



Student Handbook 2026



"Our reason for being is to empower people to enjoy going to work and perform better; to develop and support them to succeed."

A handwritten signature in black ink, which appears to read 'Janis Warner'.



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Welcome to Warner Institute!

This handbook is part of our commitment to providing you with the right information so that you can make a fully informed decision about how we operate, and whether one of our Courses is the right one for you.

It outlines your rights and responsibilities as a Student with Warner Institute and should be read in combination with the other materials provided to you during the pre-enrolment process, and if you decide to join us, with your Course Pack and other Course materials.

You will have received this booklet prior to your enrolment being confirmed, and your Course Consultant can assist you if you have any enquiries before your Course commences.

If at any time you would like clarification on any of the contents of this handbook, or you have a query that is not answered in this handbook, please ensure that you communicate with any one of the following Warner Institute staff:

Your Course Consultant
Your Course Manager
Your Warner Institute Manager, Education Delivery & Student Success
or any of the Course Support Team at Warner Institute.

It's OK if you have questions, please **contact us** for the answers that you need on ph: 03 9555 9100



You can discover more about us by visiting our website: warnerinstitute.com.au

The full list of nationally accredited qualifications that we are registered to deliver is also published on the Australian Government website; training.gov.au



Jania Warner
Managing Director





1.0 About our Organisation

Warner Institute nationally Registered Training Organisation: RTO No. 21622, and we have been successfully operating since 2005.

We deliver nationally accredited learning Courses to a broad range of people across private enterprises, statutory authorities, local government and community care organisations including aged care and disability service providers.



1.1 Our Commitment to you

At Warner Institute, we are committed to supporting you to achieve your goals.

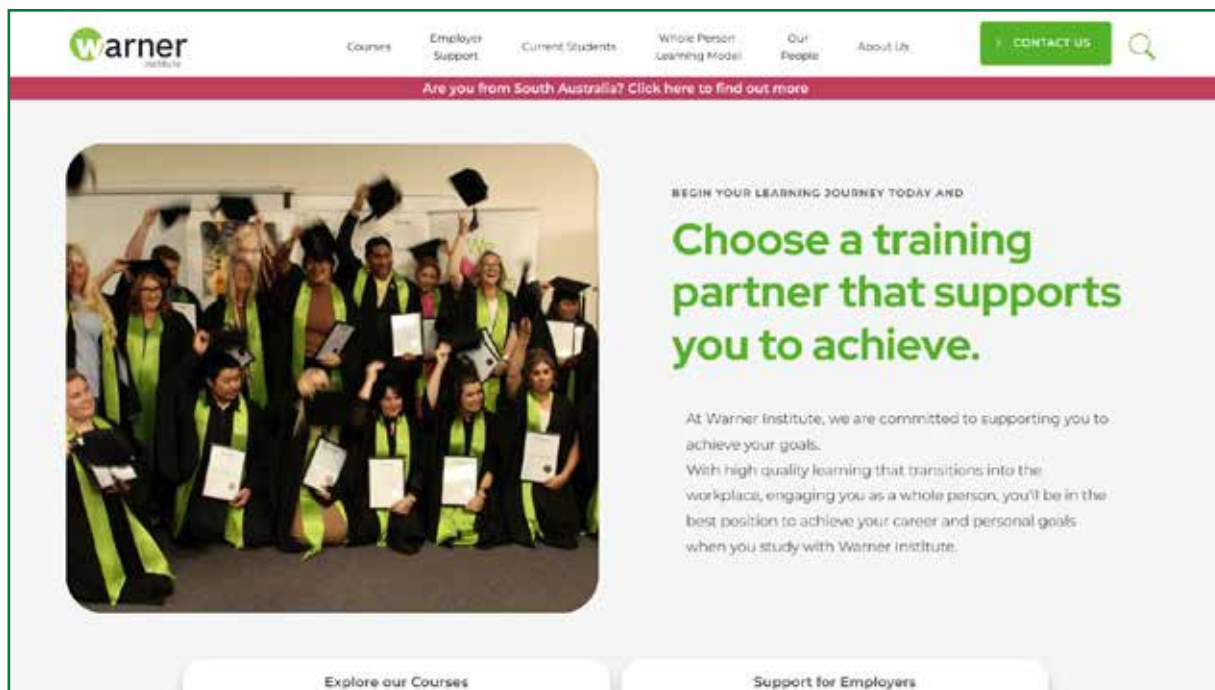
With high quality learning that transitions into the workplace, engaging you as a whole person, you'll be in the best position to achieve your career and personal goals when you study with Warner Institute.

1.2 Our Vision

We are a respected high-quality learning organisation making a positive improvement to our students' lives, both their individual and their organisation's overall service delivery, ultimately making our communities a better place.



Make sure you visit us at warnerinstitute.com.au



To keep up to date, follow us on



Facebook: facebook.com/warnerinstitute



Instagram: instagram.com/warner_institute



2.0 Our Engagement and Enrolment Process

Choosing the right Training Organisation (RTO) is as essential as choosing the right Course.

To achieve your desired learning or employment outcomes, you should consider how the RTO will deliver your training, how they'll support you, and whether the Course you're exploring will lead you where you want to go.

When you engage with Warner Institute, you can rest assured that not only will we support you, but we'll guide you towards the best Course for you.

2.1 Making Sure You Get the Right Information

We are committed to ensuring that we give you all the information that you need so that you can make a fully informed decision about what's right for you.



As part of your decision-making process, we encourage you to engage with your Warner Institute Course Consultant so that you can ask questions and gain the answers that you need. The Learning & Development and/or Human Resources department in your workplace may also have advice in relation to your training options.

We'll provide you with the following factual information about our Courses:

- Course Guide
- Website page
- Student handbook (this document)
- Emails with additional Course information and links to the above documents

We'll undertake the following activities with you to help ensure this is the right Course:

- Getting to know you discussion,
- Pre-Training Review/ Upfront Assessment of Needs, and
- Language, Literacy and Numeracy assessment

2.1.1 Course Guides

Start by reading our Course Guides, which outline everything you need to know for each learning program. Download them from our website or request them by email.

