

LEARNER INFORMATION

2011

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Portland WorkSkills

Training Organisation ID 4030

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A. Portland WorkSkills – organisational profile

- WorkSkills is an incorporated, not-for-profit organisation managed and operated by a community-based board of management for the benefit of the community and the region.
- Established in 1989, WorkSkills delivers an array of training and employment services to South West Victoria.
- WorkSkills is a Registered Training Organisation, accredited by Skills Victoria and is an accredited provider of Adult, Community and Further Education (ACFE).
- WorkSkills also delivers nationally recognised training through state and federal governments training programs and through fee-for-service training.
- Linkages are maintained with a range of peak bodies and regional organisations to ensure that the organisation is aware of developments and trends in the training and employment services arena. Memberships include Jobs Australia, Far South West Adult and Community Education Providers' Network, Western District Adult & Community Education Managers' Network and the Glenelg and Southern Grampians Local Learning and Employment Network.

B. Code of Practice – Training Services

At all times our priority is to achieve the best outcomes for our stakeholders and clients. We will deliver services to the best of our ability and with adherence to relevant legislation, contracted requirements and service guidelines. **What is fair and reasonable should guide the actions of all stakeholders.**

Portland WorkSkills will:

1. comply with all relevant Australian laws, including privacy, anti-discrimination and Occupational Health & Safety
2. act with honesty, due care and diligence
3. behave ethically and professionally and be openly accountable for our actions
4. treat all clients fairly and with respect
5. consider clients' individual needs and provide value for money
6. ensure that the information we collect about clients is relevant and necessary and is kept confidentially
7. make clients' records available to them via written request
8. communicate accurate information about services we provide
9. ensure that clients are aware of their rights and responsibilities
10. provide feedback to clients about decisions that could affect them
11. have an effective complaints process
12. encourage feedback from clients with the aim of continuous improvement

Our learners will:

1. Respect the rights of all other people who access the services/facilities of WorkSkills', including online services
2. Uphold and encourage application of WorkSkills' Access and Equity policy
3. Behave in ways that contribute to the orderly, effective and safe functioning of WorkSkills including adhering to WorkSkills' OH&S Policy
4. Not negatively impact on the learning environment (including online) for other individuals or groups of learners
5. Comply with attendance requirements of courses and not unreasonably disrupt a class through lack of attendance or non-punctuality
6. Ensure that work submitted for assessment is honestly presented and reference sources are appropriately acknowledged

WorkSkills will not tolerate any anti-social, disruptive or damaging behaviour or any other form of unacceptable conduct.

In response to inappropriate behaviour:

- the learner may be excluded from class for the session, day or course
- the learner's enrolment may be cancelled
- the learner may be requested to make restitution
- the police may be notified

Where a learner is dissatisfied with WorkSkills' treatment of the situation the learner may also have access to WorkSkills' Complaints Policy & Procedures.

C. Access and Equity Policy

All Portland WorkSkills staff, trainers/assessors and clients are to adhere to the principles and practices of access and equity in all education and training services.

Training and education services will be made available to all clients regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support clients where appropriate.

Clients will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services. Where access to service/s is dependent on a selection process, selection will comply with equal opportunity legislation.

WorkSkills does not have the accreditation or funding to provide childcare. Any enquiries in relation to childcare arrangements will be referred to an appropriate community agency.

Complaints procedures have been put in place to ensure any concerns during training or employment placements, are dealt with immediately and appropriately (refer to the Complaints and Appeals Handling Policy & Procedures).

D. Enrolment & Induction

All learners participating in training through Portland WorkSkills must complete an enrolment form. Information is required by organisations receiving government funds and is used to maintain learner training records and for statistical purposes to plan future training opportunities and facilities. In some cases, additional information may be requested to manage disabilities, impairments or long-term conditions as indicated on an enrolment form. Where a third party has a vested interest in a learner's enrolment (eg. fees are paid by the third party), relevant enrolment and attendance information may be provided to the third party. All other information about learners will only be used for the intended purposes and will not be disclosed to other parties unless permission has been sought from the learner. All staff will respect learner's privacy and maintain confidentiality as required under privacy legislation. Where a learner chooses to not fully complete an enrolment form, Portland WorkSkills may be unable to provide the services they seek.

