

# Student Handbook

## Welcome

Welcome to Partners in Training Australia, a family owned and operated registered training organisation.

Congratulations – you have made a real commitment to furthering your education.

We stand by our commitment to provide Quality Personalised Learning.

We focus on working in partnership with you to achieve your learning goals.

We understand the pressures of combining study, work, family and a social life, so we offer you flexible, progressive and responsive training. We aim to make your learning experience enjoyable and manageable.

The purpose of this Student Handbook is to provide you with the information that will be useful to you as a student.

If there are aspects of your learning experience that can be improved or enhanced, please let us know by emailing your suggestions to [quality@ptaust.com.au](mailto:quality@ptaust.com.au) or speaking with your Training Coordinator.

We hope you enjoy your training and find it professionally and personally enriching.

Good luck!



Dot Spain

**Director**

Partners in Training Australia

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## 1. About Partners in Training Australia

Partners in Training is a family owned and operated registered training organisation that has provided high quality vocational education across Australia for close to a decade.

We have particular expertise in the Community Services and Health industries with Aged Care, Early Childhood Education and Nursing the most popular qualifications undertaken by our students. We also offer training in Community Service, Hair & Beauty, Business, Foundation Skills and Training and Assessment.

So that we can offer our students diverse learning options, we are always focused on exploring related training opportunities. We specialise in customising training to workplace needs making nationally accredited training relevant, progressive and responsive.

We offer a variety of funding opportunities through State and Federal funding for eligible students. We also provide access to VET FEE-HELP for eligible students in eligible qualifications (limited in 2016), allowing you to study now and pay later, putting your education first.

Partners in Training offer flexible training options. We deliver training in the workplace or at a conveniently located venue. Alternatively, study at one of our campuses that offer clinical laboratories and simulated workplace environments.

### 1.1 Why choose us

We focus on working in partnership with our students and clients to meet their individual training needs and learning outcomes. Through our flexible training models we are able to deliver training and assessment services that support training to fit effectively into the demands of work, family and a social life.

Our experienced and professional trainers have the most relevant and current skills and knowledge with strong industry links to assist you in achieving real job outcomes. Most importantly they care about you and your individual training goals.

### 1.2 Quality Personalised Learning

#### QUALITY PERSONALISED LEARNING

**Quality** – We use professional and qualified trainers who have strong communication skills and teach in a way that is relatable and transferrable to the workplace. All our trainers have current industry experience to ensure our courses are relevant to the needs of industry. Across Partners in Training we provide training sites that are fully functional, modern and innovative so that our students have access to the best facilities. We are ahead of the curb in our curriculum, constantly upgrading our courses to meet the needs of industry and expectations of the workplace.

**Personalised** – We understand that no two people are alike and each individual student and client has different needs when it comes to training. Our staff will get to know you and talk to you individually to find out exactly what outcomes you want. We will guide you into the best course to make sure that you are engaged in your studies and working towards your desired outcome. We are a family owned and operated training organisation and we pride ourselves on embracing everyone as if they're a part of our extended family.

**Learning** – To get a job you need more than a certificate and that's why we teach our students in a way that fully prepares them for work after study. We actively engage in helping our students get a job, keep a job and develop a successful, rewarding and lasting career. We aim to make our students passionate about their industry so that they are eager to continually learn and develop. We foster real pathways for our students into further study and employment.

#### 1.4 Student Service Standards – our service guarantee

Partners in Training are committed to Quality Personalised Learning. We value our students and are focused on providing the highest quality student services. We are committed to delivering the following Student Service Standards to you as our service guarantee.

We will treat you like an individual.

We will respond to your enquires within 24 hours.

We will provide you with accurate, transparent and current information.

We will provide you with training that helps you achieve your learning outcomes.

We will provide you with flexible training options.

We will provide you with the best opportunity to be job ready.

We will provide you with engaging trainers that have current industry experience.

We will provide a supportive and safe learning environment.

We will protect your personal information.

We will provide you with access to your personal information and training records.

We will provide you with your certification documentation within 30 days of you being assessed as meeting all the requirements of a qualification.

We will manage and respond to your complaints in a fair and timely manner.

We will provide you with prompt fee information and flexible payment options.

We will welcome your feedback and continuously improve our services.