Each guide includes:

- the nationally accredited qualification(s) and units
- Course and sector requirements (e.g., placement hours, police/NDIS checks, vaccinations)
- delivery method, timeline, and assessment summary
- additional support and coaching info
- an overview of us and our Whole Person Learning Model
- homework and IT requirements
- government funding opportunities
- enrolment and tuition fees
- feedback from students and employers

2.2 Getting to Know You and Your Goals

As well as providing you with information about our Courses, we want to get to know you and understand your goals and career aspirations. This helps us to guide you in your decision as to whether our Course is the most suitable and appropriate for you.

During this engagement stage, we'll ask you some questions, and later we will undertake an interview with you to make sure we've identified your goals and any support needs you may have as you move through your Course.

We'll make sure you're comfortable that you've chosen the best Course for you.

2.3 Eligibility for Funding

Depending on where you live, and other personal circumstances, you may be eligible for government funding.

Our Course Consultant will work through the funding eligibility criteria with you, and assist you to understand if you are likely to receive government funding or not.

Your final eligibility will be determined as our Student Support Team process your enrolment.

Currently, we have funding contracts with the State Governments in:

- Victoria, and
- South Australia.

Refer to the State specific section of this handbook for more information.



2.4 Language, Literacy & Numeracy Assessment

As you continue through the enrolment process, you'll complete an online assessment to designed to measure your "entry levels" of language, literacy and numeracy (LLN).

These assessments tell us if you might need any learning support, or reasonable adjustment applied, to help you to get started on the right foot, and stay on top of your Course - in classes, learning activities, your Course work and homework.

Support may include extra coaching, mentoring, tailored materials, flexible learning options, or referral to specialist services.

Refer to the State specific section of this handbook for more information.

2.5 Credit Transfer

Warner Institute will recognise and accept Qualifications or Statements of Attainment issued by any other Registered Training Organisation based in any Australian State or Territory.

This means that if you have previously studied and completed a nationally accredited unit with the same learning outcome and you have a Statement of Results/Statement of Attainment to prove this, we will acknowledge this and you will not need to demonstrate competency again.

Warner Institute will undertake this recognition in line with the guidelines for the particular qualification.

Your application for credit transfer can be completed as part of your online enrolment application form, and must be submitted within 28 days of your Course commencement.

2.6 Recognition of Prior Learning (RPL)

Warner Institute recognises an individual's skills and knowledge irrespective of how it has been acquired, for example, through formal study, work experience, life experiences, etc.

Applicants for RPL must provide sufficient, current, valid and authentic evidence to demonstrate that they have the required knowledge and skill relating to the unit/s of competency for which they are seeking RPL. You may also be required to attend an interview as part of your RPL Process.

2.6 Incentives

Warner Institute is prohibited under the Skills First Course Funding Contract to provide or offer, either directly or indirectly, any financial or non-financial incentives, including in the form of goods, services or rewards to undertake training.

2.7 Enrolment

Warner Institute will not enrol an eligible individual in a Course or qualification that is at an inappropriate level for that student or that is not in line with their stated learning outcomes or career goals.

We retain the right to withdraw any student from a Course due to misconduct, attendance and/or participation issues and at our gross discretion.

The graphic below provides a quick summary of the enrolment process – we'll keep it simple for you and ensure that you're well informed throughout.



Download the Course Guide from our website or speak with your Warner Institute Course Consultant so that you can choose the Course that fits your needs.



Let's talk!
We'll provide you with all the answers to your questions so that you can make an informed decision.



Undertake the enrolment process including your LL&N Assessment



You'll receive an email from us including a Welcome letter and access to your Student Portal which includes your class timetable & all the other details you need to commence.



3.0 Course Commencement

3.1 Meet and greet

Before the induction, all students commencing an interactive online class will be sent a link for a “meet and greet” session.

This session enables you to practice using Microsoft Teams, meet your Course Manager and classmates, and take the stress out of your first structured session.

3.2 Induction

The Induction Session is the first component of your training Course. It introduces you to the structure and requirements of your Course, including but not limited to:

- The structure of the Course being undertaken
- An introduction to our broader Warner Institute Team, including your Course Manager and other specialist subject matter expert presenters that may be involved through your journey,
- The nationally accredited qualification(s) that are being delivered,
- The Warner Institute Whole Person Delivery Model,
- Ensure that you understand your rights and responsibilities as a student,
- Explanation of Assessment including – how you will be assessed as part of this Course, and how we will help keep you up to date with this,
- Code of Conduct
- Hours of Work, or Unpaid Supervised Work Placement requirements (if applicable),
- Assessment of your personal Work Placement requirements (if applicable)
- Explanation of Completion and Graduation,
- Further introduction to Microsoft Teams as your Virtual Learning Classroom,
- Explanation of your Student Portal,
- Explanation of the Warner Institute Learner Management System (LMS)

Attendance at the Induction Session is compulsory for all students.



4.0 Class Location



The delivery of our learning Courses is built upon the power of supportive, fun, interactive learning.

Whether Face-to-Face or predominantly online, all of our Courses are delivered in live, interactive sessions - you'll be engaged and participate the whole way through.

4.1 Transport & Parking

It is your responsibility as a student to arrange your own transport to and from the training session. We encourage all students to park in the allocated parking bays at the training venue.

4.2 Your Personal Property

We expect you to assume responsibility for your property e.g. bag, books, mobile phones, tablets & laptops, personal clothing items etc. Items should be clearly marked for easy identification.

4.3 Mobile Phones

Mobile phones should always be switched off during class. It is disrupting and unfair to your fellow students if you receive phone calls during the class.

4.4 Smoking

All Warner Institute training sessions are delivered in smoke-free environments.

Smoking is not allowed in the training venue.

Your training venue will designate their approved smoking area and we ask you to respect the venue, and others in your actions.



5.0 Computer & Internet Access



Even if your Course is delivered Face-to-Face, you will require access to a computer or laptop and reliable internet access in order to access the Student Portal.