Enrolments are confirmed upon completion of the enrolment form and receipt of fees. Furthermore, regular attendance in scheduled classes, or regular contact with trainer/coordinator, is required to maintain the enrolment. Where unsatisfactory attendance/engagement is evident, a learner will be considered to have withdrawn and their enrolment cancelled.

E. Fees & Charges Policy (2011)

1. Enrolment & Fees

All learners must complete an Enrolment Form. Enrolments are confirmed only upon payment of fees, which must be paid (or arrangements for payment made) prior to commencement of the course. Itemised costs will be provided.

2. Invoices

Where a learner makes arrangement for another entity to pay for the course, an Authority to Invoice must be completed before the commencement of the course. An invoice will subsequently be sent to the nominated entity.

3. Tuition Fees – Government Funded Training Programs

Tuition fees are charged as per the 2011 Tuition Fee Schedule.

| Course Category | SCH rate | Minimum tuition fee | Maximum tuition fee |
|------------------------------------|-----------------|----------------------------|----------------------------|
| Foundation skills | \$1.08 | \$50 | \$500 |
| Skills creation (Cert I & II) | \$1.51 | \$105 | \$875 |
| Skills building (Cert III & IV) | \$1.84 | \$187.50 | \$1,250 |

For additional information visit <http://www.skills.vic.gov.au/get-training/fees>

4. Tuition Fees – Fee for Service

Portland WorkSkills will advise prospective learners of the cost of Fee for Service courses before the commencement of the course. Usually the fees will be a total course cost ie. materials and amenities will be included in the course cost. Concessions are not available on Fee for Service courses, however prospective learners may apply for Fee Exemption/Concession (see 8 below).

5. Materials and Amenities Fees

Course fees may include materials and/or amenities fees. These are compulsory non-academic fees. The amount charged is dependent on several factors including

- Materials supplied
- Resources and facilities needed for the class/classes
- Additional course costs eg. travel expenses, activities
- Other costs incurred by WorkSkills to hold the class

Any Materials and/or Amenities Fees will be advised prior to enrolment.

6. Fee Concessions for Learners holding a Valid Concession Card

Where a learner holds a valid concession card, the learner will be eligible for the concession tuition rate in government-funded courses. Concessions do not apply if the learner's tuition contribution is being met by a Commonwealth Government Agency or as part of a Commonwealth program initiative. For example, if the course tuition fee is being paid for by a Job Services Australia agency, the full tuition fee will apply.

7. Concessions

- Health Care Card holders
- Pensioner Concession Card holders
- Veterans Gold Card holders
- Indigenous students

8. Fee Exemption/Concession for Learners Facing Financial Hardship

A form, “Application for Fee Concession/Exemption”, is available for learners facing financial hardship. After submitting the application, the request will be assessed and a decision communicated to the learner. A concession or exemption of tuition fees and/or materials and amenities fees may be granted where it is considered that the collection of fees would impose extreme hardship.

9. Refunds

Government Funded Training Programs

Refunds will be made in the following circumstances:

