



Vocational Education & Training Programs 2023



Thornlie Senior High School Registered Training Organisation NTIS ID: 50555

Title: VET Course Information 2023
Doc# VET4055-024

Thornlie Senior High School
Trading as a Registered Training Organisation
Ovens Road
Thornlie WA 6108

For further information please contact:
Linley Stewart
RTO Manager
T: +61 6235 7927
F: +61 9 9376 2146
E: Linley.Stewart@education.wa.edu.au

Vocational Education and Training (VET) in Schools program are delivered as part of a broad, general education that combines study towards the Western Australian Certificate of Education (WACE) with a nationally recognised VET qualification within the Australian Qualification Framework (AQF).

Thornlie Senior High School is committed, through its administration and VET staff, to offer the best and most comprehensive range of subjects available.

Thornlie Senior High School gained status as a Registered Training Organisation (RTO) in 2005.

As an RTO, Thornlie SHS delivers National Competencies which are recognised by TAFE and industry. Competencies completed will attract TAFE exemption and gain selection points for TAFE entry.

Full qualifications are offered as follows by Thornlie SHS as a Registered Training Organisation:

- BSB20120 Certificate II in Workplace Skills
- CHC22015 Certificate II in Community Services
- CUA20220 Certificate II in Creative Industries
- CUA20120 Certificate II in Dance
- MEM20422 Certificate II in Engineering Pathways
- SIT20322 Certificate II in Hospitality
- ICT20120 Certificate II in Applied Digital Technologies
- SIS20115 Certificate II in Sport and Recreation
- CUA20720 Certificate II in Visual Arts

In order to complete the requirements of all certificates, students **must** attend a minimum of 90% of scheduled classes. Students who choose to study this course in Year 11 must continue the course in Year 12.

All certificates have a work-based component where students will be required to demonstrate competency in any given workplace.

A range of learning strategies in a variety of learning environments will be used in order to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities (including online). Students will be provided with further information in the Learning and Assessment Strategy in each course package.

Workplace Learning is an integral part of each VET Program. Students will attend the workplace for one two week block during the year, at a time specified by the school.

Vision

A flexible and innovative training program which provides skills to help students reach their potential and improve their employment outcomes.

Goals

In line with The Department of Education policy, to have VET students complete a full Certificate II by the end of Year 12.

Overview

The following pages detail the qualifications that are delivered by Thornlie Senior High School as a Registered Training Organisation.

Information includes Career pathways, any pre-requisites and Qualification rules.

Full Qualifications are generally delivered over two years.

Qualifications

Training Packages can incorporate the following six AQF qualifications.

- Certificate I in ...
- Certificate II in ...
- Certificate III in ...
- Certificate IV in ...
- Diploma of ...
- Advanced Diploma of ...

As an RTO and a High School, Thornlie Senior High School is able to deliver Qualifications up to Certificate III. Higher Qualifications are delivered through TAFE or University and private RTOs.

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification.

Statement of Attainment

Where a qualification is partially achieved through the achievement of one or more units of competency, an RTO may issue a Statement of Attainment.

RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full qualification.

Students who have a Statement of attainment from another RTO may list this information on the VET enrolment form and present the original document to the Careers Centre.

USI (UNIQUE STUDENT IDENTIFIER) NUMBER

All students who are enrolled in certificate courses at Thornlie SHS require the Unique Student Identifier number. If a student does not have a USI, we are unable to issue the Certificate or Statement of Attainment, and therefore the student will receive no credit for their course.

The USI is a reference number made up of numbers and letters that gives students access to their USI account, allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed. Please go to the following website and complete the process:

www.usi.gov.au

Once your child has obtained the USI, they are required to bring a copy of the number to the Careers Centre.

VET COURSES 2022

Please find below a summary of information of all Qualifications offered under the scope of Thornlie Senior High School as a Registered Training Organisation. Further information on each course can be found in the subject selection book.

