



Learner Handbook



This Learner Handbook provides information for students in all States and Territories of Australia enrolled in a qualification through Work Skills under all funding arrangements and under fee for service arrangements



Train them... Don't blame them![®]

1300 360 567
workskills.com.au

EC Training Pty Ltd (ACN 094018201) T/as Work Skills RTO 31384

Welcome Message from Work Skills

We're excited to have you join us and trust that your time learning with us will be both rewarding and enjoyable. Our goal is to equip you with the knowledge, skills, and confidence to successfully enter the workforce in your chosen field or to pursue further study, depending on your aspirations.

This Student Handbook is designed to introduce you to Work Skills and provide the essential information you need to make informed decisions throughout your learning journey.

As a Registered Training Organisation (RTO), Work Skills upholds the highest standards in the delivery of quality training and assessment. We are also committed to supporting your welfare and educational interests during your time with us.

As a student, you play a vital role in contributing to a positive and respectful learning environment. You share responsibility with the RTO, fellow students, and staff to help ensure that everyone has the opportunity to achieve their goals.

It is your responsibility to read and understand all policies and procedures outlined in this Handbook and available on our website under ['Resources and Information Page'](#). Please speak with our support staff, trainers, or administrative team if you need clarification on any of these.

Your experience at Work Skills will be shaped by your motivation, commitment, and willingness to participate fully. We are here to support you every step of the way.

We look forward to working with you and helping you achieve your goals.

Warm Regards,
The Work Skills Team

Company Profile

Work Skills has been proudly training Australia's workforce since 1987, which is more than 30 years of proven training excellence.

With more than 50,000 graduates completing qualifications and short courses, we continue to lead in delivering practical, results-driven education.

Work Skills pioneered the workplace-based, face-to-face training, moving away from the traditional classroom model. More than a decade ago, we launched WOLAS (Work Skills Online Learning and Assessment System), enabling students, employers, and stakeholders to access digital learning anytime, anywhere.

Today, Work Skills delivers nationally recognised qualifications across key industries including:

- Automotive
- Hospitality
- Business
- Media

Vision Statement

Empowering individuals and industries through innovative, practical, and accessible skills training. Our vision is to be the leading provider of vocational education, equipping people with the skills, confidence, and knowledge they need to thrive in their careers and contribute to Australia's future workforce.

Purpose Statement

Work Skills exists to bridge the gap between learners and industry needs by delivering high-quality, industry-aligned training. We provide pathways to industry careers, upskilling, and lifelong learning for all, ensuring every learner can achieve their career goals while meeting workforce demands.

Mission Statement

At Work Skills, our mission is to:

- Design and deliver flexible, practical training aligned to real-world industry standards.
- Support every learner through personalised, inclusive training pathways.
- Engage closely with employers and industry to ensure skills are relevant and future-focused.
- Maintain the highest standards of compliance, quality assurance, and continuous improvement.
- Build a skilled and credentialed trainer workforce to deliver exceptional learning outcomes.
- Partner with government and industry to strengthen Australia's vocational education sector.

Introduction

Work Skills is a Registered Training Organisation, otherwise known as an 'RTO'. We are proud and excited to be considered as the training organisation to deliver the training and assessment for your qualification. In most cases, you will be reading this booklet as you are new to the world of VET (Vocational Education and Training) but even if this is not the case, there is still a lot of great information in the booklet that will be beneficial to you.

Who is Involved?

A range of people may be involved in your training, depending on the type and the mode of delivery of course you enrol into.

As an Apprentice or Trainee this may include:

- Your [Apprentice Connect Australia Provider \(ACAP\)](#) contact
- Your Employer
- Your Group Training Organisation (GTO)
- Your State Training Authority
- Your School (if school based)
- Your parents (if you are under 18)
- Your trainer and assessor and,
- Work Skills administration support staff

As a Recognition of Prior Learning (RPL) or Trade Recognition applicant this may include:

- Work Skills administration support staff
- Your trainer and assessor
- Current or previous employers to support your application

Other training arrangements generally include contact with:

- Work Skills administration support staff
- Your trainer and assessor
- Your employer (for work-based arrangements)

Work Skills, as a Registered Training Organisation, is bound to uphold the Standards for NVR Registered Training Organisations 2025 which are overseen by the Australian Skills Quality Authority (ASQA).