1. To learners who have overpaid the tuition/administration fee.
2. Where Portland WorkSkills cancels the course.
3. Where the learner’s application for enrolment is declined by Portland WorkSkills, a refund of all fees will be made, within 30 days, without deduction.
4. When, the learner provides evidence of eligibility for a concession to reduce the amount already paid in tuition fees. Evidence to be provided prior to course commencement.
5. Where a learner withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of classes, Portland WorkSkills will refund the tuition contribution paid in respect of the government-funded training or further education, less the minimum tuition contribution, and any other fees and charges paid by or on behalf of the learner which have not been expended.
6. Where a learner withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of classes for the purposes of taking up a place at another educational institution, Portland WorkSkills will refund the full tuition contribution and any other fees and charges paid by or on behalf of the learner which have not been expended.
7. For the purposes of clauses 2, 5 and 6, if a learner withdraws from only part of a course, or if only part of the course is cancelled, Portland WorkSkills will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
8. If a learner does not undertake tuition in part of their enrolment in government-funded training or further education because of recognised prior learning, then Portland WorkSkills will refund an amount equal to the difference between -
 - (a) the tuition contribution which has been paid; and
 - (b) the tuition contribution applicable in accordance with this policy in respect of the aggregate of the enrolled subject hours for that part of the government-funded training or further education in which the learner has undertaken or will undertake tuition in that calendar year.
9. Portland WorkSkills will refund the learner for the hours granted where a Credit Transfer has been granted and therefore reduce the number of nominal scheduled training hours.

Fee-for-Service Training

10. Portland WorkSkills reserves the right to retain an administrative fee for learners who have enrolled in a course but failed to attend without notifying WorkSkills.
11. Course deposits on Fee for Service courses will not be refunded when a learner does not attend scheduled sessions.
12. Learners enrolling in Fee for Service courses are advised to consider carefully. Course costs are kept to a minimum for learners. Therefore, if a learner withdraws, in writing, from a Fee for Service course
 - an administrative fee will be retained by WorkSkills
 - a refund will only be provided if the course has not commenced
 - fees will not be refunded after the commencement of the course except those fees that have been charged for materials and/or amenities and the materials/amenities have not been provided as yet.

F. Language, Literacy & Numeracy

Vocational education and training includes language, literacy and numeracy tasks. Our trainers provide materials and resources and undertake assessments which require the learner to perform at a level required in the workplace. Where a curriculum specifies pre-requisites in language, literacy or numeracy, an assessment will be organised by Portland WorkSkills. The assessment will help to establish entry to a course/training program or to employment and will help identify where special training and support resources can be utilised during the program.

Portland WorkSkills will provide additional support during your training such as assistance with literacy, numeracy, or other special needs for learning that you may have. There will be opportunities for repeated and supported practice to assist you to meet the requirements of the qualification. Where the curriculum does not specify language, literacy or numeracy skills, alternative delivery and assessment strategies, which do not rely strongly on those skills, will be utilised.

Portland WorkSkills may also refer the learner to Language, Literacy & Numeracy classes.

G. Employability Skills

The development of Employability Skills has been integrated into the delivery of all qualifications from Training Packages. A summary of the employability skills developed through any training package qualifications can be downloaded from <http://employabilityskills.training.com.au>

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

The Employability Skills Framework also incorporates the following personal attributes that contribute to overall employability: loyalty, commitment, honesty and integrity, enthusiasm, reliability, personal presentation, commonsense, positive self-esteem, sense of humour, balanced attitude towards work and home life, ability to deal with pressure, motivation and adaptability.

H. Welfare Policy

Portland WorkSkills adheres to Occupational Health & Safety, anti-discrimination and equal opportunity legislation. The Welfare Policy is underpinned by this legislation and relevant policies.

Portland WorkSkills provides a safe environment (including online) for staff and learners and which is free from: sexual harassment, bullying and intimidation.

The Executive Officer and/or the Training Manager (Performance & Compliance) are the nominated representatives for welfare support to both staff and learners. The nominated representative/s will provide information to all complainants on the Portland WorkSkills procedures for handling complaints and due process will be followed.

In areas of welfare which fall outside the area of expertise for the nominated representative/s (eg. financial management, drug/alcohol abuse), Portland WorkSkills utilises a system of referral to outside agencies to cater for specific issues.