Course	Qualification	Information
Workplace Skills DBUS	BSB20120 Certificate II in Workplace Skills	The course will cover a range of business subjects including word processing, spread sheets, designing organisational documents, mail procedures, preparing and processing accounts, and processing and maintaining workplace information
Engineering DENG/EENG	MEM20422 Certificate II in Engineering Pathways	This course provides an opportunity for students to work in a range of different areas within the fields of mechanical and metal engineering. Students who study this course will learn basic mechanical principles such as fuel and cooling systems. As well as how to maintain and repair engines.
Hospitality DHOS/EHOS	SIT20322 Certificate II in Hospitality	Career in Hospitality Industry. Focus on practical skills and knowledge covering the industry, hygiene, security, safety and personal presentation. Offers completion of full Certificate over two years continuing into Year 12.
Media Production DMED/EMED	CUA20220 Certificate II in Creative Industries	Career in Marketing / Design / Production. Covering areas such as graphics, film production, advertising & promotion and audio visual equipment. See selection booklet for more detail. This course also offers the student a chance to gain units towards the WACE

		certificate.
Childcare DFCC/EFCC	CHC22015 Certificate II in Community Services	You will learn more about the development of a child, the operation of a childcare facility and emergency First Aid procedures for children. Experiences of play with children are a focus of the course, and you will organise and run a series of play groups with young children
Visual Arts DVIS/EVIS	CUA20720 Certificate II in Visual Arts	This qualification allows students to develop the basic creative and technical skills that underpin visual arts and craft practice. It is designed for those students who are interested in art and may be considering further studies at TAFE in areas such as visual arts, design, interior design and fashion design or future employment in the creative industries
Dance DDAN/EDAN	CUA20120 Certificate II in Dance	This course involves both practical and theoretical studies of Dance.
Sport and Recreation DSPR/ESPR	SIS20115 Certificate II in Sport and Recreation	This qualification reflects the role of individuals who apply the skills and knowledge to work in the sport and recreation industry in a generalist capacity
Visual Arts-Furniture Focus DWOOD/EWOOD	CUA20720 Certificate II in Visual Arts	This qualification allows learners to develop the basic creative and technical skills that underpin visual arts and craft practice. It is suitable for delivery in schools and local communities. There are no direct job outcomes from this qualification.
Applied Digital Technologies DIDMT/EIDMT	ICT20120 Certificate II in Applied Digital Technologies	<p>This pathways qualification provides the foundation skills and knowledge to use basic applied digital technologies in varied contexts, with a particular focus on Cyber Security.</p> <p>The qualification is designed for those developing the necessary digital and technology skills in preparation for work.</p> <p>These individuals carry out a range of basic procedural and operational tasks that require digital and technology skills.</p>

CHC22015: Certificate II in Community Services

Description

This qualification may be used as a pathway qualification into community services work and may apply specifically to:

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers at this level:

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

Occupational titles may include:

- | | |
|--|----------------------------------|
| • Assistant community services workers | • Housekeeping assistant |
| • Care service employee | • Laundry assistant |
| • Contact officers | • Night/community patrol workers |
| • Customer service staff | • Personal care assistant |
| • Domestic assistant | • Provision of emergency relief |
| • Gardener/grounds person | • Reception/front desk staff |
| • Home helper | • Support worker |

Suggested Home Study Commitment

- 2 hours per week

Qualification Rules

Total Number of Units=9
5 Core Units plus
4 Elective Units

SIT20322: Certificate II in Hospitality

Description

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

- ☐ café attendant
- ☐ catering assistant
- ☐ food and beverage attendant
- ☐ front office assistant
- ☐ porter
- ☐ room attendant.

Pathways Information

Individuals may enter SIT20322 Certificate II in Hospitality with limited or no vocational experience and without a relevant lower level qualification. This qualification is an entry level for an Australian Apprenticeship pathway.

Pathways from the qualification

After achieving SIT20322 Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Suggested Home Study Commitment

- 2 hours per week

Qualification rules
Total number of units = 12 6 core units plus 6 elective units

Course Information

Year 11	DHOS	Hospitality	6 Units of Competency delivered	Full Qualification Delivered over Two Years
Year 12	EHOS	Hospitality	6 Units of Competency delivered	

ICT20120: Certificate II in Applied Digital Technologies

Qualification Description

This pathways qualification provides the foundation skills and knowledge to use basic applied digital technologies in varied contexts.

