



STUDENT HANDBOOK



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Welcome to WAYS Youth Training (RTO90114)

Welcome to WAYS Youth Training (WYT) - a youth specialist registered training organisation providing nationally accredited training as part of Waverley Action for Youth Services Inc. WYT is registered for Vocational Education and Training with the Australian Skills Quality Authority (ASQA) and meets the Australian Quality Training Framework Standards (AQF standards).

Our aim as a training team is to equip you with the knowledge and skills you need to become competent in your field of study and work. It is important to read this handbook carefully as it tells you what you can expect from the training we provide and what WAYS expects of you so that you can make the most of the training provided.

WAYS is a community based non-government organisation whose mission is to work with young people aged 9-24 years to create pathways to the future. This is achieved through a “one-stop shop” integrated model of service delivery providing services, helpful staff, programmes, activities and practical assistance. Our vision is a community of young people who are aware, informed, and able to make healthy lifestyle choices about their education and vocational options; recreational activities; health and wellbeing in order to create pathways to their future.

Please note that the information, policies and procedures in this student handbook are subject to change. WAYS will notify you of these as they arise.



Message from the WAYS Youth Training RTO Manager

Dear Students,

Thank you for choosing to do your study and training with WAYS Youth Training. I think you will gain a lot from our staff, the environment we provide and the opportunity you will experience learning with your peers.

Many of you will know WAYS as a one-stop shop – the place where many of the needs and concerns you have can be helped. The addition of the training team is part of our plan to be able to keep responding to the various needs and concerns you tell us about concerning your employment and training needs. I hope you enjoy your training experience at WAYS and I am sure you can look forward to a real opportunity to get the help you need to achieve the hopes, dreams and goals that you have for your future.

Enjoy your learning and congratulations, you are now on your way to having a Nationally Recognised Qualification.

RTO Manager

A handwritten signature in black ink, appearing to be 'John', written in a cursive style.



Pre-Enrolment Requirements: Smart & Skilled Student Eligibility Criteria

(Except Smart & Skilled Entitlement Apprenticeships and Traineeships Program)

Information about training courses, traineeships and enrolments can also be requested or downloaded from our website: www.ways.org.au

Many of you will know WAYS as a one-stop shop – the place where many of the needs and concerns you have can be helped. The addition:

In order to qualify for Smart & Skilled enrolment students & trainees need to:

1. Be aged 15 years or older for students attending for students attending classroom based learning and be between 15 and 29 years for trainees completing employment based traineeships
2. Complete a language, numeracy and literacy screening if you left school before completing Year 10 to ensure the course of study is suitable to your current level of ability
3. Complete the Pre-Enrolment Procedure. (See below).
 - a. Meeting both a WAYS support worker and one of the trainers.
 - b. During this process, students complete an assessment to reveal any difficulties with foundation skills in Language, Literacy and Numeracy.

Depending on the outcome, a student is given added support. This can include – one on one tuition, extra exercises directed at building competency in that area, and training competencies in foundation skills

- c. Options to be assessed verbally instead of by written exercises can be arranged. Trainers and assessors write notes
 - d. A student is also given access to support workers within WAYS Youth & Family to further assist with any barriers to them successfully completing their training
 - e. A student is given an individual introduction to WAYS Youth Training through the WAYS student handbook. Policy and procedures, including complaints procedure, values, legal obligations to equity and access. Confidentiality, boundaries and expectation of both WYT and student are covered in discussion.
 - f. A student is made aware of the process for Recognition of Prior Learning (RPL) for future reference, as well as being encouraged to apply if they are eligible
 - g. The requirements of the training program, including class times, units of competency and their assessment processes, complaints procedures, delivery options, entitlements to fee relief and discussed.
 - h. Students keep the handbook and are given a list of the Units of competency/Qualification they are being trained and assessed in.
- Completing an enrolment form before commencing classes. This form can be sent in prior to the meeting by email to training@ways.org.au or by mail to WAYS Youth Training at Tiffany Plaza, 422 Oxford Street Bondi Junction NSW 2022 or by fax to 02 9387 6755.