1.5 Our campus locations and contact details

**Shepparton Campus**

7 Telford Drive SHEPPARTON VIC 3630

PO Box 6772 SHEPPARTON VIC 3632

P 03 5821 4877

F 03 5821 8577

Open Monday to Friday 8:30 am to 5:00 pm

Parking available free of charge



**Melbourne Campus**

Level 2 / 21 Moray Street

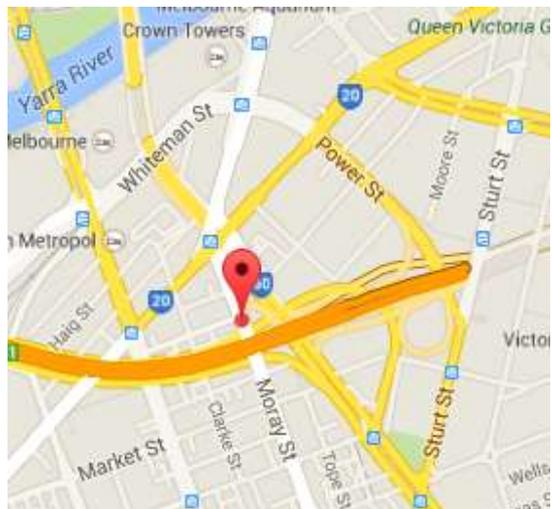
SOUTHBANK VIC 3006

PO Box 22 SOUTH MELBOURNE VIC 3205

P 03 9696 7781

Open Monday to Friday 8:30 am to 5:00 pm

Charged parking available



**Sale Campus**

Level 2 / 89 Raymond Street SALE VIC 3850

PO Box 256 SALE VIC 3853

P 03 5144 5112

F 03 5144 6112

Open Monday to Friday 8:30 am to 5:00 pm

Timed parking available free of charge



## STUDENT HANDBOOK

### Morwell Campus

29 – 31 Rintoull Street MORWELL VIC 3841

PO Box 3484 GIPPSLAND VIC 3840

P 03 5191 9020

Open Monday to Friday 8:30 am to 5:00 pm

Timed parking available free of charge



### Bendigo Campus

Level 3, 23 – 25 Mitchell Street BENDIGO VIC 3550

P 1300 664 601

Open Monday to Friday 8:30 am to 5:00 pm

Charged parking available



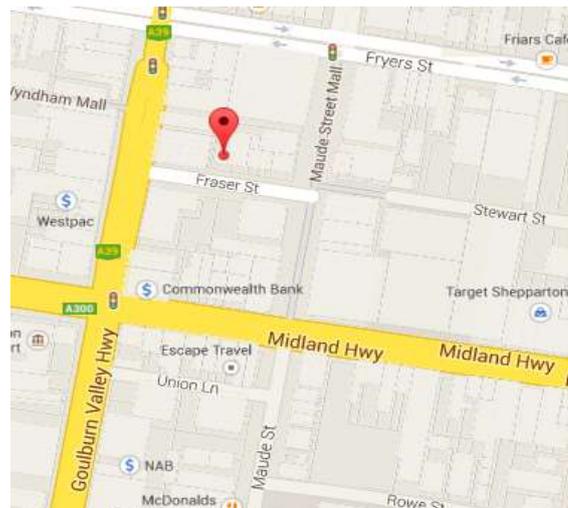
### The Institute of Hair and Beauty

9/11 Fraser Street SHEPPARTON VIC 3630

P 03 5822 0499

Open Monday to Friday 8:30 am to 5:00 pm

Charged parking available



## 2. Our training

We deliver a range of nationally recognised qualifications, accredited courses and units of competency. A current list of the qualifications, accredited courses and units of competency we deliver is available on our website or on our current scope of registration listed on the Australian Government's training.gov.au website at <http://training.gov.au/Organisation/Details/21837>.

We also offer short and non-accredited courses.

Our training and assessment services incorporate blended delivery models of face-to-face training sessions during which you complete workbooks, group work and activities; a range of assessment tools; workplace experience; and self-directed study at home.

For information about any of our courses, please refer to our website or contact:

Business Development Consultant

[info@ptaust.com.au](mailto:info@ptaust.com.au)

1300 664 601

## 3. Information about your course

All the specific information you need about your chosen course is provided to you through the:

1. Course Information Sheet;
2. Timetable; and
3. Training plan.

### 3.1 Course Information Sheet

The Course Information Sheet provides you with information about:

- Course description, including further study and employment pathways;
- Entry requirements (mandatory and course suitability information);
- Course structure, including core and elective units of competency, location, mode of delivery and duration;
- Assessment requirements;
- Workplace experience (practical placement) requirements;
- Fees, charges and concession information;
- Materials and/or equipment required to be provided by you;
- Details of government subsidised training (if applicable);
- Details of VET FEE-HELP (if applicable); and
- Third party arrangements (if applicable).

### 3.2 Timetable

Your Training Coordinator will provide you with a timetable detailing the days and times you are required to attend training sessions and the units of competency, Trainer/Assessor, assessment tools and location of each training session. This timetable will be correct as at the time of printing but may be subject to change.

### 3.3 Training plan

Your Training Coordinator will provide you with your training plan detailing all of your course details, including each unit of competency in which you are enrolled and the commencement date, completion date, delivery methods and assessment details for each of those units of competency.

You will need to sign your training plan, return it to your Training Coordinator and make a copy for your records.

## 4. Partners in Training Australia roles and responsibilities

Partners in Training is solely responsible for the quality of the training and assessment services we provide to you, compliance with the Standards for Registered Training Organisations 2015 and the issuance of all AQF certification documentation.

You can identify our staff members by their Partners in Training lanyard which will be worn by all staff members at all times.

### 4.1 Trainer/Assessor

Your Trainer/Assessor as a qualified industry practitioner has a responsibility to create a learning environment that will assist you in acquiring the skills and knowledge for you to be job ready. You will be notified of who your Trainer/Assessor is at the information and enrolment session/s and in your Course Information Sheet, timetable and training plan.



## 4.2 Training Coordinator

Your Training Coordinator has a responsibility to coordinate the full training cycle to ensure your studies with Partners in Training runs smoothly. You will meet your Training Coordinator at the information and enrolment session/s and the Training Coordinator will also be noted in your Course Information Sheet, timetable and training plan.



## 5. Your responsibilities

Adult learning recognises that you, as the student, are an adult in the learning process. It centers on you taking responsibility for your own learning. You are responsible for acquiring the skills, knowledge and attitude to become a competent professional. We provide you with the framework for your success. Learning this way may be different from your past experiences of education. Learning is a partnership between the Trainer/Assessor and you as the learner where you work together to achieve your desired learning outcomes.

### 5.1 Student Code of Behaviour

We provide you with a forum to study, learn and develop skills in a friendly, respectful and supportive environment.

The Student Code of Behaviour requires you to respect and adhere to the following rights of others at all times:

1. The right to be treated with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. The right to be free from all forms of intimidation.
3. The right to work and learn in a safe, clean, orderly and cooperative environment.
4. The right to have personal property (including computer files and student work) and Partners in Training property protected from damage or other misuse.
5. The right to have any disputes settled in a fair, transparent and rational manner in accordance with our Complaints and Appeals Policy and Procedures available on our website.
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated politely and courteously at all times.

You have a responsibility to:

- Commit to attend all training sessions and make positive contributions to the training sessions.
- Complete all required assessment tools and submit those assessment tools by the due date.
- Not engage in plagiarism or cheating.
- Undertake research, evaluation and projects as required, independently of scheduled training sessions.
- Treat others with respect, courtesy and consideration.
- Be free from the influence of alcohol or drugs while at Partners in Training or participating in related training activities.
- Not smoke or chew gum while on Partners in Training property.
- Be considerate by not using mobile phones or other devices during any training session or structured activity.
- Follow normal health and safety practices.
- When on work placement:
  - Attend work placement punctually on the days and for the hours required and obtain permission before leaving.
  - Attend work placement with appropriate personal presentation (eg dress code and personal grooming).
  - Act in a professional manner and with enthusiasm.
  - Demonstrate respect for people and property.
  - Seek out, understand and comply with the work placement provider's rules, policies and procedures.
  - Keep your supervisor informed of your actions.
  - Maintain the confidentiality and privacy of all information.

### 5.2 Student discipline procedure

If you engage in any of the following conduct, you may be subject to disciplinary action for misconduct and/or have your enrolment terminated.

- Assault, attempt to assault, intentionally intimidate, bully or threaten another person.
- Discriminate against another person.
- Act inappropriately towards another person.
- Any criminal conduct.
- Wilfully disobey or disregard any lawful direction given by a Partners in Training staff member.
- Act dishonestly or unfairly in connection with your enrolment, completing an assessment tool or in general communications with Partners in Training (including cheating and plagiarism).
- Wilfully obstruct any teaching activity, assessment or meeting conducted by us or another student.
- Wilfully obstruct or attempt to deter any Partners in Training staff member in the performance of their duties.
- Unauthorised entry into any training location or location related to your training.