The qualification is designed for those developing the necessary digital and technology skills in preparation for work.

These individuals carry out a range of basic procedural and operational tasks that require digital and technology skills. They perform a range of mainly routine tasks using limited practical skills and knowledge in a defined context. The qualification is suitable for someone generally performing under direct supervision.

Licensing, legislative, regulatory or certification considerations

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Nil

Suggested Home Study Commitment

- 2 hours per week

Qualification Rules

Total Number of Units= 12
6 Core units plus
6 elective units

Course Information

Year 11	DIDMT	Certificate II in Applied Digital Technologies
Year 12	EIDMT	Certificate II in Applied Digital Technologies

BSB20120: Certificate II in Workplace Skills

Description

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Job roles

- ☐ Administration Assistant
- ☐ Clerical Worker
- ☐ Data Entry Operator
- ☐ Information Desk Clerk
- ☐ Office Junior
- ☐ Receptionist.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- ☐ BSB30115 Certificate III in Business.

Entry Requirements

There are no entry requirements for this qualification.

Qualification Rules
Total number of units = 10
5 core unit plus
5 elective units

Course Information

Year 11	DBUS	Certificate II in Workplace Skills
---------	------	------------------------------------

Year 12	EBUS	Certificate II in Workplace Skills
---------	------	------------------------------------

MEM20422 Certificate II in Engineering Pathways

This qualification develops trade-like skills and is not intended to develop trade-level skills. As an example, the outcome level of welding skills from this qualification is not about learning trade -level theory and practice of welding; it is about being introduced to welding, how it can be used to join metal with the opportunity to weld some metal together. Similarly, with machining the outcome should be something produced on a lathe etc., not the theory and practice of machining. The focus should be on using engineering machining tools and equipment to produce or modify objects. This needs to be done in a safe manner for each learner including people near the learner.

This qualification applies to a learning and assessment environment where access to structured on-the-job learning in a workplace may not be available. This qualification is intended for simulated work environments.

This qualification is intended for people interested in exposure to an engineering or related working environment with a view to entering into employment in the area. It will equip graduates with knowledge and skills which will enhance their prospects of employment in an engineering or related working environment.

This qualification delivers broad-based underpinning skills and knowledge in a range of engineering and manufacturing tasks which will enhance the graduates' entry-level employment prospects for apprenticeships, traineeships or general employment in an engineering-related workplace.

The learning program should be centred around the major project.

Suggested Home Study Commitment

- 2 hours per week

Qualification Rules

Total number of Units=12
4 core units plus
8 elective units

Course Information

Year 11	DENP	MEM20422 Certificate II in Engineering Pathways
Year 12	EENP	MEM20422 Certificate II in Engineering

		Pathways
--	--	----------

CUA20120 Certificate II in Dance

Prerequisites

Nil. However, having studied Dance in lower school is preferred.

This qualification reflects the role of individuals developing basic technical skills and knowledge to prepare for work in the live performance industry.

The job roles that relate to this qualification may include trainee Indigenous dancer, trainee contemporary dancer or trainee musical theatre dancer.

Licensing, legislative, regulatory or certification considerations

Qualification

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Units of competency in qualification

Some individual units of competency may have their own licensing, legislative, regulatory or certification requirements. Users must check individual units of competency for licensing, legislative, regulatory or certification requirements relevant to that unit.

Course Outline

In order to complete this course, the student must complete a total of ten (10) units. Seven (7) of these are compulsory core units and the remaining three (3) are elective units chosen by the teacher delivering the content.

Suggested Home Study Commitment

- 2 hours per week

Qualification Rules

Total number of Units=10
6 core units plus
4 elective units

Course Information

Year 11	DDAN	Certificate II in Dance
Year 12	EDAN	Certificate II in Dance

SIS20115 Certificate II in Sport and Recreation

For study in Year 11 and Year 12

Suggested Home Study Commitment

2 hours per week

Course Outline

This qualification reflects the role of individuals who apply the skills and knowledge to work in the sport and recreation industry in a generalist capacity. Likely functions for someone with this qualification include providing support in the provision of sport and recreation programs, grounds and facilities maintenance, routine housekeeping, retail and customer service assistance, administrative assistance and café service in locations such as fitness centres, outdoor sporting grounds or complexes or aquatic centres. All job roles are performed under supervision.