Portland WorkSkills maintains a referral book of current contact details of support services available in and around Portland and makes this freely available and accessible to both staff and learners. This may also be used for self-referral.

I. Learner Requirements & Expectations

- a. Punctuality – classes will start and finish on time
- b. Absences - If you are unable to attend a training session, please ring to advise of your absence *before* the start of the session.
- c. When a learner is absent for 10 consecutive hours of training without notifying WorkSkills, the learner will be deemed to have withdrawn. Any relevant agencies will be notified of the withdrawal eg. Centrelink
- d. Where possible, learners are to supply a doctor's certificate, or other evidence to support the reason for their absence, when they are in receipt of a training allowance.
- e. Learners enrolled in nationally recognised training are expected to attend 80% of scheduled classes. Non-attendance may impact on the achievement of the qualification.
- f. No Smoking - All WorkSkills' buildings are smoke free environments. This extends to covered walkways, verandas, sheds etc.
- g. Appropriate breaks will be provided during training sessions. Tea and coffee are provided. Please wash, dry and put away any items used.
- h. A broad cross section of the community participates in our classes. Please respect other participants, their belongings and their confidentiality.
- i. Participants are reminded that our training venues are public places and participants are responsible for their own property. Please do not leave valuables unattended.
- j. Parking - Most of the Safeway/Target car park has 2 hour parking limits, however there are some unlimited spaces at the back of the car park. To avoid a parking fine, please ensure that you have parked in a suitable area.
- k. Appropriate language and behaviour, which reflects the "community" nature of our organisation, should be maintained at all times during training.
- l. Mobile phones should be switched off during classes. If learners need to be contacted during class times, a message can be left with reception on 5523 1645.
- m. Learners are not permitted to bring children, pets or other companions to class. Alternative arrangements for care responsibilities should be made before enrolling.

J. Infectious Diseases

When a learner is unwell with an infectious disease/condition, they will be excluded from class. Please advise WorkSkills of the absence and gain a medical certificate, to cover the absence, where

possible. For specific information on exclusion times, please refer to the Exclusion Schedule on the following website http://health.vic.gov.au/ideas/regulations/id_regs

Diseases/conditions which are to be excluded include:

- Head lice, scabies, ringworm
- Conjunctivitis
- Influenza (flu), strep throat
- Gastro – vomiting and/or diarrhoea
- School sores
- Measles, mumps, German measles
- Meningococcal infection

K. Computer and/or Internet Access Guidelines

1. Introduction

Learners and community members accessing Portland WorkSkills' computers are provided with the following information and are required to abide by them.

2. Treatment of Computers

We ask that you respect these computers and treat them with caution. Do not alter any of the settings on the computer and leave the computer as you find it.

Should there be any problems with the computer on which you are working, advise the supervisor immediately. Under no circumstances should a user of the computer try to "fix" the computer.

3. Internet Usage

Users are welcome to surf the net to access information they require. No additional programs may be downloaded to access sites/information that would otherwise be unavailable.

4. Offensive Material

Please ensure that any sites visited are consistent with the "community" focus of our organisation. Offensive material must not be accessed or distributed. The history of sites visited will be regularly checked and if it is deemed that improper sites have been accessed, the user will be cautioned in the first instance and any further breach of trust will disqualify the user from further access.

5. Illegal Material / Activities

Electronic communications must not be used in any manner to offend others, contrary to the law or likely to contravene the law. Any offender will be referred to the police.

L. Assessment Policy

1. Background

Assessment of learners undertaking accredited training, will be in line with curriculum and assessment guidelines and workplace standards. Assessment tasks will vary from unit to unit.

A learner is seen to successfully complete a unit when they have demonstrated competency or achieved the learning outcomes. Trainers will advise learners of the context and purpose of the assessment, the assessment process, when and where assessment/s will occur, the required competencies/learning outcomes and when a learner has successfully completed. Attendance and class participation may be considered vital components of courses. Trainers will discuss the range of assessment methods with learners and will be flexible to cater for individual learner's needs.