Your enrolment is complete when you receive confirmation from the Training Team that you are enrolled. The timing of this will be discussed with you at enrollment.

Your enrolment on a traineeship includes the completion of a

- Enrolment form with an Australian Apprenticeship Centre which WAYS will help you with
- Training plan: A training plan includes details about WAYS Youth Training (RTO 90114) and contact details for the Trainer or Assessors; employers details including contact, address and telephone number, the duration of the traineeship and the competencies you will be completing during your traineeship. Remember: your employer and the WAYS Youth Training representative must sign that you have completed the training plan at the end.

Your enrolment is completed when you receive confirmation from the Training Team and the Apprenticeship Centre that your enrolment is complete.

Prerequisites (basic things)

Prerequisites exist for some certificate courses, and these are listed in the course description information. These may be

- Possession of appropriate licenses
- Certain experiences; or
- Completion of one or more units

4. All other applicants need to:

1. Be above the age of 18 years of age
2. Complete an enrolment form



Conditions of Enrolment

WAYS Youth Training agrees to provide access to available enrolment positions for all young people who have the relevant skills, experience, and ability to satisfactorily meet enrolment requirements under the smart and skilled contract and for behaviour, safety, course/qualification pre-requisites, payment of fees, and the ability to comply with WAYS Youth Training policies. WAYS Youth Training will not enroll young people in courses, which in the opinion of WAYS Youth Training staff, would be too difficult or impossible for them to succeed in. WAYS Youth Training will consider termination of a student's or trainee's enrolment if they:

- Do not comply with safety procedures including the wearing of appropriate clothing (Personal Protective Equipment) for a given workplace when training occurs in an on the job or simulated workplace situation
- Fail to attend and complete training sessions and competencies to a minimum level set for competence
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with WYT including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate)
- Have provided false or misleading information
- Commit an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the wellbeing of other students, other persons, themselves or WYT and staff members
- Do not comply with the confidentiality rights of another person/s

Attendance

To successfully complete your course, it is expected that you will attend scheduled classes. Not attending classes means that you will fall behind in your work. If for any reason you cannot attend class, please contact student support or your trainer as soon as possible. Student support can be contacted on 02 9388 9455 or training@ways.org.au.

If you miss more than three sessions, the RTO Manager will meet with you to discuss any support you may need to get you back on track.

Assessment

All assessments conducted by WAYS Youth Training will comply with assessment guidelines for Nationally Endorsed Training packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments, course activities and observation but are flexible and at the trainer's discretion in some courses provided they meet the AQTF guidelines and minimum



requirements for competency in the specific course. Flexible delivery allows students to learn at their own pace and under varying conditions, which best suit an individual's situation.

There is also flexibility in assessment practices if the students have language, literacy or numeracy (LLN) issues. For example, competency can be assessed by verbal questions and answers rather than written responses.

These arrangements are made between the student and the trainer and/or assessor. Students have the option to ask for this flexibility.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on the course) in the assessment process are:

- Personal presentation appropriate to the environment and attendance
- Verbal and non-verbal communication
- Problem solving e.g. learning to learn, decision-making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organise own schedules to achieve goals

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- Working with others in teams
- organize own schedules to achieve goals

Assessment guidelines

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or programme, however WAYS Youth Training may allow for further assessment opportunities where it feels there are special circumstances that are negatively impacting on the outcome of assessment, or where the student presents a case that WAYS Youth Training feels is valid. In such circumstances, WAYS Youth Training may seek assistance from an outside source (counsellor, case manager etc.) and will record the process for reporting to Registering Authority.

Where students have been assessed three times and are still Not Yet Competent (NYC), WAYS Youth Training may refuse further assessment – most especially if they believe there is little chance of the student becoming Competent.

Appeals procedures for assessment - Policy for Reassessment

In the instance that a reassessment is required or requested, the student shall inform in writing the Training Manager that they wish to be re-assessed. In this event the following will apply:

1. Initial re-assessment shall be undertaken by the trainer/assessor who undertook the original assessment.
2. The student will again be supplied with information that relates to the assessment – i.e. the details of the assessment process and what the expected outcomes will be.
3. The outcome will be supplied to the student within 48 hours of the re-assessment.