Pathways for this qualification may include community coach, administration assistant, community activities assistant, recreation assistant, retail assistant. Certificate II is also an entry qualification for further Tafe study.

Students must complete thirteen units of competency. There are eight core (compulsory) and five elective units of competency.

Suggested Home Study Commitment

- 2 hours per week

Qualification Rules

Total number of Units=13
8 core units plus
5 elective units

Course Information

Year 11	DSPR	Certificate II in Sport and Recreation
Year 12	ESPR	Certificate II in Sport and Recreation

Workplace Learning Program

Workplace Learning is a SCSA endorsed program where students have the opportunity to achieve employment related skills in workplace conditions.

Students develop and are assessed on the skills found in any work situation and can be transferred from job to job.

Workplace Learning (WL) subjects give students an opportunity to develop skills in the workplace and **to obtain credit towards secondary graduation for the Western Australian Certificate of Education (WACE).**

Students are placed in an appropriate work situation and **are required to maintain a formal record of workplace learning and assessment (log book).**

These records must be authenticated by the workplace trainer/assessor.

Log books also contain relevant details pertaining to workplaces:

- starting and finishing times, dress requirements, confidentiality arrangements
- emergency contact details

- a daily self reflection section where students record their progress towards achieving skills and strategies to further develop skills not yet achieved.

Each 55 hour block of training in the workplace gains one point towards graduation.

Students must complete a Skills Journal at the end of each block of WL.

Students must attend WL for the full block, except in case of illness covered by a medical Certificate.

Work Safe Certificate

As part of being “work ready”, students must complete a Work Safe Certificate. Students are required to complete two learning modules from the new SmartMove website:

www.smartmove.safetyline.wa.gov.au

1. General Module

The General Module is designed to introduce important facts about safety laws and common hazards. This Module **MUST** be completed before moving on to the Industry Modules. No certificate will be generated after completing the General Module.

2. Industry Modules

There are 10 Industry Modules which contain detailed information on the main hazards specific to each Industry.

The 10 Modules are as follows:

- Building and Construction
- Health and Community Services
- Electrical and Electronics
- Hairdressing
- Hospitality and Tourism
- Manufacturing
- Metals and Engineering
- Office and Business Services
- Farming and Forestry
- Retail

Tests and Certificates

SmartMove will generate a certificate when you successfully complete the Industry Module test. The test also contains questions on issues that were covered in the General Module.

Students **MUST** complete a new WorkSafe Certificate for each placement if they are changing Industry.

This must be done prior to the student attending the workplace.

White Card (Safety Awareness Card) – Building & Construction

If a student is intending to complete their Workplace Learning on a Building or Construction site of any type it is a requirement by law that they hold a **White Card**. Please see the Careers Centre staff regarding details.

Liquor Licence – Hospitality

If a student is intending to complete their Workplace Learning at a premise that serves alcohol, they are **required** to hold a **Liquor Licence**. This is organised by the Careers Centre staff.

Please note: The student MAY NOT serve alcohol.

Misconduct in the Workplace

For all instances of misconduct in the workplace **ACTION WILL BE TAKEN.**

It is important that all parties – student, employer/trainer, parent, and VET Program Co-ordinator be informed of any inappropriate behaviour on the part of students and the resultant actions taken.

Notification of Misconduct

The employer/trainer and VET Program Co-ordinator are required to record any breach of misconduct in an Incident Report which can be viewed by all stakeholders at any time.

Serious Misconduct

Following the notification of serious breach of conduct, the student will be withdrawn from the placement. Any student withdrawn from the workplace will be withdrawn from the Workplace Learning Program.

Students will be referred to the school's Behaviour Management in School Policy.

Workplace Learning can be a rewarding and enjoyable experience often resulting in part time or casual employment, traineeships and apprenticeships.

It is important to make the most of your time, and put some time and effort into finding a workplace that is/could be what you want your career to involve.