Online students will access their learning and assessment resources on the LMS, and require the capacity to stream video with audio to participate in learning sessions.

6.0 Class Dates



You are expected to attend all the scheduled training sessions. We do, however, understand that sickness or other life aspects sometimes take over.

If this happens, it is your responsibility to speak with your Course Manager to advise your inability to attend and to arrange to attend an alternate session. If you are unable to attend your training session, you are required to contact your Course Manager prior to the day of the session to discuss your options.

The Student Portal will always be kept up to date, and communication will be sent to students if there are any changes.

7.0 Training Materials



We will provide you with all the necessary study materials required for you to undertake this nationally accredited learning Course. We have carefully chosen reference materials that will best support your learning, and we provide you with your own workbooks for each unit.

Face-to-Face students will receive some materials in hard copy.

Online students will access all materials electronically via the LMS, but will be provided with core reference materials in hard copy for some Courses.

7.1 Homework, research and written assessment tasks

Homework will need to be undertaken after every session and in your own time to enable you to complete your required assessment work.

The expectation of the average weekly homework you will need to undertake is detailed in your Course Guide, and your Course Delivery Pack.

We encourage students to consider allocating a specific time each week for study, and to keep on top of homework and assessment tasks.

If you become overwhelmed - reach out!

We're here to support you, and to help you stay on top of your Course requirements.



7.2 Spotify Playlists to Study To

We offer 50-minute study playlists to boost focus and prevent burnout, with a built-in 10-minute break. Find them by searching “Warner Institute” on Spotify or on our Facebook page



8.0 Attendance at Practical Sessions

Due to the restrictions on capacity, the availability of the specialist venues and the subject matter experts who present some specialist sessions (as listed below), these sessions are strictly controlled and are delivered at specific times throughout the year.

8.1 Personal Care Simulation Labs

Applicable only if enrolled in a Community Services Course.

Even if you are currently working, the practical sessions are mandatory for all students.

These sessions provide the opportunity for all students to practice and learn new skills, and there are many assessable activities undertaken throughout the sessions.

If you do not attend your scheduled scheduled Practical Simulated Lab Session, then you will be required to attend an alternate session, which will be scheduled based on availability by Warner Institute.

This may delay your completion of your nationally accredited learning Course and attaining your qualification(s).



8.2 Investigations + Court, Parking and the Animal Management Workshops

Applicable only if enrolled in the Animal Management and/or Government Investigations Course

Even if you are currently working, the practical sessions are mandatory for all students based on your enrolment.

These sessions provide the opportunity for all students to practice and learn new skills, and there are many assessable activities undertaken throughout the sessions.

If you do not attend your scheduled Practical Session, then you will be required to attend an alternate session, which will be scheduled based on availability by Warner Institute.

This may delay your completion of your nationally accredited learning Course and attaining your qualification(s).

9.0 Your Safety & Wellbeing



9.1 Personal Safety Concerns

If at any time you feel unsafe as a student, talk to your Course Manager or our Manager, Education Delivery & Student Success about your concerns.

You can also take note of the following safety tips:

- Make sure that you sign in on the attendance register.
- Please report hazards or risks to your Course Manager (trainer) immediately.
- Be mindful of sharing your contact details and personal information with other students at the start of your Course.
- If you receive unwanted attention from other students via text, telephone or social media advise your Course Manager (trainer) as soon as possible.
- We do not encourage the use of group messaging services such as WhatsApp and Messenger for class communication, as we are unable to moderate these services.

9.2 Accidents or Injury

We do everything we can to minimise the risk of anything going wrong so hopefully you'll never have to do this, but just in case . . .

If you have an accident or injure yourself whilst you are engaged in training with Warner Institute you should notify your Course Manager immediately. First Aid can be administered by a staff member or venues staff, with the required training.

Please note that if a Warner Institute staff member believes medical attention is urgently required an ambulance will be called. Warner Institute will not be held liable for any costs associated with emergency transport assessed as necessary.

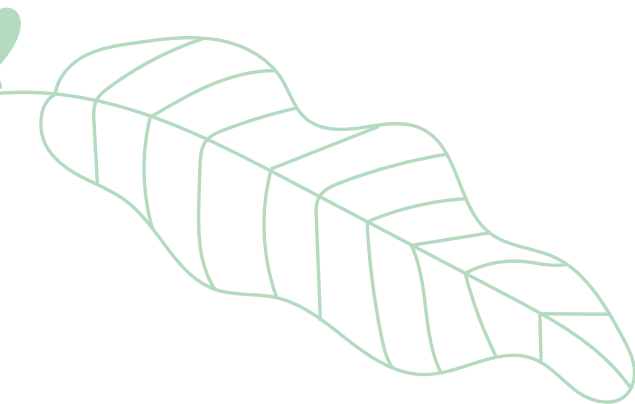
Accidents or injuries will be reported in writing by Warner Institute and we may contact you to collect additional information at a later date.

9.3 Procedures in the Event of an Emergency or Evacuation

During your induction you will be provided with details of evacuation procedures and the location of fire equipment.

Please follow the instructions of your Course Manager and venue staff in any emergency or evacuation.

Do not leave the assembly area unless you have been advised by Warner Institute staff (or Chief Warden) to do so.



10.0 Feedback



10.1 Feedback Surveys

At several stages of your Course, you will receive an email from us asking for your feedback using an online survey.

We conduct targeted feedback surveys as part of our commitment to ensuring high quality training, and high levels of customer service.

Because the surveys are targeted, each of them only takes a couple of minutes to complete. You'll receive an email when it's due, and your Course Manager will also provide a QR code so you can scan it and complete in class time.

We'll ask you for your class number (occurrence code) but we don't receive any other identifying information, so your feedback is confidential.

If your employer is supporting your enrolment, we will also seek feedback from your direct manager or supervisor. This helps us to gain an understanding of how the training is translating within the workplace, and meeting industry needs.

Please take the time to complete these surveys – they help us improve the learning experience of future students.

10.2 Ad-hoc Feedback

If you have any feedback for us, there's no need to wait to provide it!