ASQA regulates the VET sector and is continually working with RTOs to improve the products and services offered to you, so you can feel confident in the quality of training you are receiving.

The information in this guide is designed to assist you to make an informed decision about training with Work Skills and you can refer to this Learner Handbook throughout your training as and when required. Any questions you may have can be sent to info@workskills.com.au or you can call us on 1300 360 567.

Getting Started

The Work Skills website

(www.workskills.com.au) provides course informational brochures for all the courses on offer. The information in these brochures covers the course/qualification subjects (known as units of competency), the modes of study and the work-based training and assessment requirements for each qualification we offer. The time to complete the qualification can vary from learner to learner, depending on enrolling student's prior knowledge or study. This prior knowledge and learning may also reduce the duration of the course. It is extremely important for you to understand the cost and the level of commitment required to complete your course. That's why the Work Skills enrolment process will provide you with all the information you need to help you make a fully informed choice.

Moving Forward

Work Skills has an easy process for enrolling and notifying you of fees or additional charges applicable, if any, prior to commitment.

Enrolment

Once the expression of interest is received by Work Skills, the following steps are implemented:

1. The Work Skills Sign Ups team will email you important pre-enrolment information to help you make an informed decision about the training program best suited to your needs. This information includes:
 - Course Brochure
 - Learner Handbook
 - Privacy Notice
 - Relevant Policies

- Link to the Language, Literacy, Numeracy & Digital (LLND) Assessment
- Enrolment Form

2. After reviewing your LLN&D assessment and pre-enrolment information, our signups team will advise on the suitability of the training product based on your skills and competencies.
3. Following this, the Sign Ups team will contact you and, where applicable, your employer by phone to confirm further details. During this call, they will also discuss your course fees and available payment options, in preparation for the Tuition Fee Agreement (TFA) and your Training Plan.
4. Once confirmed, the Work Skills team will send the Tuition Fee Agreement and Training Plan via the digital signing platform PleaseSign. The Tuition Fee Agreement outlines the agreed fees, any additional costs or gap fees, payment methods, and associated terms and conditions. The Training Plan details your enrolled units of competency, delivery mode, and your planned training schedule.
5. Additionally, based on your LLN&D assessment results and existing skills and competencies, the team will advise you on the suitability of the selected training product.
6. Once the signed digital documents (TFA) are received and any upfront fees (if applicable) have been paid, we will schedule your first session with a trainer.

Obligations

We're excited to have you enrol with us! It's important that you take the time to familiarise yourself with both your responsibilities and those of Work Skills. Understanding these obligations ensures a smooth and successful learning experience for everyone involved.

What Can You Expect from Work Skills?

We will abide by our Access, Equity, Welfare, Wellbeing and Student Support Policy.

We will notify you if Work Skills, or a third-party delivering training and assessment(if applicable) on our behalf, ceases to deliver any part of the training course that you're enrolled in.

We will inform you of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds. These can be accessed at:

<https://workskills.com.au/resources-information/>

We will inform you if any part of the agreed services, including training and assessment are to be delivered by a third party (Work Skills does not engage any third-party providers to deliver government-funded training and qualifications). We will be responsible for the quality of training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of AQF (Australian Qualifications Framework) certification documentation.

We will inform you on the implications for your government training entitlements and subsidy arrangements in relation to the delivery of services as outlined within this handbook.

We will abide by our published policies and the information contained within this handbook.

We will notify you of any changes that may affect you such as changing ownership or closure, changes to third-party arrangements (if applicable), unexpected events impacting delivery, change in contact details for the organisation as soon as practicable.

We will hold you accountable, so you progress and complete.

What does the Work Skills team expect of you?