Learners who feel they have been unfairly assessed should refer to the Appeals Process.

All results will be kept in accordance with the guidelines set down by Skills Victoria. If a learner does not complete an entire qualification, a Statement of Attainment will be issued. A Certificate will be issued to each learner who satisfactorily completes a qualification.

Learners participating in non-accredited training will generally be issued with either a Certificate of Participation or a Certificate of Completion at the conclusion of the training.

2. Credit Transfer – for accredited courses

If a learner has achieved competency in a unit with another registered training provider, and can substantiate the claim (original certificate or details of training so WorkSkills can contact RTO to substantiate), a Credit Transfer will be given for that unit. See the coordinator for Credit Transfer.

3. Recognition of Prior Learning/Current Competency – for accredited courses

WorkSkills acknowledges skills and knowledge gained through life experiences, work experiences, other courses and on-the-job training through its Recognition of Prior Learning/Current Competency process.

Learners' experiences will be assessed against the competencies/learning outcomes to be gained from the qualification to see if the learner can be exempt from doing parts or all of those units.

3.1 Advantages of gaining “Recognition of Prior Learning/Current Competency”

- It may mean you complete your course sooner or that you have more time to spend on other subjects.
- You will not be repeating learning you have already undertaken.
- You will be given formal recognition of knowledge you have gained in other situations.

3.2 Process of applying for “Recognition of Prior Learning/Current Competency”

Learners will undertake a Pre-Training Review to determine whether they have previous experiences which may contribute to Recognition of Prior Learning/Current Competency. If you feel you may qualify for Recognition of Prior Learning/Current Competency, you may request an Application for RPL form.

You will be required to provide evidence to support your claim for RPL.

3.3 How your application is assessed

In considering your application for RPL, the following may be considered:

- Your degree of knowledge as evident in discussion/s.
- References from people who can verify your skills/claims.
- A demonstration of the skill/competency in question.
- Assignment/course work done in previous course/s
- Samples of work from other situations eg. employment
- Evidence of participation in other training

3.4 Letting you know how you went

At the end of the process you will be advised if you were successful or not.

3.5 Recording your result

If you are successful in gaining Recognition of Prior Learning/Current Competency for a unit, a pass will be recorded against your name and will be included with your other results on your certificate at the end of the course.

A full copy of the Assessment Policy, including the Appeals Process, is available on request.

M. Complaints & Appeals - Policy & Procedures

1. Complaints

The Complaints Handling Policy & Procedures provides a guideline when having to deal with complaints. WorkSkills has prepared these measures as a means to have problems experienced by a learner addressed immediately, effectively, professionally and confidentially. The policy and procedures provide an avenue for most complaints to be addressed. However, we are aware that in some cases alternative measures may need to be explored and therefore each case is addressed on its merits. It is WorkSkills policy to encourage the parties to approach a complaint with an open view and to attempt to resolve the situation through discussion and conciliation. Where the complaint cannot be resolved amicably through discussion and conciliation, WorkSkills recognises the need for an appropriate, external and independent agent to mediate between parties.

All complaints will be recorded in writing together with the outcome and where the subject of a complaint is found to be substantiated, Portland WorkSkills will review relevant policies and procedures and implement changes where deemed appropriate.

Learners with a complaint may request a full copy of the Complaints Handling Policy & Procedures and a Complaint Reporting and Action Form.

2. Appeals

Portland WorkSkills has an appeals procedure for any decisions made by, or on behalf of, Portland WorkSkills. The Appeals procedure is to reassure clients that any concerns about such decisions will be taken seriously, and handled professionally and confidentially in order to achieve a speedy resolution.