- Fail to leave any training location or location related to your training when directed to do so by any Partners in Training staff member.
- Wilfully damage or wrongfully deal with any Partners in Training property, including the Student WiFi and our computers.
- Attend Partners in Training whilst under the influence of alcohol or affected by drugs or possess, use or traffic a drug of addiction or drug of dependence within the meaning of the *Crimes Act 1958* (Vic) or the *Drugs Poisons and Controlled Substances Act 1981* (Vic) or any other relevant Act.
- Carry or use a weapon such as a firearm, knife or syringe.
- Fail to comply with health and safety requirements.
- Wilfully place another person in a position of risk or danger.
- Breach the Social Media Policy available on our website.
- Constantly interrupt any training session.
- Repeated absence from, late attendance to or leaving early from training sessions.
- Repeated non-submission or delay in submission of assessments.
- Use of profanities.

If we determine in our reasonable opinion that you have engaged in misconduct, we will:

1. Issue you a verbal warning if the misconduct is minor.
2. Issue you a written warning if the misconduct is major, if a minor misconduct recurs or if a major misconduct occurs after a verbal warning for a minor misconduct.
3. If a major misconduct recurs (it does not have to be the same conduct that constitutes major misconduct), issue you with a written notice terminating your enrolment with Partners in Training.

If we determine in our reasonable opinion that your conduct amounts to serious misconduct, your enrolment will be terminated immediately by written notice. Any fees and charges paid will not be refunded in these circumstances.

You may appeal in accordance with our Complaints and Appeals Policy and Procedures available on our website if you feel you have been wrongly accused of misconduct.

## 6. Enrolment at Partners in Training

Prior to your enrolment and commencement of your course, we will hold an information session or one-on-one interview which you are required to attend. It is important that you attend this information session or one-on-one interview as it provides you with all the information you need to make an informed choice about your training.

Following the information session or one-on-one interview, you must undertake a Pre Training Review prior to enrolling with Partners in Training (refer to further information in relation to the Pre Training Review set out below).

To ensure we can determine your eligibility for any available funding options or loans and enrol you in the most suitable and appropriate qualification as soon as possible, you must bring to the Partners in Training information session / one-on-one interview / enrolment session, the hard copy original or a certified copy of the original of:

1. Your current green Medicare Card, Australian Birth Certificate, current Australian Passport, current New Zealand passport, naturalisation certificate or a formal document issued by the Australian Department of Immigration and Citizenship confirming permanent residence.
2. Your personal identification with photo identification and signature (eg current drivers licence).

3. If an exclusion is relevant to your eligibility, the letter and/or referral form regarding your entitlement to an exclusion.
4. Your current and valid Health Care Card, Pensioner Concession Card or Veteran's Gold Card and if applicable, your Job Seeker Referral Form.
5. Your completed Recognition of Prior Learning and Credit Transfer Application Form (available on our website) and evidence of Recognition of Prior Learning (**RPL**) (eg current certification, references from current and/or past employers, testimonial from clients, work samples and demonstrations) or Credit Transfers (**CT**) (eg Statement of Attainment, Certificate and/or testamur).
6. Your Unique Student Identifier.
7. Your Tax File Number, if applying for VET FEE-HELP.
8. Your current Working with Children Check, if your course has a workplace experience component working with children.
9. Your current Police Check, if your course has a workplace experience component.

Your enrolment with Partners in Training is not finalised until you have paid your enrolment fees (ie deposit, services fee and applicable materials fee with signed deferred payment arrangement at a minimum) and received a confirmation of enrolment letter from Partners in Training. Simply completing an enrolment form does not mean that you have been enrolled with Partners in Training.

You may be excluded from class if fees and any applicable charges are not paid in full or managed by a deposit and deferred payment arrangement prior to your course commencement. A Certificate and Record of Results or Statement of Attainment will not be issued to you until all fees and any applicable charges are paid in full (except for students under the Queensland User Choice).

It is important that you understand that enrolment in any course with Partners in Training does not guarantee:

- that you will successfully complete your course and be issued with a Certificate or Statement of Attainment. You must meet all of the requirements of the course as set out in the relevant training package or VET accredited course and/or unit of competency to successfully complete your course;
- that you will achieve a particular employment outcome; or
- that you will achieve any licensed, regulated or accredited outcome.

## 6.1 Pre Training Review

You must undertake a Pre Training Review (**PTR**) prior to enrolling and commencing each course with Partners in Training Australia. The PTR is undertaken in test conditions and requires you to answer a series of questions. Your Training Coordinator will administer your PTR and explain to you the PTR process at that time.

The PTR is designed to:

1. Identify competencies you have previously acquired through RPL and/or CT.
2. Ascertain your "suitability" to participate in the course. The qualification will be "suitable" for you if the training and assessment from the course meets your needs, capabilities (including literacy and numeracy skills), aspirations and interests; links to likely job and/or participation outcomes; and minimises duplication of your existing competencies and educational attainment.
3. Ascertain your "appropriateness" to participate in the course. The course will be "appropriate" for you if the training and assessment for the qualification uses delivery modes and durations

optimised for your needs and includes reasonable supports to facilitate your participation and attainment.

The PTR is about making sure the training is right for you and is not designed to exclude you from participating in any training. It is designed to ensure we can help you participate in and successfully attain your desired learning outcomes.

## 6.2 Unique Student Identifier

From January 2015, all students participating in nationally recognised training must have a Unique Student Identifier (**USI**). A USI is a reference number made up of numbers and letters. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. It does this by allowing you to link to the National Vocational Education and Training (**VET**) Provider Collection Data to see all of your training results from all providers including all completed units of competency and qualifications.

The USI is available online and at no cost to you. Information about the USI can be accessed on the USI website fact sheets available online at <http://www.usi.gov.au/Students/Pages/default.aspx>.

You need a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if you are enrolling for the first time, for example, if you are studying at TAFE or with a private RTO, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing training in the 2015 calendar year, including nationally recognised training undertaken in secondary school.

You will be required to provide your USI to Partners in Training during enrolment and prior to course commencement. AQF certification documentation cannot be issued to you without a USI.

## 7. Fees, charges and refunds

We are committed to levying and refunding your fees and charges in a transparent, fair and equitable manner. We are also committed to ensuring you get what you pay for – the delivery of quality training and assessment services. We offer a variety of funding options which provide you with the opportunity to engage in affordable training.

