitting the Request for re-issuance of documentation (available on request).

For privacy reasons, the request must be made by the learner (or past learner) and the original or a certified copy of one of the following identification documents must be sighted by the Director of WDI:

- Driver's licence; or
 - Passport; or
 - Birth Certificate;
- or if the learner (or past learner) doesn't have any of the above, the following will be accepted:
- Naturalisation Certificate (Australian Citizenship); and a Current Green Medicare Card

The following fee applies for the re-issuance of documentation:

| | |
|-------------------------|------|
| Statement of Attainment | \$50 |
|-------------------------|------|

Certification documentation will usually be issued within 10 calendar days of a complete request being submitted provided:

- payment has been received, and
- entitlement to the documentation has been confirmed - the learner (or past learner) requesting the documentation is the learner (or past learner) to whom the documentation was originally issued.

Mechanisms to reduce fraudulent reproduction

The following measures are in place to reduce fraudulent reproduction of AQF certification documentation issued by WDI:

| Documentation includes: | Documentation |
|-------------------------------------------------|-------------------------|
| | Statement of Attainment |
| RTO name | ✓ |
| RTO code | ✓ |
| RTO logo | ✓ |
| Physical signature of authorised person | ✓ |
| Printed on other than ordinary white copy paper | ✓ |
| Unique 7 digit sequence number | ✓ |

This information has been included here for anyone who may be unsure if they have been presented with authentic certification documentation issued by WDI.

Please contact WDI if, after considering the above information, you have un-resolved doubts about the authenticity of certification documentation presented to you.