In the instance that the student wishes for a third-party assessor, WAYS Youth Training will offer the services of an alternative assessor and repeat Points 2 and 3 above.

A student can make a complaint to ASQA (Australian Skills Quality Authority www.asqa.gov.au).

Recognition of Prior Learning (RPL)

In some situations, students can apply for RPL if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. WAYS Youth Training will offer RPL for all units where there is evidence to support the RPL application. Please talk with the Training Manager who will guide you through the RPL Kit.

Credit Transfer (CT)

This process is available automatically to those who have documented evidence of achievement in the relevant competency or course.



Recognition of Qualifications Issued by other RTOs

Nationally endorsed Training Packages and Australian Qualifications Framework (AQF) accredited courses are subject to mutual recognition. All states and territories have agreed to recognize the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. This ensures mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

Australian Quality Training Framework Standards for Registered Training Organisations covers Australian Qualifications and Statements of Attainment issued by other Registered

Training Organisations and enables individuals to receive national recognition of the achievements.

Orientation

All participants will be taken through an orientation programme about the course of study prior to and on the first day of training. This includes information and guidance about the course and how WAYS Youth Training works.

Code of Practice

WAYS Youth Training (WYT) is dedicated to the provision of quality training that meets the primary requirements of the learner and industry. To this end, WYT has adopted the following code of practice:

1. All courses will be reviewed regularly and updated to ensure that the course content remains up to date with industry standards and requirements
2. All courses will be marketed ethically, accurately and professionally
3. All courses will be delivered to ensure the developmental needs of young people are in the foreground of delivery models, personnel selection and behaviour management
4. Collection and use of student information will meet NSW state regulations concerning the collection and use of information and privacy legislation
5. The training interests, safety and welfare of students is our priority
6. Instructors, trainers and assessors will meet the minimum human resource requirements of the Accreditation Council or as specified by the relevant syllabus and WAYS policies and procedures
7. Students and trainees are assured that the requirements of courses can be implemented
8. All training will be delivered and assessed in accordance with the stated and implied standards
9. Fees paid by students are safeguarded through provision of a refund policy that is fair and equitable and available on our website
10. Students and trainees will be provided with a copy of the WAYS Youth Training client complaint and grievance policy and encouragement to use it to resolve difficulties and concerns. This includes guidance about who to contact if the concern/complaint cannot be resolved internally
11. Prior to enrolment in a training course with WAYS Youth Training all students will be made aware of:
 - a. Enrolment requirements and the refund policy
 - b. Student and trainees' rights and responsibilities
 - c. Total costs/fees to the student, if applicable

- d. The type of certification to be issued on successful completion or partial completion of a course
 - e. The units and competencies to be achieved by students including assessment procedures
 - f. Arrangements for recognition of prior learning(RPL) and current competency
 - g. Grievance and appeal procedures
 - h. Facilities, equipment and other support services available as required
12. Students and trainees can have access to materials in the student file that relates to their personal training and assessment record as undertaken by WAYS Youth Training accredited trainers and assessors. Access to these materials is upon request to the Training Manager or delegated officer. Access by third parties to
13. student files can only be approved the Training Manager when authorization from the student is provided on the consent to release information form.

Student & trainees' responsibilities and rights

WAYS Youth & Family believes that good service delivery must be underpinned by practices that respect students/trainees rights and responsibilities.¹ Service delivery will occur in classroom settings either in person, online or mixed mode.