- You will commit to your training which helps get you closer to your goals.
- You will ensure you make regular allocation of time over the length of your training to complete.
- You will have an active email address and mobile phone to receive updates and information from Work Skills and willingness to respond in a timely manner.
- You will advise us as soon as you become aware of any issues which may affect your study, including additional learning support.
- You will abide by the conditions outlined in this document and the Code of Conduct policy in all dealings with Work Skills.
- You will meet your assessment obligations, where this is not possible, you must advise Work Skills as soon as possible.
- You will keep your contact information up to date by advising us as soon as possible about changes.
- You will ensure that the work you submit is your own; any discovery of plagiarism, collusion or contract cheating will be dealt with as outlined in the Code of Conduct Policy.

Supporting your training

At Work Skills, we want to see you succeed. That's why we offer personalised support every step of the way. Our values and our team strive to ensure you receive the highest quality education and training.

Disability Services

If you have a disability or medical condition – whether it is physical or psychological, temporary or permanent – we can assist you with your enrolment options as well as your education and training.

Let us know what your needs are as soon as possible so we can discuss support that's right for you. If you have a disability, you may be eligible for 'Reasonable Adjustment' during your study.

The Disability Discrimination Act (DDA), through the Disability Standards for Education requires providers to take reasonable steps to enable the student with a disability to participate in education on the same basis as a student without a disability, and specifically to ensure that:

- teaching materials are appropriate to the needs of the student.
- course learning activities are sufficiently flexible for the student to be able to participate.
- study materials are available in an appropriate format for the student.

Study Support

The enrolment process includes a Language Literacy, Numeracy and Digital assessment. Students identified as needing support will receive academic and vocational counselling from appropriately qualified training staff at Work Skills.

Language

For learners requiring support with English we recommend the [Adult Migrant English Program \(AMEP\)](#). This is a free course for eligible migrants.

Counselling

Any Student who displays signs of distress will be approached by the training or assessing staff with an offer of support. Support may take the form of a referral, advice or other assistance depending on the nature of the problem. For learners needing crisis Support we advise you to immediately contact

Lifeline 13 11 14 (available 24 hours).

Students can also access:

For more information:

Refer to: [Access, Equity, Welfare, Wellbeing and Student Support Policy](#)

Funding Programs:

If you are applying to enrol in a course that is eligible for government funding, you will be required to provide additional documentation. The specific evidence, eligibility criteria, and level of subsidy will vary depending on the funding arrangement applicable to the course. Work Skills is a Skills Assure Supplier (SAS) and has access to the following Queensland funded programs through the Department of Trade, Employment and Training (DTET).

Career Start Program:

Career Start provides individuals with the skills and support to start their career. The program provides training to help individuals find a job and supports those already employed to move into more skilled roles or full-time employment, including after completing an apprenticeship or traineeship. Career Start supports delivery of entry level training to students, apprentices and trainees aligned with the skill outcomes required by industry.

General Training Pathway:

To access a subsidised training place under the Career Start Program, a student must meet the following criteria:

- aged 15 years or older;
- not be a school student;
- permanently reside in Queensland;
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- not already have a certificate III or higher qualification completed within the last 10

years (qualifications completed as a school student and foundation skills qualifications do not count);

- not be enrolled in another qualification, even if it is on hold or deferred, whether funded by DTET or not (foundation skills qualifications do not count).

Co-contribution Fee:

Students undertaking Certificate III and above vocational Qualifications, and Skill sets, as well as non-concessional Students enrolled in lower-level vocational Qualifications, are required to contribute to the cost of their training through the payment of a Co-contribution fee.

Please Note: Work Skills will not charge more than 30% of the total Co-contribution Fee cost upfront from the student (General Training Pathway).

Concessional Status:

Concessional status applies, when the student falls in one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner.

Full fee Exemption:

Full Co-contribution fee exemption applies, where the student falls into one of the following categories:

- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding; (not applicable for Work Skills)
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free;
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by Work Skills (SAS).

Extensions:

Students are required to complete their course within the timeframe set for their course. If they need additional time or wish to continue study beyond the end date of their course, an application for course extension must be made prior to the expiry date of the course. This must be requested in writing to info@workskills.com.au and Work Skills administration team will get in touch with you.