We levy fees to you at the time of enrolment. The fee charged will vary depending on the qualification/units of competencies/modules, location of training, eligibility for funding and individual circumstances at the time of enrolment.

It is important that you understand that accessing an available government funding entitlement may reduce your ability to access such funding in the future.

You must read our Student Fees and Charges Policy available on our website prior to enrolment which sets out in detail:

1. The types of fees and charges levied;
2. VET FEE-HELP;
3. Funding options;
4. How and when to pay your fees and charges including deposits and deferred payment arrangements;
5. How to apply for a refund or re-credit (VET FEE-HELP only) and the conditions under which a refund or re-credit (VET FEE-HELP only) will be provided; and
6. Tuition assurance.

We publish a statement of our fees and charges available on our website. The course information sheet for your course sets out the applicable fees.

You may be excluded from training if fees and any applicable charges are not paid in full or managed by a deposit and deferred payment arrangement prior to your course commencement. A Certificate and Record of Results or a Statement of Attainment will not be issued to you until all

fees and any applicable charges are paid in full (except for students under the Queensland User Choice).

## 8. Recognition of Prior Learning and Credit Transfers

You may have already developed skills and knowledge through work, study and life experiences that may help you to gain exemption or credit for units of competency in your course. This could shorten the time required to gain a qualification.

We recognise relevant prior knowledge and experience through:

1. RPL; and
2. CT.

If you believe you have some previous skills, knowledge or life experience that is relevant and would like to apply for RPL or a CT, you must read our Recognition of Prior Learning and Credit Transfer Guide available on our website. You must bring your completed Recognition of Prior Learning and Credit Transfer Application Form (available on our website) all of your relevant documentation and evidence to the information / one-on-one interview / enrolment session.

Charges apply for RPL processing in the relevant units of competency/modules. These charges are set out in our Student Fees and Charges Policy available on our website.

### 8.1 Recognition of Prior Learning

RPL is an assessment process (as distinct from a training process) that determines the extent to which you meet the competency requirements (skills and knowledge) specified in the relevant training package (qualification, skill set or unit of competency) or VET accredited course by assessing the competencies you have acquired through:

- Formal learning – this refers to learning that you may have undertaken through a structured program of instruction and is linked to the attainment of an Australian Qualifications Framework (AQF) qualification or statement of attainment (eg a certificate, diploma or university degree).
- Non-formal learning – this refers to learning that you may have undertaken through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (eg in-house professional development programs conducted by a business).
- Informal learning – this refers to learning that you may have acquired through experience of work-related social, family, hobby or leisure activities (eg the acquisition of interpersonal skills developed through several years as a sales representative).

RPL may be applied and granted for an entire qualification, skill set or unit of competency.

There are two main pathways for undertaking your RPL:

1. RPL by assessment only. An assessment RPL is where you undertake the assessment tasks developed for the units of competency/modules, which will typically include a demonstration of your skills and your knowledge.
2. RPL by portfolio. A portfolio RPL is where you are assessed based on a range of documentation you collect and present to Partners in Training.

### 8.2 Credit Transfer

Credit Transfer is a recognition process where credit is given to you for a unit of competency/module based on recognition of equivalent studies you have previously undertaken and successfully completed in a training package (qualification, skill set or unit of competency) or VET accredited course and which is evidenced by authenticated statements of attainment and/or records of results.

Credit transfers may only be applied and granted for individual units of competency/modules contained in a qualification, skill set or VET accredited course as part of a program delivered by Partners in Training. You may not apply for credit transfer of an entire qualification. Partners in

Training do not issue qualifications or statements of attainment that are achieved entirely through credit transfers for training completed at other training institutions.

## 9. Attendance

We believe that quality learning outcomes are achieved through a blended delivery model that incorporates face-to-face learning in scheduled training sessions. Face-to-face training sessions are where you interact with your peers and your industry experienced Trainer/Assessor, learning and challenging ideas in a supportive and constructive environment. It is a key component of achieving your learning outcomes.

Our belief in the value of face-to-face learning means that it is a requirement of your course that you attend each scheduled training session.

If you miss more than three training sessions, it is likely that you may need to be counselled regarding whether you should continue in the course, subject to discussion with your Training Coordinator and/or Trainer/Assessor.

Attendance at some scheduled training sessions where an assessment is scheduled to be undertaken (for example a test or practical observation) is mandatory and will be noted on your timetable. If you fail to attend a scheduled training session when an assessment is assessed and you are unable to produce a medical certificate for your absence, you will be required to attend an additional scheduled training session with your Trainer/Assessor which may incur an additional charge of \$60 per hour to conduct your assessment. You should inform your Trainer/Assessor or Training Coordinator in advance if you are unable to attend a scheduled training session where a mandatory assessment will be undertaken so that alternative arrangements can be made. If you fail to make alternative arrangements for assessment or to submit assessments due to your non-attendance at a training session, you may be unable to achieve a Competent (C) result in the unit of competency.

### 9.1 Materials you are required to bring to training sessions

You are expected to bring basic stationary to each training session, including but not limited to a notepad, pens, pencils and eraser.

### 9.2 Absence

We understand that situations will arise in your day to day life that prevent you from attending a scheduled training session.

If you are unable to attend a training session for any reason, you must notify your Trainer/Assessor or Training Coordinator prior to the commencement of the training session. You may be required to complete readings, activities or workbooks outside of scheduled training sessions due to your non-attendance. If you miss a training session, it is your responsibility to find out what work you are required to catch up on and to organise this with your Trainer/Assessor.

If you are aware that you will be unable to attend a particular training session, you are expected to:

- Notify the Trainer/Assessor or Training Coordinator prior to the commencement of the training session.
- Make arrangements with someone to take notes and collect any handouts given during the training session.
- Negotiate with the Trainer/Assessor for make-up training to be completed where necessary, and if a mandatory assessment was undertaken, make alternative arrangements for your assessment which may incur an additional charge of \$60 per hour.

### 9.3 Punctuality

Being punctual is essential in the workplace. You are expected to be punctual to training sessions for the same reasons. Being punctual means that you will arrive at all scheduled training sessions at least 10 to 15 minutes prior to commencement and be ready to commence training on time.

Your admittance to a training session upon late arrival will depend on the actual situation in the training session. If the Trainer/Assessor deems that your late arrival will interrupt the group's learning process, presentations and guest speakers or create a potentially unsafe situation, such as in a practical session, you will not be admitted to the training session.

