

Student Handbook

Everything you need for your time at WAYS Youth Training

Your future, your way.

Education, wellbeing, and pathways to work.

For students enrolled at WAYS Youth Training (RTO 90114). Version 1.0, issued 10 May 2026.

Welcome

Welcome to WAYS Youth Training. You're joining an organisation that has worked with young people in our community since 1981 — and that's the spirit we bring to your study. The qualification you're working towards is nationally recognised and rigorously assessed. Alongside that, you've joined a place that cares about how you're going beyond the classroom.

This handbook is your reference. It covers everything you'll want to know — what we expect, what we provide, how things work, who to talk to. Keep it handy. We'll also keep an updated version available on Moodle.

Contents

1. About WAYS Youth Training
2. Your enrolment
3. Your rights and responsibilities
4. Code of conduct
5. Attendance and participation
6. Assessment
7. Placement (where applicable)
8. Support services
9. Fees and refunds
10. Complaints and appeals
11. Privacy
12. Workplace health and safety
13. Technology and Moodle
14. Communication
15. Graduation and after
16. Contact directory

1. About WAYS Youth Training

WAYS Youth Training is the RTO arm of WAYS Youth & Family, operating since 1981. We are RTO 90114 on the National Register of VET, and an approved Smart & Skilled provider in NSW.

Our mission, simply: education, wellbeing, and pathways to work.

Our trainers

- Amalia Atteya — Cert III ECEC (CHC30121)
- Trish Dable — Cert II Community Services (CHC22015) and Cert IV Community Services (CHC42021)

- Alfred Asirvadham — Cert III Business (BSB30120) and RTO Manager

Our campus

178A Bondi Road, Bondi Junction. Accessible by bus and within walking distance of Bondi Junction station. Classrooms, breakout spaces, and the WAYS Wellness Centre are all on site.

2. Your enrolment

Confirming your place

When you enrol, we collect your details, verify your USI, run the Smart & Skilled Provider Calculator (if applicable), generate your Notification of Enrolment to the Department, prepare your Training Plan, and walk you through this Student Handbook.

Recognition of Prior Learning (RPL)

If you have skills and knowledge that match a unit of competency from work, life, or volunteer experience — through assessment of your evidence rather than re-delivery — you may be eligible for RPL. Talk to your trainer.

Credit Transfer (CT)

If you've already completed a unit of competency at another RTO with a matching code, we accept the result without re-assessment. Bring your transcript or USI history.

3. Your rights and responsibilities

What you can expect from WAYS

- Quality training delivered by qualified trainers
- Timely and fair assessment with clear feedback
- A respectful, safe, and inclusive learning environment
- Access to learner support services
- Information you need before, during, and after enrolment — in plain English
- Confidential handling of your personal information

What we expect from you

- Attend regularly and engage with your training
- Submit work on time, or communicate if you can't
- Treat trainers, staff, and other students with respect
- Behave honestly in your assessments (no plagiarism, no cheating)
- Tell us when you need support, and use the supports offered
- Keep your contact details up to date

4. Code of conduct

WAYS Youth Training is a respectful, safe, inclusive place. The code of conduct applies on campus, on placement, online, and in any communication channel that connects students or staff.

What's expected

- Treat everyone — staff, fellow students, placement supervisors — with respect
- No discrimination, harassment, or bullying — including racist, sexist, ableist, homophobic, transphobic, or religious-based behaviour
- No physical violence or threats
- No drugs or alcohol on campus or on placement (legal medications excepted)
- Phones on silent during class; no recording of class without consent

- Online interactions held to the same standard as face-to-face

Consequences

Breaches are addressed proportionately — from a conversation with your trainer for minor matters, through to enrolment termination for serious breaches. Serious matters (violence, criminal conduct, sexual misconduct) are reported to police where appropriate. The Complaints and Appeals Process applies if you wish to challenge a decision.

5. Attendance and participation

We expect you to attend regularly. Some qualifications have specific attendance requirements (placement units in particular). If you're going to be absent, let your trainer know. If you miss multiple sessions without contact, your trainer will follow up — and we'll connect you with support if there's something getting in the way.

Persistent non-attendance without engagement may lead to enrolment review. We'd much rather understand what's going on and work with you to keep you in the course.

6. Assessment

Methods

- Knowledge questions and written assignments
- Projects and case studies
- Practical demonstrations
- Workplace observation or placement evidence (where applicable)
- Portfolios for RPL

Submitting work

Each unit has submission deadlines set by your trainer at the start of the unit (typically 3-6 weeks). Submit through Moodle or in class. If you need an extension, ask before the deadline.

Outcomes

Your trainer will give you written feedback on every assessment. Outcome codes:

- Competent (C) — you've met the unit requirements
- Not Yet Competent (NYC) — you haven't met all requirements; you'll be given resubmission opportunities
- Recognition of Prior Learning (RPL) granted
- Credit Transfer (CT) granted

Resubmission

If your work is assessed Not Yet Competent, you typically receive up to two further attempts to demonstrate competence, with feedback to address the gap. After that, the unit is finalised as NYC.

Reasonable adjustments

If you have a disability, learning difference, or other circumstance that affects how you can demonstrate your knowledge, talk to your trainer about reasonable adjustments. Adjustments don't lower the standard — they change how it's measured.

Academic integrity

Submit work that is your own. If you use AI tools, sources, or other people's ideas, cite them. Plagiarism — submitting someone else's work as your own — is a serious matter and may result in the work being assessed Not Yet Competent or, in repeat or severe cases, enrolment termination.

Appeals

If you disagree with an assessment outcome, you can appeal under the Complaints and Appeals Process. Appeals must be lodged within 10 working days of receiving the result.