Cancellations:

Cancellation requests must be provided in writing to info@workskills.com.au. Work Skills will endeavour to acknowledge receipt of the written request within two business days and provide formal confirmation of cancellation as soon as practicable. Work Skills team will initiate Refund of co-contribution as per the [Service Fees, Payments and Refund Policy and Procedure](#).

Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days.

Apprenticeships and Traineeships Pathway:

To be eligible to receive government subsidised training, the apprentice or trainee must:

- have entered into a Contract (training contract) for a qualification that is funded by DTET and be registered on DTET's training database;
- if from overseas, have a visa allowing them to work in Australia; and
- not have already completed two apprenticeship/traineeship qualifications (including SATs) within the last 10 years.

Co-contribution Fee

Full Fee: Co-contribution fees are set by the Department at \$1.60 per nominal hour for each Unit of competency or Module and must be calculated at the commencement of each unit or Module.

Additional Co-contribution fees may be charged to the employer; however, these must be negotiated, agreed upon with the employer, and documented upfront, before the apprentice or trainee enrolls in training and training commences.

Partial fee exemption:

Work Skills will charge **ONLY** 40 per cent of the Co-contribution fee where the apprentice or trainee falls into one of the following categories:

- Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and is not at school and has not completed year 12;

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander.

Full fee exemption:

Full Co-contribution fee exemption applies where the apprentice or trainee falls into one of the following categories:

- Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program;
- School-based apprenticeship or traineeship;
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free.

Free Apprenticeships:

Work Skills will not charge a fee to any individual who is eligible for a Government subsidy under the Free Apprenticeships for Under 25s initiative.

Free Apprenticeships for Under 25s will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking one of the high priority apprenticeship or traineeship qualifications from 1 January 2021 to 30 June 2027.

School-based apprenticeships and traineeships (SAS)

School-based apprenticeships and traineeships allow secondary school students (usually in Years 10, 11 and 12) to prepare for life after school, in a career of their choice, learning invaluable real-life workplace skills and hands-on industry experience, earn a wage and train towards a nationally recognised Qualification.

Eligible Students will be able to be funded for a maximum of one (1) School-based apprenticeship or traineeship and must meet the following criteria:

- be enrolled in Year 10, 11, or 12 in a Queensland School, unless undertaking an electrotechnology school-based apprenticeship, in which case the student must be in Year 11 or 12;
- not be concurrently enrolled in any other Qualifications funded by the Department; and
- have entered into a training contract (training contract) for a Qualification that is funded by the Department and be registered on the Department's training database.

When the student will convert from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees will be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.

Extension:

Any extension to your training contract must be coordinated between the student, their employer, and the State Training Authority. An application to extend the contract will be required by the Department of Trade, Employment and Training.

Refer to:

[Extension of nominal term of a registered training contract \(ATF-014\).pdf](#)

Upon receiving notification of the change to the contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their apprenticeship/traineeship can apply to temporarily suspend their obligations under the training contract. For further details, contact your Apprentice Connect Australia Provider (ACAP) as listed on your training contract, or email info@workskills.com.au.

Cancellation

Where both parties mutually agree to cancel the training contract of an apprenticeship or traineeship, [Cancel a registered training contract \(by all parties\) \(ATF-034\).pdf](#) (by all parties)" is to be completed.

Alternatively, where one party is actioning the cancellation [ATF-050 Cancel a registered training contract](#) (on application by one party) can also be used.

Fee For Service:

Our Fee for Service (FFS) courses allow Learners to access further education delivered on a self-paced basis, in a time frame that suits you.

i. Individual Paying Fee: Fee for Service

This option is for self-funded individual learners. This applies when a learner is not eligible for subsidies or where no subsidies are available. During the enrolment process, a Tuition Fee Agreement (TFA) will be sent to you outlining your total course fees, which may include an agreed payment plan.

It is important that you be aware that the Work Skills team cannot process your enrolment until we have received your payment of the invoice as per the agreed payment terms.