Remember it's time to be proactive and show the world what you are made of!

School Based Traineeships

School based traineeships are available in limited industry areas for Year 11 students.

Students are currently involved in Traineeships in Hospitality, Retail and Business. Students will complete a full certificate over 1 to 2 years in Years 11-12.

Contact the VET Program Coordinator to discuss any queries or requests.

Aboriginal School Based Traineeships

Aboriginal School Based Training (ASBT) provides opportunities for Aboriginal students in Years 10 and 11 to start training in school to gain a qualification, sustainable employment or go on to further education and training.

Policies & Procedures

Thornlie Senior High School Code of Practice

Promotion & Marketing

Thornlie SHS undertakes to market its courses and services using information that accurately describes the content or expected learning outcomes. Comparisons with other training/service providers will not be made in any marketing or promotional material. National protocols for marketing will be complied with.

Admissions

All selection processes relating to learners will be fair and equitable and utilise

transparent selection criteria. Selections will be made in accordance with the training products or services being provided.

Equal Opportunity

Thornlie SHS is committed to non-discriminatory dealings in all its business with all clients, staff, management and suppliers.

Access to Services

Thornlie SHS will ensure that clients and potential clients are not denied access to services, unfairly. Criteria to determine access to course/services will be clearly stated on promotional material and will be followed closely.

Qualified Staff

Thornlie SHS will ensure that staff employed to deliver training/services are suitably qualified and experienced.

Course/Service Delivery

Clients of Thornlie SHS can expect all courses/services and assessments to be delivered according to the specifications outlined before commencement, and in a manner that contributes to student success.

Certification

Thornlie SHS will provide accurate detail, prior to commencement, on Units of Competency to be delivered, methods of assessment, RPL arrangements and the certification to be issued.

Student Guidance Services

All training services shall have identified VET teachers whose role includes providing personal assistance/guidance to learners.

Fees/Refunds

Thornlie SHS will provide prospective students with all fee-related information, including refund conditions, prior to admission, as per The Department of Education Financial management policy.

Quality Policy

Thornlie Senior High School operates under the following purpose statement

To provide a learning environment whereby students will develop academic, social and physical skills, which will enable them to participate as informed and active members of society.

Within this environment the Vocational Education and Training (VET) section has developed a systematic approach to maintaining quality management systems to ensure that VET services are delivered in a manner which complies with state and national requirements and consistently meets the needs of all stakeholders – in particular the learners. The VET section operates within the larger environments of Thornlie Senior High School and Department of Education.

The VET section is bound by all organisational and operational policies applicable to both those larger environments – however in addition, the VET section has developed policies and procedures, which apply to the delivery of VET.

Adherence and maintenance of these VET policies and procedures is central to maintaining a consistently high quality delivery. It is a requirement of all those who work within the VET section of Thornlie Senior High School that they follow the designated policies and procedures.

Continuous improvement mechanisms have been developed to ensure procedures are constantly being updated.

RTO RECOGNITION POLICY

Under Standard 3.5 of the Standards for Registered Training organisations (RTOs) 2015, Thornlie SHS accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar

RPL POLICY

Recognition of Prior Learning recognises that people may get skills and knowledge in many ways:

- Courses / training in Australia
- Courses / training completed overseas
- Work experience (including unpaid) or voluntary work
- General life experience.

You may already be competent in some, or even all, aspects of the training course you are considering..

The Recognition of Prior Learning process allows the knowledge and skills acquired from other sources to be considered. This may lead to credit for parts, or even all, of the course.

The Recognition of Prior Learning process can occur once you are accepted into a course. After gathering evidence an assessment by a trained assessor can then occur.

No internal charges are levied for this application, however where external costs are incurred, these may need to be met by the applying student.

*A **RPL Application form** is available from the VET Program Co-ordinator*

Exit Policy

Any student who leaves Thornlie Senior High School during a year whilst enrolled in a VET course, is entitled to receive a Statement of Attainment of any completed Units of Competency achieved at the time of their exit. The statement or qualification will be issued within 30 days of the student leaving TSHS.

This will achieve the easy transfer of information to another RTO for completion of Qualification at a future date.