You are also expected to remain at the training session for its entire scheduled duration. Leaving early is not acceptable.

Being late for or leaving early from a training session may result in you missing an important part of your course. It is your responsibility to catch up on any work not completed. If you leave early or arrive late, it will be noted by the Trainer/Assessor on the student register and if consistent, may result in disciplinary action.

## 10. Assessment

Throughout your course, you will be assessed regularly in each unit of competency you are undertaking. This is a necessary part of your course and it is your opportunity to demonstrate the skills and knowledge you have acquired during that unit of competency.

Before submitting your assessment tools to your Trainer/Assessor, **please ensure that you have kept a copy for your own records**. We are required to retain the original of all of your assessment tools for auditing purposes and will not return your original assessment tools to you.

### 10.1 What is assessment?

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard required in the workplace as specified in a training package or VET accredited course.

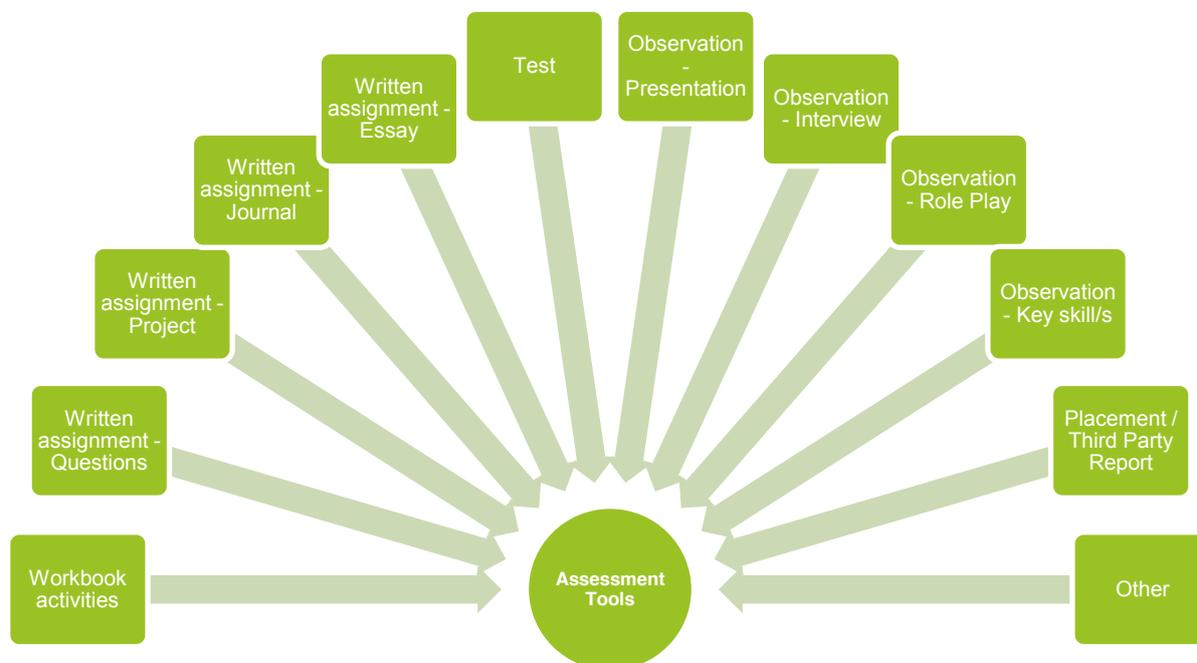
It is a systematic process of collecting and evaluating evidence that allows your Trainer/Assessor to make an informed judgement as to whether or not you have achieved the competency required. You will be asked to perform practical tasks, participate in specific activities and/or to complete written work to demonstrate that you have gained the necessary skills and knowledge and that you can apply these within a workplace or simulated workplace setting.

### 10.2 How will I be assessed?

As you commence each unit of competency, your Trainer/Assessor will give you an outline which will describe the content, the assessment method/s to be used, performance expectations and when you will be assessed in that unit of competency. In some cases, units of competency are assessed independently and in other cases, they can be assessed in conjunction with others. All assessments are mandatory and must be completed satisfactorily for you to be deemed Competent (C).

### 10.3 Assessment methods

Assessment approaches are varied and can often be different for each unit of competency or even for each individual student. In the majority of cases, more than one assessment method will be used. The different types of assessment methods are shown below.



### 10.4 Assessment deadlines

You are expected to submit all assessment tools by the deadlines set by your Trainer/Assessor. If you fail to submit your assessment tools by the deadlines, you may be deemed Not Competent (NC) in the relevant unit of competency. It is not our responsibility to chase you to submit your assessments and we will take no responsibility for deeming you Not Competent (NC) or withdrawing you from the unit of competency due to your failure to submit your assessment tools by the deadlines.

In most circumstances, all written assessment tools (e.g. written assignments or portfolios) must be submitted to your Trainer/Assessor within one to two weeks after the distribution of the assessment tool. The exact submission date for each assessment tool will be notified to you by your Trainer/Assessor.

Some assessments are scheduled in advance to occur on a particular day. These include practical assessments or tests. These may be scheduled to occur in a workplace, timetabled training session or clinical laboratory session. Attendance at these training sessions where an assessment is scheduled to be undertaken is mandatory and will be noted on your timetable. The consequences of failing to attend these mandatory training sessions are set out above under section 9.

### 10.5 Assessment extensions

If you are unable to submit any assessment tool by the deadline set by your Trainer/Assessor, you should approach your Trainer/Assessor or Training Coordinator to request an extension before the due date.

Extensions will only be granted if a medical certificate is provided or if there is evidence of a personal situation (e.g. illness or personal circumstances) that impede your ability to complete assessment tools in the required timeframe. If an extension is granted, you will be notified of the

revised due date for submission of your assessment tool by your Trainer/Assessor or Training Coordinator.

### 10.6 Submitting assessments

All assessment tools must be submitted directly to your Trainer/Assessor or Training Coordinator, either in person or by posting or hand delivering your assessment tool addressed to your Trainer/Assessor or Training Coordinator to the relevant campus. You must not submit your assessment tools to your Trainer/Assessor or Training Coordinator through another student or any other third party and we will accept no responsibility for assessment tools submitted in this manner.

**You must keep a copy of your submitted assessment tools** before submitting your assessment tools to your Trainer/Assessor or Training Coordinator. We are required to retain the original of all of your assessment tools for auditing purposes and will not return your original assessment tools to you.

### 10.7 Satisfactory completion

You are required to satisfactorily complete **all** competencies in each unit of competency within a qualification or VET accredited course in order to fulfil the requirements of a training package.