In some circumstances, the course fees may exceed \$1,500, the payment for which will be split into an agreed payment plan, each payment will not exceed \$1,500.

ii. Employer Paying Fees: Fee for Service

This option is for employers who choose to cover the cost of their staff training.

During the enrolment process, an invoice will be sent to the employer outlining the total course fees.

It is important that you be aware that the Work Skills team cannot process the enrolment until we have received payment of the invoice in full.

Extension:

Course extension requests, for Fee for Service students, will be considered on a student-by-student basis and will incur the following fees:-

- 1 month extension will incur a course extension fee of \$125
- 3 months' extension will incur a course extension fee of \$250
- 6 months' extension will incur a course extension fee of \$400

To apply for a Course Extension you will be required to email info@workskills.com.au and formally request an extension, stating the reasons the extension is required and the extension period required. Students can access Work Skills Variation to Enrolment Policy and Procedure located on our website www.workskills.com.au.

Cancellation:

Cancellations must be provided in writing to info@workskills.com.au

Work Skills will endeavour to acknowledge receipt of the written request within two business days and provide formal confirmation of cancellation as soon as practicable. It should be noted that course cancellation does not warrant refund or waiving of future tuition fees due, refer to the refund policy below for further information.

Work Skills team will initiate Refund of co-contribution as per the [Service Fees, Payments and Refund Policy and Procedure](#).

Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days providing that all agreed fees have been paid in full.

Refunds

A monetary refund may be applicable when a student or employer has paid fees in advance for any training and/or assessment (including RPL) that has not been started. Any travel expenses incurred by Work Skills or Gap Fees paid are ineligible for a refund at any time after they have been paid.

In instances where a customer may be entitled to a refund because of, for example, the agreed payment plan has gone into credit, a refund will be provided within 30 days of cancellation or completion. This will be paid into the bank account nominated on the Payment Plan Form. This allows time for the file to be audited, ensuring total accuracy of the amount to be refunded to you.

Should a course ceases due to unexpected circumstances experienced by Work Skills, a refund will be provided for any incomplete unit/s in which students are enrolled. Students can access Work Skills Service, Fees, Payments and

Refund Policy and Procedure located on our website (www.workskills.com.au).

Complaints and Appeals

Work Skills aims to deal with all complaints and appeals swiftly and efficiently, with the goal of achieving positive outcomes for all parties involved. We are ready to listen. Work Skills will ensure that complaints or appeals over learning, assessment or non-academic outcomes are dealt with fairly and with the highest regard to the student's level of understanding and needs. Work Skills will ensure that any advice or guidance provided to students on the steps they may follow to achieve a satisfactory outcome is unbiased, fair and expressed in terms and at a level appropriate to the person's needs and understanding. Work Skills complaints and appeals process follows the principles of natural justice and procedural fairness.

We achieve this through the following procedure:

- If a complaint of any nature, or appeal to a decision, is made whether it is by telephone call, email, physically in writing or in person, a Work Skills Manager will respond to the complaint or appeal by registering the complaint/appeal.
- The Complainant/Appellant will have an opportunity to formally present his or her case whether this is by email, in writing or in person at our premises in Brisbane.
- The Work Skills Manager will investigate the complaint/appeal. If required, a formal complaint/appeal panel will be assembled consisting of the relevant Manager, an Independent Trainer and an Access and Equity representative. All discussions regarding a formal

complaint will be recorded on the Notification of Formal Complaint Report Form.

- All decisions made regarding the matter, and reasons for the decisions, will be recorded in the Complaints and Appeals Register. The Complainant/Appellant will be kept informed of all actions by phone or email. Any conversations or emails are also recorded. If the matter needs to be resolved by way of negotiation, then a copy will be sent to the Complainant/ Appellant for their records.

If a complainant is dissatisfied with the outcomes of their formal complaint, they may wish to lodge an appeal with the Managing Director (the most senior position in the organisation) within 21 days from the date of the original decision from the formal complaint. An internal appeal must be in writing. All completed reports will be filed with the student records. An electronic copy of the complaint or appeal is filed in Student/ business profile in WOLAS (archives).