There is a link on your Student Portal to the "Compliments and Suggestions" form and the "Complaints and Appeals" form, which comes directly to our Compliance team.

Please use it whenever something comes to mind, we'd love to hear your thoughts.



11.0 Our Complaints & Appeals Policy



Warner Institute values student feedback; positive or negative, to improve your educational experience.

We are committed to providing all students with a positive educational experience, so we encourage you to have your say and let us know if something isn't right for you.

Complaints and Appeals are handled confidentially, respectfully, and impartially, ensuring no adverse effects on you.

You can raise a Complaint or Assessment Appeal by:

- Completing the webform on the "Current Students" page on our website, at <https://www.warnerinstitute.com.au/current-students>, or
- Completing the webform via the link on the Student Portal, or
- by calling Warner Institute during business hours on t: 03 9555 9100.
8:30am - 7:00pm (AEST) Mon - Thur
8:30am - 5:00pm (AEST) Fri

For support, contact the Manager, Education Delivery & Student Success at 03 9555 9100 or admin@warnerinstitute.com.au.

This policy covers both academic and non-academic issues.



11.1 Timelines

Timelines for handling of Complaints and Appeals are as follows:

We will respond to your complaint within 2 business days.

Any investigation will commence within 2 business days, and the initial stages of an investigation should not exceed 30 days.

We'll keep you updated as we progress through the investigation, and we'll advise you both verbally and in writing once it's complete.

We'll request you to either accept or reject the outcome in writing within 2 business days, and if you're not satisfied then we'll support you to identify further action that can be taken.

11.2 External Review

If Warner Institute cannot resolve a complaint internally, they will seek the services of an appropriate government or independent party to assist in the resolution of the dispute. Warner Institute will acknowledge receipt of the escalated complaint by writing to the complainant within 2 business days from receiving the complaint with a choice of external review recommendations.

Appropriate bodies could include:

Dispute Settlement Centre of Victoria
4/456 Lonsdale Street, Melbourne Vic 3000

t: 1300 372 888

e: dscvfeedback@disputes.vic.gov.au

or

an experienced VET consultant – selected on the basis of the dispute

or

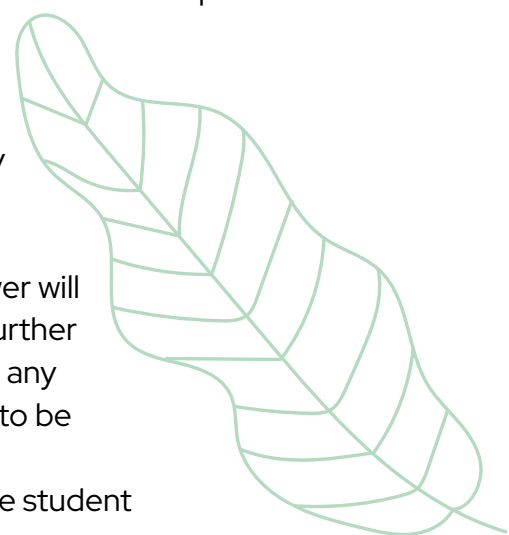
a representative from Legal Aid

or

another mutually agreed and appropriate 3rd party organisation.

The Warner Institute staff member liaising with the External Reviewer will document the complaint, actions taken, any agreed resolution or further action required in the Complaints & Appeals Register and also note any corrective actions or continuous improvement items that will need to be implemented as a result of the investigations and findings.

If the student is not satisfied with the outcome of the complaint, the student may lodge a complaint with an external agency.



11.2 If You're Still Unhappy?



We hope that we never give you cause to use it, but if you are not satisfied with the outcome of your complaint, you can contact:

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator that ensures that providers of education and training like us meet quality standards, and that information is readily available to help students make informed choices about their training. If you need to contact them for information or to make a complaint, you can contact them on:

Phone: 1300 701 801 (from 9 a.m. to 7 p.m. Mon-Fri AEDT), or
 Mail: GPO Box 9928, Melbourne, VIC 3001
 Online: <https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Australian Government's National Training Complaints Hotline

Phone: 13 38 73, (Monday to Friday 8am-6pm nationally) or
 Email: NTCH@dewr.gov.au, or
 Online: Click here to download the National Training Complaints Form
 Victorian Equal Opportunity & Human Rights Commission

Victorian Equal Opportunity and Human Rights Commission

Phone: 1300 292 153 or
 Online: <https://www.humanrights.vic.gov.au/complaints/make-a-complaint/>

Australian Human Rights Commission

Phone: 1300 656 419 or
 Email: infoservice@humanrights.gov.au or
 Online: <https://humanrights.gov.au/complaints>

Consumer Affairs Victoria

Phone: 1300 55 81 81 (9:00 am to 5:00 pm Monday to Friday except public holidays) or
 Online: <https://www.consumer.vic.gov.au/contact-us/resolve-your-problem/general-complaint>

12.0 Student Conduct

All students must behave considerately and courteously toward staff and peers. Warner Institute ensures fair, non-discriminatory treatment for all while performing duties.

Everyone has the right to a harassment-free, safe learning and working environment. During work placements, students must follow the organisation's policies and code of conduct.

Students should report any concerns to the relevant Warner Institute contact. All students must sign the (W-Inst Form 115) Code of Conduct / Ensuring Your Safety during online enrolment.

Breaching this Code may lead to withdrawal from the Course. This Code applies to face-to-face sessions, live virtual classrooms, and practical placements.

12.1 Everyone Deserves the Right to Learn

Warner Institute endorses the principles of access and equity in the provision of training and assessment services.

We have a strong focus on assisting people who are disadvantaged in any way to obtain maximum benefit from the Courses and services we provide. We are committed to ensuring that those most in need are given every opportunity, through counselling and discussion, to select and access the options that best suit them.

Clients and students from all target groups, regardless of status or background, are assisted to the absolute best of our ability and are treated equitably in every respect. We carry this through all the training & development work we undertake.

All Warner Institute staff will ensure, to the best of their ability, that no person shall be discriminated against, or harassed because of a personal characteristic which is covered by equal opportunity laws.