The procedure is implemented where:

- A client disagrees with a decision made by, or on behalf of, Portland WorkSkills
- A learner disagrees with an assessment decision made by a trainer/assessor

1. An Appeals Form is to be completed and submitted to the Training Manager and/or the Executive Officer.
2. The evidence and decision will initially be reviewed by the Training Manager and/or the Executive Officer, then by an independent person or panel.
For appeals of a general nature, the Board of Management Review Panel will be used
For assessment appeals, a suitably qualified trainer/assessor from another RTO such as Warrnambool Community College will be used.
3. The learner will be invited to present his or her case.
4. The learner will be advised, in writing, of the appeal outcome including reasons for the decision.

N. Occupational Health & Safety Policy

1. Statement of Intent

Portland WorkSkills is committed to fostering an organisational environment and providing a physical environment, which ensures safe and healthy working conditions for all staff, learners and visitors. The Occupational Health and Safety Policy of Portland WorkSkills complies with all relevant safety legislation and aims to protect clients and others at our workplace, training venues or host workplaces from work-caused injury and ill health. In host workplaces the employer is responsible for safety issues and must abide by workplace safety responsibilities. Portland WorkSkills will review the workplace initially and make any recommendations to employers on additional requirements they may need in their work environment/routine to keep the workplace safe for our training representatives/s and learners.

2. Responsibility

Portland WorkSkills Staff will carry out this Policy, in any operation under their control. Staff will be provided with necessary instruction, training and resources to implement the Policy and will hold some accountability.

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control them, or alternatively report them to another person who has the authority and capability to do so.

Staff may delegate safety duties or activities to others (eg. learners), but responsibility remains with them.

Clients must take care of their own health and safety and that of their fellow workers to the extent of their capability. All safety rules, procedures and instructions of trainer/s, workplace supervisor/s or any other management person/s must be followed.

3. Implementing the Policy

This Policy will be carried out through an OHS Program, which includes:

- Active involvement and commitment of staff;
- Identification and control of hazards;
- Investigation and reporting of all accidents and dangerous incidents;
- Participation of, and consultation with, clients on safety matters;
- Provision of first aid and emergency procedures;
- Provision of information, training and supervision as necessary for safety; and,
- Implementation of specific OHS policies developed for VET in specific occupations.

O. Privacy Policy

In accordance with the Commonwealth Privacy Act and the Victorian Information Privacy Act 2000, Portland WorkSkills is committed to protecting all individuals' privacy and personal information.

It is necessary for Portland WorkSkills to collect personal information about learners and does so by getting learners to complete the Portland WorkSkills Enrolment form. Portland WorkSkills, the Barwon South Western Regional Council of Adult, Community and Further Education, Skills Victoria and relevant State and/or Commonwealth statutory bodies will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for training. In some cases, additional information may be

requested to enable Portland WorkSkills to better manage disabilities, impairments or long-term conditions if indicated on the enrolment form.

Where a third party has a vested interest in a learner's enrolment, (eg. Fees are paid by the third party) relevant enrolment or attendance information may be provided to the third party. All other information about learners will only be used for the intended purposes and will not be disclosed to other parties unless permission has been sought from the learner. All staff will respect learner's privacy and maintain confidentiality as required under privacy legislation. Where a learner chooses to not fully complete an enrolment form, Portland WorkSkills may be unable to provide the services they seek.

If at any stage an individual's personal details change throughout the course of their training, the learner should inform the Office Administrator so that their details can be amended. Individuals have the right to access their personal information via written request. Learners will be provided with information on the Portland WorkSkills' Privacy Policy at enrolment.

P. Review

All WorkSkills' Policies will be reviewed annually, or when required by changes in legislation, or when organisational operations require it.

Q. Pathways

All classes have aims and learners are encouraged to consider their personal goals for participation in classes.

WorkSkills recognises that learners may have different reasons for participating in classes so the courses are designed with a range of pathway options including:

- Other courses / programs on offer through WorkSkills
- Other courses / programs available through other Adult Education institutions eg. South West TAFE
- Employment opportunities / skills shortages in the local labour market