Please note: If any member called upon to sit in a panel is deemed to have, or has the potential to have, a bias to the proceedings, this member will be removed and replaced.

A complaint can be defined as an individual person's or business' expression of dissatisfaction with any aspect of Work Skills service and activities, this can include both academic and non-academic matters.

Students can obtain timeframes and further information on how Work Skills handle complaints and appeals from our [Complaints and Appeals Handling Policy and Procedure](#)

available on our website (www.workskills.com.au) or by contacting Work Skills on 1300 360 567.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of a person's skill and knowledge acquired through previous or current training, work or life experience. RPL may be used to grant status or credit in a qualification or part of a qualification.

The generic term 'Recognition' covers recognition of prior learning, current competency and skills recognition and encompasses the recognition of competencies currently held, regardless of how, when, or where the learning or skill acquisition occurred.

Recognition is an integral component of the Vocational Education and Training (VET) system and is encouraged by Work Skills.

What Is The 'Recognition' Process?

The process of Recognition involves collecting evidence that verifies your competence, from a range of sources. This evidence can include any combination of formal and/or informal training and education, work history and/or general life experience.

The evidence you provide may come from sources including:

- Work records, including documents that demonstrate tasks you perform, e.g. position descriptions and work profiles
- Signed and dated references
- Records of workplace training
- Résumé (with verification)

- Third party reports from current and previous supervisors, trainers managers and colleagues
- Certified copies of qualifications
- Confirmation of relevant unpaid work or volunteer experience
- Examples of work products
- Diaries or journal entries, demonstrating daily tasks or events
- Visual and verified evidence such as videos, photos, reports of activities in which you have been strongly involved
- Awards or other forms of recognition you have received.
- Samples of the work you complete or have completed
- A report from a supervisor that has been signed and dated
- Observation of your performance in the workplace.

Credit Transfers

If you have a VET Transcript, downloaded from the Unique Student Identifier (USI) website, Statement of Attainment, Statement of Results, Authenticated Vocational Education and Training (VET) Transcript showing modules/units of competency achieved, you may be entitled to 'Credit Transfers'. Copies of the above documentation must be submitted for Work Skills for authentication prior to the credit transfer being granted. There is no cost for Credit Transfers.

Reissuing of Certificates

If you are a previous Work Skills student (including apprentice or trainee) and require us to re-issue your certificate for any reason, you

will be required to complete the following process:

- Supply photographic evidence of your identity (such as a driver's licence or passport) showing complete name and address, along with a separate photograph (i.e. a 'selfie')
- If the certificate has been issued by Work Skills but not received, the student has 6 months from the date of postage to contact Work Skills for a reprinted copy. Photographic evidence, as listed above, with a confirmation in writing that the credential was not received is required.
- For certificates that have been lost or destroyed, photographic evidence as above and an explanation in writing of the nature of the request is required. Fees may apply.
- If a certificate is re-issued (for any reason) an administration fee of \$50.00 per certificate will be required to be paid prior to its release. This includes both digital and printed copies.

Student and Trainee Records

Work Skills ensure that specific records required by external authorities are kept up to date and accurate and for the relevant retention period. These records will be made available to the student on request. These will be destroyed after the legal retention period, however the re-issuing of qualifications is still possible. (See previous section on procedure for Reissuing of Certificates).

Issuing AQF Qualifications

On successful completion of all the required units in a qualification, the student will be issued their Certificate in accordance with [Certificate and Statement of Attainment Issuing Policy and Procedure](#). If the student has been assessed as competent in one or more units, but not the entire qualification, a Statement of Attainment will be issued in accordance with [Certificate and Statement of Attainment Issuing Policy and Procedure](#).

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur
- A record of results

Accredited courses delivered by Work Skills are recognised anywhere in Australia.