As a WAYS Youth Training STUDENT & TRAINEE you have the following Rights:

- Be treated with dignity and respect, in a non-judgmental way and with a positive and empathic approach
- Be kept safe from violence, threats of violence, discrimination and all forms of harassment
- Have access to an interpreter if English is not your first language
- Access to your student file following a written request to the manager
- To know that every WAYS employee is a mandatory reporter to Department of Communities and Justice (DCJ)
- Be given information that can be clearly understood and to ask questions
- Confidentiality and to have the limits of confidentiality explained
- To know when you are enrolled on a traineeship when the WAYS Youth Training representative will be visiting you at your place of employment
- To know that data about students is collected for compliance purposes
- Choose to refuse training
- Have access to a complaint's procedure
- To make a complaint if you are not satisfied with the service. If the student is not able to speak to a staff member directly, then they are encouraged in the first instance to call the RTO Manager on 0410045418 or send an email to peter@ways.org.au or contact the NSW Ombudsman office 9286 1000
- To receive regular and personalised contact with your trainer and be supported in your learning journey

¹ Adapted from the WAYS Client Rights and Responsibilities
WAYS Youth Training | Student Handbook



- To be informed and your permission sought in the recording or downloading of any online meetings²

As a WAYS Youth Training STUDENT & TRAINEE you have the following Responsibilities:

- To conduct yourself in an appropriate way so as to not interfere with the wellbeing or rights of others while on WAYS premises or engaging in online learning
- To maintain a safe environment free from violence, threats of violence, physical contact, discrimination and all forms of harassment
- Treat all WAYS staff with dignity and respect
- Accept there are consequences for behaviour that is deemed to be unacceptable
- To attend scheduled training, otherwise notify a staff member as soon as possible. This is to ensure that the best possible service is provided
- Not to make false accusations against the staff and patrons of WAYS services
- To complete all course work, that is your own work, in the timeframes stipulated by the trainer and RTO manager

Feedback, Participation and Communication

WAYS Youth Training encourages an ongoing policy of open communication, participation and will ask for feedback and dialogue to assist with meeting student's needs and concerns as well as for ongoing improvement of WAYS Youth Training courses and services.

WAYS Youth Training will seek your opinion, satisfaction and or other views about the services provided through satisfaction surveys, suggestion boxes, and focus groups held from time to time with the WAYS Youth Advisory Committee. Students are encouraged to participate in these forums and/or give direct feedback to trainers and WAYS Youth Training staff.

WAYS Youth Training will analyse and utilize this feedback and communication to review policies, procedures and to make continuous improvements to service delivery.

The Department do conduct Student Smart & Skilled Student Surveys four (4) times throughout the lifetime of your course. You are invited to complete these surveys.

It is imperative that once you have received these surveys to complete them upon receipt and email them back as soon as possible.

- 1st Survey: One (1) week after your official enrolment into the course
- 2nd Survey: After you have completed 2 modules of your course
- 3rd Survey: After you have completed/withdrawn/deferred from your course
- 4th Survey: Four (4) months after you have completed/withdrawn/deferred from your course

² Adapted from the WAYS Youth Training Online Learning Policy and Procedure
WAYS Youth Training | Student Handbook



Equal Opportunity³

All admissions to WAYS Youth Training courses are based on Smart and skilled selection criteria, however, we won't discriminate based on gender, sexual orientation, ethnicity, religion, or personal beliefs, unless there is a reasonable argument for non-enrolment on the grounds of safety, capacity to undertake the work, or a position held is in opposition to the laws of the land or the WAYS code of conduct.

Applicants will be assessed on their:

- Successfully meeting course pre-requisites including appropriate qualifications and experience
- Demonstrated capacity and willingness to abide by the WAYS Youth Training client rights and responsibilities.
- Ability and willingness to undertake the course in a manner that encourages a fair, safe, and enjoyable learning environment

Anti Discrimination⁴

WAYS Youth & Family's policy does not allow for the discrimination of an individual because of their sex, sexual orientation, religion, culture, political beliefs, disability or personal background providing it has no direct, reasonable and legal bearing on the performance of the position, safety or the wellbeing of the applicants or other students.

All persons will be treated fairly and have their application considered on the basis of its merits.

Confidentiality and the law.

WAYS Youth Training will collect, hold, use and disclose your information in accordance with the Privacy Act 1988 (Cth) and WAYS Youth Training policies and procedures. We do this by ensuring all students are given a consent to use and disclosure of personal information form.