Certification Policy

Thornlie Senior High School will always issue AQF Qualifications and Statement of Attainments that meet the 2015 requirements and the endorsed Training Packages and accredited courses within our scope of registration.

A **Statement of Attainment** or Qualification shall be issued at the completion of the enrolled period (e.g. year) unless the student leaves during the year. These students will then receive a Statement of Attainment for any Units of Competencies that have been achieved at the time of their leaving.

This can then be taken to any other RTO for continuance of Qualifications.

The Certificates and Statements of Attainment will show the **TAC, TSHS, and NRT logos** and contact details and will list all Units of Competency achieved and the codes of those units which will conform to the specifications listed in Implementation Handbook.

The RTO Manager is responsible for ensuring all Statements of Attainment are **accurate and comply with the above specifications**.

A **copy** of each Statement of Attainment or Certificate issued is sent to the student and details are kept on the school's computer system for any future reprints or auditing purposes.

Reprints will have the original print date and the reprint date on them.

This information is also available to any other RTO for authentication.

A **Qualification** shall be issued where the VET Teachers' records indicate that the student has met all the requirements for the Qualification as specified in the Training Package.

The Qualification shall be issued in the same manner as a Statement of Attainment.

Complaints and Appeals Policy

The RTO has a Complaints and Appeals Policy to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors, and other staff, third party providers, and a learner of the RTO. This policy also manages requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about a trainer, an assessment decision, information or service with which they have been provided. The Complaints and Appeals Procedure provides a process by which an employee or student may have their complaint and/or appeal addressed.

Key elements of the Complaints and Appeals handling procedure

The following are the key elements of the Thornlie SHS Complaints and Appeals handling procedure:

- **Impartiality** – If a complaint and/or appeals made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to give their side of the story.
- **Confidentiality** – The complainant and/or appeal may feel secure that Thornlie SHS will maintain the level of confidentiality that the complainant requires.
- **Victimisation** – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- **Timeliness** – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Complaints will be acknowledged

in writing immediately received. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where, due to circumstances out of Thornlie SHS control, the process exceeds 60 days, all persons involved in the investigation will be notified, including a revised outcome date. All parties will receive regular updates on the progress of the matter.

- *Unresolved-* The Principal will organise an independent arbiter agreed to by all parties, if mediation fails to resolve the issue. All parties will agree to abide by the outcomes and recommendations of the independent arbiter. All parties will be advised of the outcome in writing within 5 working days of the decision by the independent arbiter.

Note: The arbiter can either be single person or a panel, depending on the nature of the complaint/appeal.

- *Records-* All relevant data recorded in the Complaints Register.

The Complaints and Appeals Procedure and Forms are available from the Careers Centre at Thornlie SHS, or from the website:

www.thornlieshs.wa.edu.au

Relevant Policies & Procedures 2022/23

The Policies & Legislation listed below are available on the D of E Website in the “Our Policies” at <http://www.det.wa.edu.au>

Relevant Policies

- Financial Management
- Behaviour Management In Schools
- Child Protection
- Duty of Care for Students
- Excursions: Off School Site Activities
- Government School Teachers' and School Administrators' Certified Agreement 2004
- Manual for Records Management: School, College and Campus Records
- Occupational Safety and Health
- Risk Management
- Sexual Harassment Resolution for Employees and Students
- Student Drivers in Residential Agricultural Education
- Water-based Excursions Procedures and Guidelines

Relevant Legislation / Authority

Vocational Education and Training Act 1996

Australian Qualifications Framework

Western Australian College of Teaching Act 2004

Western Australian College of Teaching Regulations 2004

Equal Opportunity Act 1984 (WA)

•
Occupational Health and Safety Act 2004 (WA)

- Occupational Safety and Health Regulations 1996
- School Education Act 1999 (WA), ss 61(1)(b), 63(i)(c)(ii), 64(1)(e)
- School Education Regulations 2000, Regulations 38 and 39
- Volunteers (Protection from Liability) Act 2002 (WA)
- Workers Compensation and Rehabilitation Act 1981
- Disability Discrimination Act 1992
-

References

- Thornlie Senior High School Policies and Procedures