You will be given feedback from each assessment tool you undertake. Feedback is ongoing throughout the course.

Individual assessment tools will be rated using the codes:

**Satisfactory (S)** The required level of competency has been demonstrated on this tool.

**Not Satisfactory (NS)** The required level of competency has not been demonstrated on this tool.

A unit of competency may require a number of Satisfactory (S) assessment tools before a Competent (C) is obtained in that unit of competency. If any assessment tool is assessed as Not Satisfactory (NS), then the entire unit of competency will be Not Competent (NC) as all assessment tools in a unit of competency must be deemed satisfactory for competency to be achieved.

If you fail to complete all competencies or your assessment tool is Not Satisfactory (NS), you will be provided an opportunity to make a second attempt which may include alternative equivalent assessments in order to prove competence. It is your responsibility to make arrangements with your Trainer/Assessor or Training Coordinator to repeat a Not Satisfactory (NS) assessment tool.

If your second attempt is unsuccessful, you may be deemed Not Competent (NC) and be advised to re-enrol and repeat the unit of competency the next time it is offered and pay additional fees and charges. In most circumstances, you will not be permitted to undertake multiple attempts (more than two) to achieve competency.

### 10.8 Considerations and reasonable adjustments

If you experience personal difficulties of a short term nature (e.g. illness or personal circumstances) that impede your ability to complete assessments in the required timeframe, then special consideration may be available. Please contact your Training Coordinator to discuss.

Reasonable adjustments will be made to ensure equity in assessment for people with a disability; language, literacy or numeracy difficulties; or diagnosed medical conditions. Adjustments may include changes to the assessment process or context that meet your individual needs, including needs related to a disability and/or a diverse cultural background, but do not change competency outcomes. Such adjustments are considered “reasonable” if they do not impose an unjustifiable hardship on you or Partners in Training.

### 10.9 Unsatisfactory progress

If unsatisfactory progress is determined by the Trainer/Assessor or Training Coordinator, an interview will be organised between you, your Training Coordinator and your Trainer/Assessor and the Student at Risk process will be implemented. In the case of trainees, your workplace will also be consulted. In the case of School Based Apprentices and Trainees, your school will also be consulted.

### 10.10 Additional support

We are committed to giving you the best possible opportunity to successfully complete your chosen course. If any of the following difficulties affect your ability to satisfactorily complete assessment tools, please contact your Training Coordinator to discuss additional support in the completion of your assessments:

- problems with language, literacy or numeracy;
- a diagnosed disability;
- a medical condition; and/or
- ongoing personal circumstances.

### 10.11 Plagiarism and cheating

Plagiarism is the "wrongful appropriation" and "stealing and publication" of another's "language, thoughts, ideas, or expressions" and the representation of them as your own original work. It also involves directly copying work from another person as well as sources such as the Internet, books and handouts.

Cheating is the use of another person's work as though it were one's own, intending to gain an unfair advantage. Students who provide their work for others to copy are also subject to the same penalties as those who copy.

Plagiarism and cheating are serious offences and will be treated accordingly. We impose strong penalties on students who are involved in cheating and plagiarism.

Penalties for plagiarism and cheating are severe. If you are caught plagiarising or cheating, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment tool and be provided an opportunity to make a second attempt which may include alternative equivalent assessments (to protect the integrity of the assessment (for example making the assessment an exam instead of an assessment)) in order to prove competence. It is your responsibility to make arrangements with your Trainer/Assessor or Training Coordinator to repeat a Not Satisfactory (NS) assessment tool. If the second attempt involves a practical observation, you may incur an additional charge of \$60 per hour to conduct your assessment. You may also be subject to disciplinary action as set out in section 5.2 above.

If your second attempt is unsuccessful, you may be deemed Not Competent (NC) and be advised to re-enrol and repeat the unit of competency the next time it is offered and pay additional fees and charges. In most circumstances, you will not be permitted to undertake multiple attempts (more than two) to achieve competency.

You may appeal in accordance with our Complaints and Appeals Policy and Procedures available on our website if you feel you have been wrongly accused of plagiarism and/or cheating.

## 11. Workplace experience

You may be required to undertake mandatory workplace experience (practical placement) as part of your course. The course information sheet for your course sets out the specific requirements in relation to any mandatory workplace experience.

Students may complete the workplace experience component of their studies through either:

1. Work placement. The student is a new entrant to the industry and completes the prescribed number of hours in the workplace as a placement with an approved organisation.
2. Third party report. The student is an existing worker in the industry and completes the prescribed number of hours in the workplace as part of their usual employment.
3. Traineeship/Apprenticeship. The student is a trainee/apprentice employed by an organisation in the relevant industry under an Australian Apprenticeship and Traineeship Scheme and completes the prescribed number of hours in the workplace as a trainee/apprentice.

Regardless of the type of workplace experience, all students must complete the same workplace experience model and documentation.

If workplace experience is a mandatory part of your course, you must read our Workplace Guide available on our website. The Workplace Guide sets out detailed information in relation to Partners in Training's workplace experience model for students undertaking training with Partners in Training, including in relation to:

- Roles and responsibilities
- How Partners in Training facilitates a workplace experience
- The process prior to commencing workplace experience, including clearances (Police Check and Working with Children's Check (also refer to the below)), pre-requisites for workplace experience and the workplace experience deed
- Explanation of the workplace experience documentation that will be used during workplace experience
- Student code of behaviour on workplace experience

### 11.1 Police Check and Working with Children Check

Participation in workplace experience is subject to a satisfactory Police Check and Working with Children Check (where applicable if working with children).

Before commencing a course, you must obtain at your own cost a Police Check and Working with Children Check (where applicable) and produce your original Police Check and Working with Children Check (where applicable) to Partners in Training to sight.

You will not be permitted to commence workplace experience without presenting the original of your Police Check and Working with Children Check (if applicable) to Partners in Training.

If your Police Check or Working with Children Check discloses a criminal record or if you are unable to obtain a Working with Children Check, you may not be able to continue the course or successfully complete the course as many workplace providers will not accept students with a criminal record. If you have a criminal record and wish to continue in the course and complete workplace experience, you will be required to give your written consent to Partners in Training to disclose your criminal record to workplace providers (where necessary) to enable a workplace provider to determine whether they will accept you on workplace experience. If you are unwilling to do this, we will not be able to facilitate a workplace experience for you and you will be withdrawn from the course. Although we will do our best to facilitate a workplace experience for you if you have a criminal record, we take no responsibility if you are unable to complete workplace experience as a result of your criminal record and we may withdraw you from the course in our absolute discretion.