WAYS Youth Training will not disclose the personal details of its employees/students/contractors or associates except as they give permission, or to meet legislative or compliance standards set by regulatory authorities or other persons empowered under WAYS Youth Training employees, contractors may have access at any reasonable time to any record pertaining to their personal details kept by Waverley Action for Youth Services.

WAYS Youth Training employees, contractors are bound by the WAYS Code of Conduct and Confidentiality policies which requires they not disclose any information about WAYS, co-workers, students, contractors or associates to any unauthorized individual.

³ REF COMMONWEALTH HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION ACT

⁴ (COMMONWEALTH LEGISLATION: DISABILITY, RACIAL, SEX, & AGE DISCRIMINATION ACTS AND STATE LEGISLATION: ANTI DISCRIMINATION, DISABILITY SERVICES ACT AND ETHNIC AFFAIRS AMMENDMENT)



Disciplinary Procedures

Where students are in breach of WAYS Youth Training policy, state or territory legislation, are disruptive, rude, unsafe, or fail to meet standards of good behaviour, WYT will take steps to address the situation.

Depending on the nature and severity of the breach, WAYS Youth Training will follow organisational policy concerning assessment, critical incident reporting, understanding and managing challenging behaviours, behaviour management, and client complaint and dispute resolution procedures. It is WAYS policy that staff are not trained in the practice of restraint.

Where the breach is more serious or is unable to be resolved WAYS Youth Training may seek to apply sanction, suspension, or expulsion to the student, or where relevant refer the matter to more appropriate authorities or authorized bodies. All such action will be recorded with written outcomes supplied to students involved including reporting through the Work, Health and Safety group within the organisation.

What does this all mean: If you do not comply with your responsibilities:

Step One: You will be asked to use your skills and abilities to comply

Step Two: If the unacceptable behavior continues, you will receive a verbal warning from the Trainer or Tutor or Senior staff member at the training site

Step Three: If the unacceptable behavior continues, you will be asked to leave for the day and make arrangements to discuss your return with the Training Manager

Step Four: Your return will be dependent on your willingness to comply; this is likely to be supported by a written warning.

Step Five: If the unacceptable behavior continues, you will be suspending from training.

Step Six: To have the suspension lifted, you will need to meet with the Training Manager