If a student is acting inappropriately towards the Course Manager or other students, the Warner Institute Course Manager has the right to exclude this student from training and potentially future training. For more information, please contact Warner Institute and request a copy of the Access and Equity Policy.



12.2 Code of Conduct

Students must:

1. undertake their academic work with integrity and honesty, avoiding plagiarism, collusion and breaches of copyright,
2. adhere to the policies, procedures and rules of external organisations while on placement,
3. provide accurate personal details to Warner Institute; keep those details up to date; and read and respond where necessary to all official Warner Institute correspondence including email,
4. work cooperatively and collaboratively with other Students, W-Inst. Team Members, nominated associates, including when on work placement,
5. communicate with courtesy and consideration, verbally and in writing, in person and online (including through email and social media),
6. respect the privacy of other Students and W-Inst. Team Members, including that of host placement provider employees and clients on any work placement,
7. not record classes, break-out rooms or practical sessions on personal devices, including the use of ai note-taker applications or other transcription tools,
8. must not distribute Warner Institute recordings, which are given for personal study or class catch-up purposes only,
9. respect others' rights to their own opinions and beliefs, and engage only in rational discussion where there is disagreement,
10. refrain from actions, behaviour and words (both written and spoken) that may jeopardise their own or another Students, W-Inst Team Members or host placement providers employee health, safety or wellbeing, or may damage their reputation or career,
11. not engage in discrimination, harassment, victimisation or bullying,
12. not engage or collude in fraudulent or corrupt behaviour,
13. only use Warner Institute property, facilities and resources (including information and communications technology) responsibly, considering others' needs,
14. follow all reasonable directions from the Course Manager, or other responsible Warner Institute employee,
15. not consume illicit drugs or alcohol during class hours, or attend class under the influence of drugs or alcohol
16. only smoke cigarettes, including e-cigarettes or vaping, during a scheduled break, and only in permitted areas and in accordance with the venue's instructions and/or that of your Course Manager.



13.0 We'll Support You



Warner Institute is committed to supporting all our students to realise their learning goals in a safe and nurturing environment. We understand that as an adult learner you may have many competing responsibilities and pressures on your time.

This section of the handbook provides information about the support available to you as a student.

13.1 Your Progress

Students are encouraged to maintain contact with their Course Manager, particularly where they feel that they need some extra assistance. The Course Manager is the first point of call for extra support. Sometimes it may also be necessary to offer alternative assessment approaches, within the rules of reasonable adjustment. If extra Language Literacy & Numeracy services are required, a referral can be made.

Warner Institute monitors student's progress and will provide assistance as required. Students who have not studied for some time may need additional support. It is recognised that a student needs to keep up to date with their Course and assessment task so as to help ensure that you don't fall behind and withdraw from the Course.

If applicable, Warner Institute may be required to provide details of your enrolment, participation and/or Course completion to your employer, or your nominated Employment Services Provider.



13.2 Difficulties With Your Studies?



Sometimes life doesn't go to plan. Sometimes you may require extra support to assist you in your learning while personal issues can sometimes impact. At times we may be able to offer alternatives within the Course structure to support your needs in the short term

13.3 Application for Extension of Time to Submit Assessment

If you think you will have difficulty in meeting the due date and need an extension of time, you will need to approach either your Course Manager, Manager, Education Delivery & Student Success, or the Wellbeing Team before the due date and explain your situation. Extensions of time for assessment may be granted under special circumstances.

- Any extension must be applied for in writing using the Application for Extension of Time to Submit Assessment Form (W-Inst Form 015) and before the due date.
- Please note that extensions are granted at the Course Manager and Manager, Education Delivery & Student Success' discretion. Extensions are not an automatic right.
- Any request for an extension of time must also include an action plan detailing how you will work towards submitting the assessment by the extended due date.

The Manager, Education Delivery & Student Success and your Course Manager are available to support you by providing opportunities to discuss your concerns in a private and confidential setting. They can provide information about relevant and appropriate support services in the local and/or metropolitan region.



14.0 Assessment



The qualification(s) you undertake with Warner Institute are made up of units of competency that combine to form a qualification.

These units of competency specify the skills, knowledge and performance criteria that must be understood and demonstrated in order to successfully complete the unit. These requirements guide Warner Institute to develop our curriculum – what we teach, what assessments you undertake, and how the assessment is to be conducted.

Competency based assessment is the process of collecting evidence and making judgements on whether or not you have demonstrated the knowledge, performance and employability skills as specified in the training package and units of competency. You will either be assessed as Competent 'C' or Not Yet Competent 'NYC'.

This overall 'Competent' result is made up of many assessment tasks that have all been marked 'Satisfactory'.

If you are marked as 'Not Yet Satisfactory' for your first submission, don't panic.

It usually means we simply need more information from you, or we need to see something again. We'll give you enough feedback to help you to understand what was missing or needs to be done differently.

You can resubmit up to three times, and we can also work with you to make reasonable adjustments if required, or provide additional coaching and support to help you.



14.1 Assessment Process

We collect evidence to make assessment decisions using the following assessment methods:

- **Written Task:**
Answer the questions in the space provided, you must answer all questions satisfactorily to receive a satisfactory outcome.
- **Case studies:**
Complete the case studies in the space provided, you must answer all questions satisfactorily to receive a satisfactory outcome.
- **Projects:**
To complete the project, you must address all criteria of the project satisfactorily to receive a satisfactory outcome.
- **Workplace observations:**
Your assessor and workplace mentor will observe you during your placement, or in your workplace. You must confirm your readiness for assessment with your assessor and workplace mentor. Your assessor will be observing you perform the listed tasks and will be recording accordingly in the workplace observation competency checklist book regarding your performance. This assessment will form part of your overall assessment and will be conducted by your assessor at a convenient time for you and the employer.
- Note: Assessment of your practical skills is conducted by your assessor and will only take place after a period of supervised practice or placement.
- **Reflective Journal:**
Explanation of how you went about a task and what results it achieved (or similar).
- **Simulation:**
Where a workplace situation is set-up with the classroom environment; an observation activity is undertaken with this simulation.
- **Portfolio of evidence:**
This may involve collecting evidence from your workplace, for example Policies and Procedures, letters, emails, etc.