Government Training Entitlements and Subsidy Arrangements

Government-funded training entitlements and subsidies are provided to eligible learners to reduce the financial burden of vocational education and training (VET) or other accredited programs. These entitlements are subject to strict eligibility criteria and compliance obligations, both for the training provider and the learner. Most government funding schemes have limits on how many subsidised courses an individual can access. Enrolling in a subsidised course may impact your future subsidy entitlements and may reduce the number of funded training places available to you later.

Responsibilities

Workplace Health and Safety

As with all staff working in any industry, students, apprentices and trainees are to comply at all times with all Workplace Health and Safety Requirements of the industry and enterprise and to be well informed of any enterprise specific requirements.

Visits between student and trainer are to be held in a safe, clean and quiet location, away from workplace distractions to ensure quality outcomes are achieved.

Changes to Agreed Services

If any part of the student's services change, Work Skills will notify the student and employer (if applicable) as soon as practical to explain the changes, why the changes are required and how the changes will take place. This will take place either via the phone, email or face-to-face. The method will depend on the type of change that is required. In all instances, all parties will be kept informed.

Privacy

Work Skills will respect the privacy of all persons associated; be it staff, students, apprentices, trainees, employers and all other personnel and stakeholders.

No information concerning any person will be revealed to any other, unless either required by law, or authorised for release by the person concerned.

Individuals will be granted access to their personal files for perusal only. They will be required to show proof of identity.

Permission to have access to personal files will be given only after a written application to the Company is made.

Work Skills complies with the thirteen Australian Privacy Principles (APP). Further information can be located on Work Skills Website

<https://workskills.com.au/resources-information>

Students

Work Skills aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a Work Skills Student, you have the right to:

- Expect that the education and training will be consistent with the Standards for Registered Training Organisations 2025, and the Vocational Education and Training Quality Framework
<https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework>
- Be informed about personal information that is collected about you and the right to review and correct that information
- Access Work Skills Complaints and Appeals Handling process.

With rights come responsibilities, and as a student of Work Skills your responsibilities include:

- Providing accurate and complete information to Work Skills
- Participate in training and assessment activities in a responsible and ethical manner
- Pay any fees applicable as agreed
- Provide your Unique Student Identification (USI) number or obtain one at enrolment.
<https://www.usi.gov.au/providers/create-usi-student>
- Agree to abide by Work Skills policies and procedures as outlined in this booklet,

training and operationally while we are your nominated Training provider

- Not copy in any way, any materials provided without checking to ascertain whether there is any potential breach of copyright. It is illegal to reproduce or distribute or disseminate any content supplied by Work Skills or WOLAS for any reason.

If additional information is required, please check with your Work Skills Trainer or email info@workskills.com.au

Apprentices and Trainees

Useful information you need to know as an apprentice or trainee is provided by the Fair Work Ombudsman in the Guide to starting an Apprenticeship located online at:
<https://www.fairwork.gov.au/ArticleDocuments/712/guide-to-starting-an-apprenticeship.pdf.aspx>

Discipline

Work Skills retains the right to take appropriate action against any student who breaches acceptable practices and behaviour.

If in the event a Work Skills trainer or staff member is made to feel intimidated or uncomfortable, in much the same way as per the legislation and regulations mentioned in this handbook, then training will cease immediately and the actions be referred to the appropriate authority.

In all instances, Work Skills will work with parties to remedy any situations that may arise from time to time. We will use our Complaints and Appeals Handling Policy and Procedure to document and facilitate the process.

Work Skills retains the right to suspend or cancel training and assessment services in case of serious misconduct and/or breaches of safety that are not rectified.

Useful Links

ASQA - Australian Skills Quality Authority	https://www.asqa.gov.au/
Australian Qualifications Framework	https://www.aqf.edu.au/
Fair Work Commission	http://www.fairwork.gov.au
Australian Apprenticeships	https://www.australianapprenticeships.gov.au/
National Register of Vocational Education and Training	https://training.gov.au/
Myskills (Your Career) website	https://www.myskills.gov.au/

Related Documents:

[Access, Equity, Welfare, Wellbeing and Student Support Policy](#)

[Variation to Enrolment Policy](#)

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