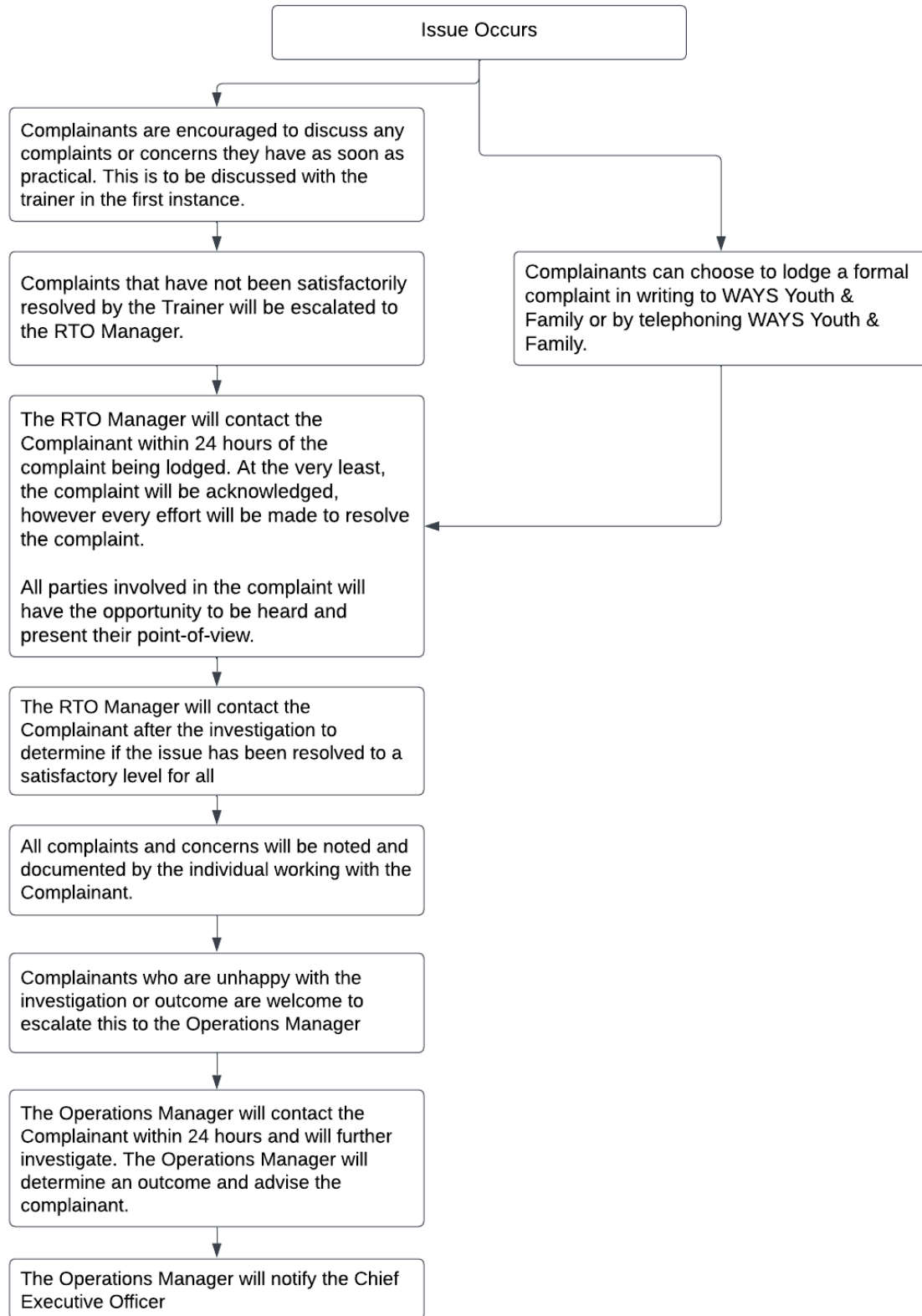
Complaints and appeals procedures

WAYS Youth Training takes all complaints seriously and enrolled students can use the following process as necessary. Students may complain verbally or in writing and will have access to a process for resolution.

The process will embrace principles of fairness, impartiality, natural justice and procedural fairness, and early resolution (close to the source) in the handling of a complaint or appeal.

The following diagram⁵ describes the WAYS Youth Training client complaint and dispute resolution process:

⁵ Adapted for the RTO from the WAYS Client Complaints and Dispute Resolution Policy
WAYS Youth Training | Student Handbook





WAYS POLICES AND PROCEDURES ENSURE:

- Each complaint, appeal and its outcomes are recorded in writing
- Each appeal is heard by an independent person or panel and
- Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

Training Fees and Costs

All costs associated with enrolment in a course are explained at the point of enrolment. Full payment is to be made at the time of enrolment. All fees quoted are GST inclusive and includes a non-refundable administration fee.

Fee Structure

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of WAYS Youth Training to assist individuals, secure contracts or to comply with the requirements of Commonwealth or State/Territory Government contracts

In programmes funded by Government Authorities, student charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs is provided as an attachment to this information.

Fees paid in advance

WAYS Youth Training will ensure that fees paid in advance of course delivery shall be protected until such time as delivery has commenced.

A notification of enrolment invoice will be raised upon enrolment into our courses and a fee will be determined regarding your personal circumstances. If there is a gap/ff that is not covered under the Smart & Skilled Student Eligibility Policy. That gap/fee will need to be paid before you are successfully enrolled and accepted into the course.

Refund Policy

Applications for refunds should be lodged by applying writing to the Training Manager at least 5 days prior to the commencement of a course.

If a refund is requested five (5) working days before the course, a full refund –less an administration fee will be given where applicable.

Once a course has commenced, no refund will be given unless the student can provide a medical certificate and/or show personal hardship. In these situations, fees may be refunded on a pro rata basis, less the administration fee where applicable.