In most cases, each cluster will include multiple different assessment methods, allowing each student to demonstrate their skills and knowledge in various ways, and ensuring we can cater to your strengths and different learner needs.



14.2 Flexibility and Reasonable Adjustment

We understand that students have different strengths and some students may require flexibility around how they demonstrate their competence for a particular task or unit.

Often, reasonable adjustments will be planned for, as the student's needs were identified in the enrolment process and an Individual Learning Plan was created to accommodate these.

In some cases this is identified throughout the training, by the student, Course Manager, or Student Wellbeing team. In these instances we will work with you to uncover the challenges and identify ways we can accommodate them - in line with the requirements of the unit.

Remember, we're here to support you.

14.3 Submitting Your Assessment

Face-to-Face classes

All the components of your assessment are either distributed to you in hard copy or online via our LMS.

To submit your assessment, ensure you have completed all the tasks, review the Student Declaration inside the cover page, and then hand directly to your Course Manager.

Make sure you have taken a copy, as we retain the assessment.

Online classes

All the components of your assessment are provided to you via the LMS, excluding simulation checklists that are completed during some practical sessions.

To submit your assessment, ensure you have completed all the tasks, review the Student Declaration inside the cover page, and then upload the completed file to the LMS.

Make sure you keep your copy, as we retain the assessment.



IMPORTANT:

Always ensure that you keep a copy of all your submitted Assessment PAK's.



15.0 Plagiarism and Cheating



Warner Institute requires all students to observe the highest ethical standards in all aspects of their studies. Academic dishonesty and all forms of cheating will be penalised.

Plagiarism and/or cheating can take several forms:

- Submitting work of another students as your own,
- Stealing and passing off another person's words or ideas and claiming them as your own,
- Downloading information from the internet without acknowledging the source,
- Copying a section of a book or article and submitting it as your own,
- Copying or attempting to copy someone else's work,
- Allowing someone else to copy your work.

If a Course Manager suspects that a student has plagiarised or cheated on their assessment, they will communicate this to the Student and the Warner Institute Manager, Education Delivery & Student Success.

Students will be required to resubmit their assessment and supplement it via verbal questioning to demonstrate their understanding of the relevant concepts.

Consequences & resubmission:

Consequences may include re-sitting the cluster, resubmitting an alternate assessment, alternate submission of other forms, or disciplinary action and withdrawal.

This decision is made at the discretion of Warner Institute.

The standard Assessment Appeal process remains applicable in these circumstances.

15.1 Use of Artificial Intelligence tools

Artificial Intelligence applications and tools, such as ChatGPT, are useful tools that will help you in your employment as well as in your studies.

Be mindful of how you use it – your assessment must be submitted in your own words, and if you use AI tools to help you answer your questions don't forget that you must verify that the information it gives you is actually correct.

If your Course Manager suspects the misuse of AI in your assessment, they will communicate this to you, and the Warner Institute Manager, Education Delivery & Student Success.

You will be required to undertake additional assessment to demonstrate your competency. Continued misuse may result in disciplinary action as above.

16.0 The End!



When you have successfully completed your Course, you will receive:

- A Statement of Attainment or a Record of Results
- A Testamur (certificate of your Course award)

These are provided to you as a matter of right, and at no cost, after verification of your successful completion of the required accredited units to fulfil the packaging requirements for the issue of a qualification and record of results, or alternatively, a Statement of Attainment for those that have been verified as successfully completed.

Students will receive their appropriate documentation by their stated preferred method within 30 days of the verification of their successful completion of the required accredited units.



16.1 Non Completion

In the event that you do not complete the whole Course within the agreed timeframe, Warner Institute will work with you and your employer (if relevant) to assist you to complete as soon as possible.

This may involve transferring to the next available Course to complete the outstanding units, or assistance with completing any outstanding assessments where you have already attended the relevant sessions.

16.2 Deferral of Your Course

Should you wish to defer your training for any reason, please contact your Course Manager immediately to discuss this before finalising a decision.

This is important for trainees registered under a Training Contract as Warner Institute is required to advise the State Government of your request for a suspension.

Please note that Warner Institute reserves the right to suspend a student's participation in the training Course where fees and charges are outstanding and have not been paid within the terms of the signed Investment Agreement and/or Payment Plan. Training will recommence when outstanding amounts have been paid.

16.2 Withdrawal From the Course

Sometimes you may feel that you need to withdraw from the Course. Please first discuss it with your Course Manager, as together you may be able to work out a solution.

Contact our Student Support team at admin@warnerinstitute.com.au to advise your intent to withdraw.

Please note that if you choose to withdraw from your Course:

1. your ability to gain future government funding for other nationally accredited training may be affected and impact your life goals.
2. You remain liable for the full invoice amount of any materials and tuition fees outstanding
3. Your payment plan remains ongoing unless outstanding fees are paid in full

Students who have withdrawn from a Course and wish to recommence into another later Course incorporating the same accredited qualification(s) will:

1. need to re-enrol,
2. may be required to pay a recommencement fee, and
3. may be required to pay tuition and other fees as specified on the Course Guide and website.

17.0 Fees



At Warner Institute, we understand that financial barriers may prevent people from being able to access high quality training that is the first step towards achieving their career or personal goals.

With this in mind, we offer interest-free payment plans to all students, via Debit Success.

You can read more about our fee structure, and payment policy, here:
<https://www.warnerinstitute.com.au/fees-and-funding>

17.1 Fees

Enrolment in Courses may include the following types of fees:

- Enrolment application fees
- Materials fees
- Tuition fees

Costs related to screening checks and immunisations are the responsibility of the student.

17.2 Payment Policy

Enrolment application fees, and deposits (for applicable Courses) are required to be paid at the time of submitting your enrolment.

Accepted Payment Methods

Upfront payment:

Credit/Debit Card: Visa or Mastercard via Stripe; through the enrolment application portal.

These transactions may attract a transaction fee charged by Stripe or the student's financial institution.