If you have a criminal history, please discuss this with your Training Coordinator or a Partners in Training staff member prior to enrolling in the course.

### 12. AQF certification documentation

AQF certification documentation is the set of official documents that confirms that an AQF qualification or Statement of Attainment has been issued to an individual.

All qualifications and statements of attainment issued by Partners in Training will be in accordance with our scope of registration as listed on the Australian Government's training.gov.au website at <http://training.gov.au/Organisation/Details/21837>.

All AQF documentation will only be issued directly to you, the student, and will not be provided to any third party, even when requested to do so by you.

All AQF certification documentation will be issued to you within 30 calendar days of you being assessed as meeting the requirements of the training product and paying all agreed fees to Partners in Training.

### 12.1 Certificate

A certificate will be issued to you if you are deemed competent in all units of competency in accordance with the relevant training package. A certificate will be issued to you within 30 calendar days of you being assessed as meeting all of the requirements of the training product and paying all agreed fees to Partners in Training.

### 12.2 Statement of Attainment

A Statement of Attainment will be issued to you confirming that you have satisfied the requirements of each unit of competency or VET accredited course specified in the statement.

A Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all of the requirements of the training product or formally withdrawing from your course in writing and paying all agreed fees to Partners in Training.

### 12.3 Transcripts / Record of results

If you have completed a qualification or VET accredited course, you will also be eligible for a transcript accompanying your Certificate. This transcript will list all enrolled units of competency or modules and have a result against each unit of competency or module. Common result codes include:

<b>Competent</b>	All assessments have been completed and the required level of competency has been demonstrated.
<b>Not Competent</b>	All assessments have been attempted but the required level of competency has not been demonstrated.
<b>Withdrawn</b>	Did not finish the unit of competency or did not attempt all of the required assessment tools for the unit of competency or module.
<b>Continuing</b>	Training and assessment ongoing.
<b>RPL</b>	Competency demonstrated through the recognition of previous study, work and life experience (application required).
<b>Credit Transfer</b>	Recognition that the same unit of competency or module was completed as part of previous studies, either at Partners in Training or another RTO (application required).

### 12.4 Reissuing AQF certification documentation

Records of qualifications and Statements of Attainment are kept by Partners in Training for a period of 30 years.

You can request a copy of your AQF certification document for an additional charge as set out in our Student Fees and Charges Policy and Procedures available on our website.

If the information that you provide on your Enrolment Form is unclear and replacement AQF certification documentation has to be produced because your details were incorrect, an additional charge will be applied as set out in our Student Fees and Charges Policy and Procedures available on our website.

### 13. Withdrawal

You may withdraw from a course prior to or after course commencement. Our Student Fees and Charges Policy and Procedures available on our website sets out information in relation to the time period for withdrawal to be entitled to a refund, the refund entitlement and the refund process.

All withdrawals must be notified in writing to:

Withdrawals Officer

[withdraw@ptaust.com.au](mailto:withdraw@ptaust.com.au)

When submitting notification of your withdrawal, you should provide the following information:

- Your full name;
- Your date of birth; and
- The qualification/units of competencies/modules or unit of study from which you wish to withdraw.

You may request the assistance of a Partners in Training staff member to submit your notification of withdrawal.

If you fail to provide written notice of withdrawal from any course within the timeframes for a refund set out in the Student Fees and Charges Policy and Procedures or fail to notify Partners in Training in writing in accordance with this procedure, your withdrawal may not be recognised or processed and you may lose your entitlement to a refund in accordance with our Student Fees and Charges Policy and Procedures available on our website.

If you wish to apply for a refund you must make a separate application to your withdrawal notification in accordance with the procedure set out in our Student Fees and Charges Policy and Procedures available on our website.

### 14. Deferment

If you are unable to complete a course for any reason and would still like to complete the qualification/units of competencies/modules you are enrolled in at some time in the future, you may apply to Partners in Training for a deferment.

We will approve a deferment in its absolute discretion. There is no guarantee that you will be permitted to defer your course.

Subject to approval by Partners in Training, you may only defer your course in the same qualification/units of competencies/modules for a maximum period of six months and up to a maximum of two deferments. If you exhaust your two deferments or defer your training for more than one year after receiving approval from Partners in Training, you must re-enrol in the qualification/units of competencies/modules and repay all fees and any applicable charges.

All applications for deferment must be made in writing to:

Deferment Officer

[defer@ptaust.com.au](mailto:defer@ptaust.com.au)

When submitting your application for deferment, you should provide the following information:

- Your full name;
- Your date of birth;
- The qualification/units of competencies/modules or unit of study that you wish to defer;
- The reasons why you wish to defer; and

- An indication of when you intend to return to complete your course.

You may request the assistance of a Partners in Training staff member to submit your application for deferment.

An application for deferment will be considered and processed within four weeks of receipt of an application by Partners in Training. You will be notified by return email of the outcome of your application for a deferment. We will approve a deferment in its absolute discretion. If a deferment is not approved, you may apply for a refund (if applicable) in accordance with the student initiated withdrawal refund procedure set out in our Student Fees and Charges Policy and Procedures available on our website.

Any deferment will be subject to an additional charge as set out in our Student Fees and Charges Policy and Procedures available on our website.

## 15. Variation to enrolment

You may apply to vary your enrolment by adding or changing any unit of competency or module at any time. We will approve a variation to an enrolment in its absolute discretion. There is no guarantee that you will be permitted to vary your enrolment.

All applications for variation must be made in writing to:

Variation Officer

[vary@ptaust.com.au](mailto:vary@ptaust.com.au)

When submitting your application to vary your enrolment, you should provide the following information:

- Your full name;
- Your date of birth;
- The units of competencies/modules or unit of study that you wish to vary; and
- The units of competencies/modules or unit of study that you wish to add.

You may request the assistance of a Partners in Training staff member to submit your application for variation to enrolment.

An application for variation to enrolment will be considered and processed within four weeks of receipt of an application by Partners in Training. You will be notified by return email of the outcome of your application for a variation to enrolment. Partners in Training will approve a variation to enrolment in its absolute discretion.

You will remain liable for any applicable fees and charges for the existing unit of competency in accordance with our refunds policy and for payment of any fees and charges of any added unit of competency in accordance with the levying of fees and charges set out in our Student Fees and Charges Policy and Procedures available on our website.

Any variation will be subject to an additional charge as set out in our Student Fees and Charges Policy and Procedures available on our website.