Should WAYS Youth Training cancel a course, students will be entitled to a full refund.



All refunds have to be approved by the Training Coordinator.

NB: If a student is funded, refunds will only be paid to the person or organisation sponsoring the student

Course support – all students and trainees

Students are encouraged throughout the duration of the course to talk with training staff to discuss any issue regarding their training. Training staff will be motivated to problem solve issues of concern early. If additional support beyond what the training staff can provide is needed, WAYS Youth & Family can provide additional services:

- Counselling and case management referrals
- Language, numeracy and literacy support services
- Youth General Practitioner (GP), Optometrist and Sexual Health clinic
- Dental and acupuncture and stress management
- Accommodation, welfare assistance and referral
- Legal help and referral

For students- Classroom delivery

PRACTICAL THINGS

Skylarking, practical jokes, pranks and initiations are prohibited.

USE OF WAYS LAPTOPS

If you do not have access to a laptop. WAYS Youth Training will supply you with a laptop to be used on our premises. The WAYS laptop is not to be taken home or removed from our premises.

You may be issued with a USB to save all your work.

Under no circumstances is a WAYS laptop to be removed from our premises and taken home. If you require the use of a WAYS laptop you will be required to sign for the laptop and sign when you return it at the end of each class.

If a WAYS laptop is taken off the premises, you will be charged for the full price of the laptop.

If the WAY laptop is damaged whilst it is in your care, you will be charged for the full price of the laptop.

SMOKING

Smoking is not permitted inside any WAYS Youth Training offices and training rooms. Nor are WAYS students permitted to smoke on the ramp. Smoking down the bottom of the ramp is permitted.

DRESS CODE

Your dress needs to be neat and tidy at all times and should comply with WHS requirements. Remember the training is to help you get a job. All jobs have dress requirements.

FOOD AND DRINK



No food or drinks are to be eaten near computers.

HOUSEKEEPING

Your work areas must be kept tidy and left tidy at the conclusion of the training session. Books, training materials must be stored away at the end of the training session.

USING EMAIL AND INTERNET

All communication services, that is telephones, computers, access to email and the internet, are the property of WAYS Youth & Family. The internet is provided to search for job prospects and for work/training related information only. Access for personal use needs to happen during designated times. Please be aware that WAYS has the right to access any of your communications that you undertake from WAYS Youth & Family equipment, this includes web browsers and servers.

You are asked not to use the internet or email to download pornographic material, games, music, jokes. If you breach this rule, you will be asked to leave the building for day. Repeated misuse of the internet or email may result in the cancellation of your enrolment with WAYS Youth Training.

Online delivery

All materials and equipment provided to you by WAYS Youth Training remain the property of WAYS Youth & Family. Any damages to equipment or materials will be the responsibility of the student.

You are asked not to use the internet or email to download pornographic material, games, music, jokes. If you breach this rule, consequences may include suspension from the course and the return of equipment and materials to WAYS Youth & Family. Repeated misuse of the internet or email may result in the cancellation of your enrolment with WAYS Youth Training.

Fire, Emergency and Evacuation

Fire and evacuation procedures are specific and displayed in each building. The trainer will show you the evacuation procedures at the commencement of a course.

A WAYS Fire Warden will supervise fire evacuation if required.

For online delivery, adherence to Work Health and Safety Standards by students is required including but not limited to:

- Use of ergonomic equipment
- No drinks or food near WAYS equipment or materials
- Regular breaks from the computer

The trainer will show you the WHS procedures at the commencement of your online course.

Privacy Disclaimer

WAYS Youth Training collects information on students as part of the Australian Quality Training Framework and the State Government requirements. Only authorized WAYS Youth Training staff has access to this information.



Your personal information will not be disclosed to any other third party without your consent, unless authorized or required by law, in accordance with the PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998.

Training Location:

WAYS Youth & Family
Tiffany Plaza
422 Oxford Street
Bondi Junction NSW 2022
Ph: 02 9388 9455

Head Office:

The Russell King Building
WAYS Youth & Family
63a Wairoa Avenue
Bondi NSW 2026