Payment on invoice:

Payment Plan: Interest free payment plans are available via Debit Success; transactions made via Debit Success may incur fees from the provider

EFT: Electronic Fund Transfer to Warner Institute's nominated Bank account, details as appears on Tax Invoice

Note: Warner Institute does not accept cash or cheque payments

Instalment Payments

W-Inst cannot accept upfront payment of tuition fees greater than \$1500.

If your fees payable total \$1000-\$1500 or higher, an initial payment of fees of \$800 must be made prior to commencement of your training Course, unless otherwise agreed with Warner Institute.

Your payment plan will be established so that the amount paid in advance does not exceed \$1500 at any point throughout your Course.

Non-payment of fees

In the event of non-payment of any fees, in whole or in part, Warner Institute reserves the right to suspend the student's training until their outstanding fees have been received according to their Payment Agreement.

If payments are not reinstated, Warner Institute reserves the right to withdraw the student from their training Course, in which case the full outstanding balance of the invoice becomes due.

Statements of Attainment, Record of Results and Testamurs will not be provided to a student until the invoice has been paid in full.

17.3 Refund Policy

If you enrol in a Course and decide not to commence, or if you decide to withdraw your enrolment after commencing your Course, some of your fees may not be refundable.

You may still be required to pay your invoice in full.

We encourage you to read the payment policy in full before completing your enrolment – this is on your enrolment application and also on our "Fees and Funding" page at <https://www.warnerinstitute.com.au/fees-and-funding>

17.4 Employer Paying Fees

If your employer has agreed to pay any fees and charges associated with your enrolment, you will not be charged any fees, nor will you be eligible for any refunds. Warner Institute will form an agreement with your employer to cover events such as your withdrawal from the Course.

You or your employer will be advised of any fees payable and the timeframe for payment, within the Course guide and in a Statement of Fees, prior to enrolment.



17.5 Discretionary Fees

Discretionary Fees are those that are only applied in specific circumstances, they are not applicable to all students.

These fees may include:

1. Recognition of Prior Learning

An application fee of \$350 per nationally accredited unit is payable upon submission of the RPL application form and is non-refundable, even if RPL is not granted.

2. Rescheduled Practical Sessions Fees

A \$55 fee is charged per instance for rescheduling a practical session due to non-attendance without providing 14 days' notice or a medical certificate.

3. Reschedules Practical Placement Fees

A \$55 fee is charged per instance if you fail to attend a scheduled practical placement without providing 14 days' notice or a medical certificate.

4. Reissue of Certificates / Statement of Attainments

The fee to reissue a previously supplied Certificate or Statement of Attainment is \$75 per document.

5. Student Transfer to another Class

A \$100 fee applies if a student wishes to transfer to a different class after commencing their course.

6. Student Recommencement after Withdrawal

A \$150 recommencement fee, plus applicable materials fees, is charged to restart the same qualification within the same calendar year of withdrawal.

Restarting in a different year requires a new, full enrolment.

We encourage you to read and understand the discretionary fees that may apply to your enrolment. Full details are available at:

<https://www.warnerinstitute.com.au/fees-and-funding>

17.6 Application for Reduction or Waiver of Tuition Fees

The requirement to pay Tuition Fees is based on the principle that students who undertake Accredited or Non-Accredited training should contribute to the cost of the service being provided to them. Fees may be waived where it is considered that payment would cause financial hardship to the person responsible for the fee.

The decision to waive or reduce tuition fees for Warner Institute students rests with the Managing Director of Warner Institute.

A copy of the Application for Reduction or Waiver of Tuition Fees (W-Inst Form 139) is available from your Warner Institute Course Consultant, or Course Support Team Member, upon request.

18.0 Privacy is Important

Except as required under the VET Quality Framework, the Essential Conditions and Standards for Registration, Government Contracts or by law, your student information will not be disclosed to a third party without your written consent.

Your student information will only be accessed for the purposes of supporting your participation in your learning Course by authorised Warner Institute employees and its authorised contractors, both within Australia and overseas, and in accordance with the Warner Institute Privacy Policy which complies with the Privacy Act 1988 (Cth).

Our Privacy Policy is available on our website warnerinstitute.com.au

18.1 Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Jobs, Skills, Industry & Regions (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

18.2 Collection of Your Data

Warner Institute is required to provide the Department with student and training activity data. This includes personal information collected in the Warner Institute enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). Warner Institute provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines.

18.3 Use of Your Data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as Course or subject completion), which may be relevant to the services provided to the student.

18.4 Disclosure of Your Data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. This includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

18.5 Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

18.6 Survey Participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET Courses in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

18.7 Consequences of Not Providing Your Information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

18.8 Access, Correction and Complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact the Warner Institute Manager, Education Delivery & Student Success in the first instance by t: 1300 1400 99 or admin@warnerinstitute.com.au.



18.9 Access to Your Records by Your Employer and/or Employment Services Provider

If your employer and/or Employment Services Provider is paying for your training then Warner Institute may be required to provide details of your enrolment, participation and/or Course completion, including a copy of your final Record of Results and/or Statement of Attainment to your employer and/or nominated Employment Services Provider.

18.10 Student access to their own records.

Some of the information which Warner Institute keeps relates to:

- Details of the Course and competencies you are enrolled in,
- Your personal details as disclosed on your enrolment form,
- Your progress, i.e. results for each of the competencies you are enrolled in,
- Evidence which you have provided as to demonstrate competency.

Access to your personal student records is available upon written request to the Warner Institute Course and Student Support team to: admin@warnerinstitute.com.au.

You may contact Warner Institute to discuss a suitable time to view your student file. You will only be granted access to your student file after your identity has been sufficiently confirmed including but not limited to producing photo ID.

Your access to your student file will be granted only once written notification is received and the Warner Institute Manager, Education Delivery & Student Success has validated your identification. Access shall be provided within 5 business days of confirming your identification and only at Warner Institute's office.

Information that may be accessed includes your participation and progress, assessments, personal details, and any relevant details of your enrolment that Warner Institute has collected;

18.11 Further Information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <https://www.vic.gov.au/departments-of-education-privacy-policy>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <https://www.usi.gov.au/about-us/privacy>.