7. Placement (where applicable)

If your qualification includes mandatory placement (CHC30121 ECEC requires 160 hours in a regulated 0-5 service), this section applies to you.

Arranging placement

WAYS supports you to find placement through our partner network of long day care, family day care, preschool, and kindergarten services. We arrange the host MOU and confirm scope of work before you start.

Placement conduct

On placement you represent WAYS. The host service's policies apply alongside ours. Wear appropriate clothing, follow workplace health and safety, respect children's and families' privacy, and check in regularly with both your trainer and your workplace supervisor.

WHS on placement

Your placement host has duties under the Work Health and Safety Act 2011. You have duties too — follow safe work practices, raise hazards through the host's processes, and notify WAYS if anything significant happens.

Insurance

Students on placement are covered by WAYS' professional indemnity and public liability insurance for the activities defined in your Training Plan.

Working With Children Check

If your placement is with children (ECEC), you'll need a current Working With Children Check before you start. Apply through the Office of the Children's Guardian — kidsguardian.nsw.gov.au.

8. Support services

WAYS Wellness Centre

Counselling, case management, and wellbeing support for every WAYS student — at no cost. Drop in, ask admin, or speak to your trainer for a referral.

Language, literacy and numeracy

We screen for LLN at enrolment using the Australian Core Skills Framework. If you'd benefit from additional support, we either deliver it in-house or refer to specialist providers.

Disability and learning differences

We make reasonable adjustments — for assessment and for delivery. Talk to your trainer about what would work for you.

Mentoring and case management

Available through WAYS Youth Programs alongside your training.

Career and pathways

Book a one-to-one with the RTO Manager to think through your next step — further study, employment, or both.

9. Fees and refunds

Your fees are set out in your Statement of Fees document, given to you at enrolment. The Refund Policy explains when refunds apply and how to request one. The Smart & Skilled subsidy (if you're eligible) is paid by the NSW Government to WAYS, not to you, and is not refundable to you.

10. Complaints and appeals

If you're unhappy with anything — your training, an assessment outcome, an admin decision, or another student's behaviour — you have the right to raise it. The Complaints and Appeals Process sets out the four-stage path: informal, formal, internal appeal, external review.

Lodging a complaint will not affect your treatment in any way. No student is disadvantaged for raising a complaint in good faith.

11. Privacy

We collect personal information at enrolment to administer your training and meet our regulatory obligations. We share it only with:

- NCVER (National Centre for Vocational Education Research) for AVETMISS reporting — required by the National VET Data Policy
- Training Services NSW for Smart & Skilled administration (if you're a subsidised student)
- ASQA on audit (the VET regulator)
- Service providers we use to deliver your training (e.g., Moodle hosting, USI Registry)

You can access your records on request. Email training@ways.org.au with the request and we'll respond within 28 days.

12. Workplace health and safety

Both on campus and on placement, your safety is taken seriously. WAYS has WHS policies covering hazard identification, incident reporting, and emergency procedures.

If something happens

- Tell your trainer or admin immediately
- We'll provide first aid, contact emergency services if needed, and document the incident
- Workplace incidents on placement are reported through the host's process and to WAYS

Emergency procedures at the campus

Emergency exits are signed throughout the building. The assembly point is communicated at induction. Fire drills are scheduled annually. If you have a specific need (mobility, sensory, communication) please tell us at enrolment so we can plan with you.

13. Technology and Moodle

Moodle is our online learning platform. You'll get a login at enrolment. Through Moodle you can: access learning materials, submit assessments, take diagnostic quizzes, see feedback from your trainer, and message classmates and trainers.

If you don't have a computer at home, ask us — we have devices available on loan and quiet study space on campus. If you need IT help, email admin or speak to your trainer.

14. Communication

How to reach your trainer

Through Moodle direct message (preferred) or by email through your trainer's WAYS address. Trainers respond within 2 working days.

Class group channels

Some cohorts use a class WhatsApp or Teams group. The Code of Conduct applies — same standards as in the room.

Personal emergency

If you have a personal emergency outside class hours, contact admin on (02) 9365 2500 during business hours, or use the WAYS Wellness Centre crisis pathway.

15. Graduation and after

Receiving your qualification

When you complete all units of your qualification, we issue your testamur (the certificate) and your record of results. Issue is within 30 days of completion. We hold a small graduation event each year.

12-month follow-up

After completion, we stay in touch. We check in at 3, 6, 9, and 12 months — to hear how you're going, support you to find or stay in work, and connect you with further study if that's the next step.

Ongoing access

The WAYS Wellness Centre stays available to you as a graduate. The community doesn't end when the course does.

16. Contact directory

RTO Manager	Alfred Asirvadham — alfred.asirvadham@ways.org.au
ECEC trainer	Amalia Atteya — via Moodle / admin
Community Services trainer	Trish Dable — via Moodle / admin
General admin	training@ways.org.au · (02) 9365 2500
Wellness Centre	Drop-in or referral via admin / your trainer

Closing word

Whatever brought you to WAYS Youth Training, we're glad you're here. Use this handbook, ask when you need to, take the support that's offered. Your future is yours to shape — and we're here to help you do it.

Your future, your way.

Document control

Version	1.0
Issue date	10 May 2026
Next review	10 May 2027 or upon regulatory change
Authority	Alfred Asirvadham, RTO Manager, WAYS Youth Training

Waverley Action for Youth Services Inc., trading as WAYS Youth Training · RTO 90114 · 178A Bondi Road, Bondi Junction NSW
2022
(02) 9365 2500 · training@ways.org.au · ways.org.au/rto