18.12 National VET Privacy Notice

Under the Data Provision Requirements 2012, Warner Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by Warner Institute for statistical, administrative, regulatory and research purposes. Warner Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts,
- facilitating statistics and research relating to education, including surveys and data linkage,
- pre-populating RTO student enrolment forms,
- understanding how the VET market operates, for policy, workforce planning and consumer information, and
- administering VET, including Course administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to www.ncver.edu.au/privacy



19.0 Industry requirements



Depending on your Course and its structure, there may be industry requirements that you are required to meet.

Some requirements are mandated by the Federal or State Government.

Some are applied at the discretion of the Employer/ Placement Provider.

If your Course involves supervised practical placement, you will need to be able to demonstrate that you meet all industry requirements - before you enrol.

This is to ensure, to the best of our ability, that you will be able to satisfactorily meet all requirements of your Course and complete your chosen qualification.

19.1 Screening Checks

Some common screening checks include:

- Police Check (VIC)
- Working With Children Check (VIC)(SA)
- NDIS Worker Screening Check (VIC)(SA)
- Aged Care Sector Employment check (SA)
- Vulnerable person related employment check (SA)

The Placement Provider may request that your police check has been conducted in the current calendar year.

19.2 Vaccinations

State Governments differ in their approach to mandatory vaccinations, and so do Employers.

You may be asked for evidence of the following (not limited to the below)

- COVID-19 booster (VIC)(SA)
- Influenza vaccination (VIC)(SA)
- Standard Dept of Health vaccinations (SA)

If you have a medical exemption, we will ask you to provide evidence of this (for us to provide the Placement Provider).

20.0 Victorian Students

20.1 Eligibility for Funding

In Victoria, your eligibility for funding is determined based on your citizenship/ residency/ visa status and any other current studies you are undertaking.

We are also required to undertake a Pre-Training Review prior to confirming your funding.

You can see the detail in relation to specific funding eligibility requirements at <https://www.warnerinstitute.com.au/fees-and-funding>

20.2 Is the Course Suitable and Appropriate for you?

After we confirm your eligibility for funding, the Pre-Training Review confirms that the Course you are applying to enrol in is the most suitable and appropriate Course for you.

The Pre-Training Review includes, among other things:

- your career and personal goals,
- the likely learning and career outcomes from the Course,
- the delivery mode (Face-to-Face or interactive online).

The Language, Literacy and Numeracy Assessment helps us to make sure we've set up any Learning Supports for you before you start, so that you're set up for success from Day 1.

If we think you might benefit from tutoring or another Course first, we'll talk to you about that too.



21.0 South Australian Students



21.1 Eligibility for Funding

In South Australia, your eligibility for funding is determined based on three separate areas - called an Upfront Assessment of Needs:

1. Your citizenship/ residency/ visa status and any other current studies you are undertaking
2. Your Suitability and Support Needs Assessment
3. Your Reading, Numeracy and Writing skills

You can find out more about the Skills SA Upfront Assessment of needs at <https://mytraining.skills.sa.gov.au/training/get-started/support-from-the-start#upfront-assessment>

21.2 Suitability and Support Needs Assessment

This assessment is designed to ensure you're confident that the Course is the right one for you:

- Do the learning and career outcomes align with your goals?
- Will the study expectations fit in to your life?
- Are there supports that could benefit you?

21.3 Reading, Writing and Numeracy Assessment

These online assessments are designed to identify if there are any ways where you could benefit from extra training, tutoring or other support before you start this Course, or to help you as you progress through the Course.

21.4 Success and Wellbeing Services

Success and Wellbeing Services offers free confidential support to get you back on track and bring your goals within reach, whatever life throws your way.

Our Success and Wellbeing Services are delivered by an experienced and dedicated Success and Wellbeing Coach.

What you discuss with your Success and Wellbeing Coach is kept private and confidential.



Supported by
**Government of
South Australia**

22.0 Crisis and General Support Agencies



Disclaimer: We do not endorse these agencies nor are we partnered with them.

Alcohol & Drug Service : 1800 888 236

Beyond Blue : 1300 224 636

Centrelink Australian Apprenticeships/Trainee Line : 133 633

Centrelink: Employment Services : 132 850

Centrelink: Multilingual Phone Service : 131 202

Centrelink: Student Services : 132 490

Child Abuse Prevention Services (CAPS) : 1800 688 009

Foundation Skills Provider : Contact your local Adult Community Centre

Lifeline : 13 11 14

MensLine : 1300 789 978

National Aboriginal & Torres Strait Islander Legal Services : natsilssecretariat@alsnswact.org.au

Reading Writing Hotline : 1300 655 506

Suicide Help Line Victoria : 1300 651 251

Victorian Equal Opportunity and Human Rights Commission : 1300 292 153

Victorian Legal Aid : 1300 792 387

Wage Inspectorate Victoria : 1800 287 287

WIRE: Women's Information and Referral : 1300 134 130

It's OK if you have questions, please **contact us for the answers that you need** on ph: 03 9555 9100





Since 2005, we've supported organisations to build their teams to confidently support their clients and community, and we've supported our students to gain the qualifications they need so that they can take the 'next step' in their lives.

My passion for training that results in workplace change, led to the research and starting of Warner Institute. The development of our Reason for Being and then the Warner Institute Whole Person Learning Model have become the driving force for everything we do.

Our unique Whole Person Learning Model understands that each person is unique and learns differently. It is designed so that students grow in self awareness, confidence & resilience, becoming empowered to deliver their new best practice skills and knowledge

learned as part of their Courses. With our support, they apply this in their workplace until it embeds their every day practice.

I really appreciate the success stories of our graduates and the Warner Institute Alumni. So many stories demonstrate how our students new learnings have improved their lives and their clients lives.

Many of our students start out anxious and unsure about their capability to study. Post study they are now empowered in so many ways and it brings joy to our team to see their new found confidence as they graduate.

This continually reinforces to me, the value of driving our business decisions based on our Reason for Being.