## 16. Surveys, Government and Regulators

You will be required to complete an AQTF Learner Questionnaire and a Student Course Evaluation as part of our obligations to collect and report Quality Indicator data to the Australian Skills Quality Authority (**ASQA**). You may also be contacted and requested to participate in a National Centre for Vocational Education Research (**NCVER**) survey. ASQA may also contact you to survey you about your satisfaction levels.

If you are a student in Victoria accessing a Victorian Government subsidised training entitlement, the Department of Education may contact you to participate in a Department endorsed project, audit or review.

If you are a student in Queensland accessing a Queensland Government subsidised training entitlement, the Department of Education and Training requires you to complete an employment survey within three months of completing or discontinuing your subsidised training.

## 17. Student facilities

We provide a range of facilities to support you during your studies with Partners in Training.

- Tea, coffee, kitchen and refrigeration facilities are available at each campus. We ask that you clean up after yourself by washing and drying any dishes you use as these areas are shared with others.
- Toilets and washroom facilities are provided at all training locations. We ask that you respect others using these facilities by leaving the facilities clean for the next user and using the bins provided.
- Photocopying at an additional charge as set out in our Student Fees and Charges Policy and Procedures available on our website.
- Access to computers for additional research relevant to your studies are available at each campus. These computers are not to be used to access any material which is unrelated to your studies, including social media and entertainment sites; stream data or download; or install software. All use of student computers is remotely monitored and able to be tracked.
- Student WiFi access at all campuses. The Student WiFi must not be used to access any material which is unrelated to your studies, including social media and entertainment sites; stream data or download; or install software. All use of the Student WiFi is remotely monitored and able to be tracked.
- A library of resources are available at each campus relevant to your studies that may be used on campus or borrowed in certain circumstances.

## 18. Student support services

Please notify your Trainer/Assessor or Training Coordinator prior to enrolment if you have any special needs that will affect your ability to learn, including but not limited to:

- language, literacy and numeracy needs;
- welfare and guidance;
- a disability, including mobility, visual impairment or hearing; and/or
- a diagnosed medical condition.

By notifying us of your special needs we can ensure that we can meet your needs prior to enrolling in the course. We can provide you with information about external agencies and service providers that are most appropriate to give you assistance if we cannot provide the service ourselves. If you do not tell us about any special needs that may affect your learning outcomes, we may not be able to assist you. Any information you tell us in relation to your needs will remain confidential and will only be used to support you.

### 18.1 Partners in Training's Counselling Service

Partners in Training's counselling service is available to students who may be deemed as being "at risk" in relation to their studies with Partners in Training. A student may be "at risk" in relation to their studies as a result of:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| • Personal or family issues       | • Grief and loss issues            |
| • Relationship issues             | • Work issues                      |
| • Student or study related issues | • Other issues or general concerns |

These issues must be impacting the student's studies making them "at risk" of lack of engagement in or successful completion of their studies.

This service is also available for staff members who may be involved in assisting or dealing with a student who has been assessed as being "at risk" in relation to their studies.

The counselling service available is a 'brief therapy' approach: counselling, referral options and brief support can be provided in relation to study related issues only. The counselling service is limited to one "single session" during business hours and if necessary, one follow up appointment may be accessed at the discretion of the Partners in Training counsellor.

### **Contacting the counsellor**

Shirley Semmens is the Partners in Training counsellor based at Partners in Training's Shepparton Campus at 7 Telford Drive Shepparton. Shirley can be contacted during business hours on [ssemmens@ptaust.com.au](mailto:ssemmens@ptaust.com.au) or by telephone on 5821 4877. It is recommended that the first point of contact is made by email. A decision will be made on whether there is a need to schedule a time and day to speak with the person on the telephone or if immediate intervention needs to be implemented.

Telephone support may be available when required during business hours. Face to face appointments can be scheduled as required at mutually agreeable times.

If there is an emergency, emergency services must be contacted on 000.

### **Privacy and confidentiality**

Your information is private and confidential. Please refer to the Privacy Act guidelines in relation to duty of care provisions. It is vital that consent is gained from the client to (a) discuss the situation with another party or look at referral options or (b) document the case note and have it filed in the confidential executive drive on the Partners in Training's document management system. Duty of care obligations require counsellors to take action if there is a risk to a person's own life, to other people's lives or to the community.

Whether it is a telephone or an office based/face to face appointment, this appointment will be conducted in a private room, ensuring privacy and confidentiality is maintained.

## **18.2 Headspace**

Partners in Training has partnered with headspace to support young people dealing with mental health issues. If you are aged between 12-25 or you know someone who is you can access advice and support from headspace. Some centres have been listed in the external support services below, or if they are not within your proximity, you can find out the contact of your local headspace centre from a Partners in Training staff member.

### **What do headspace do?**

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.

The service is designed to make it as easy as possible for a young person and their family to get the help they need for problems affecting their wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

The services can be accessed through headspace centres, online counselling service eheadspace and post intervention suicide support program Headspace School Support.

## **18.3 External support services**

A list of external student support services at each of our campuses is set out below.

Service Provider	Contact Details	Services	Fees
<b>GIPPSLAND (Morwell and Sale)</b>			
Berry Street Gippsland	37 Elgin Street, Morwell 3840 Phone 03 5134 5971 or visit <a href="http://www.berrystreet.org.au/">http://www.berrystreet.org.au/</a>	Community (bushfire relief, financial counselling), education, training and employment, family services, foster and kinship care, residential care and youth services	Free of charge
E.W. Tipping Foundation	58-60 Commercial Road, Morwell 3840 Phone 03 5135 4300 or visit <a href="http://www.tipping.org.au/">http://www.tipping.org.au/</a>	Disability and youth	Free of charge
Gippsland and East Gippsland Aboriginal Cooperative (GEGAC)	9 Maryvale Crescent, Morwell 3840 Phone 03 5134 3816 37-53 Dalmahoy Street, Bairnsdale 3875 Phone 03 5150 0700 or visit <a href="http://www.gegac.org.au/">http://www.gegac.org.au/</a>	Alcohol and drug counselling and support for Aboriginal clients with Alcohol and Other Drug issues	Free of charge
Gippsland Women's Health	56B Cunninghame Street, Sale 3850 Phone 03 5143 1600 or 1800 805 448 or visit <a href="http://www.gwhealth.asn.au/">http://www.gwhealth.asn.au/</a>	Women's Health	Free of charge
Headspace Morwell	99 Buckley Street, Morwell 3840 Phone 03 5136 8300 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, nutrition and diet, mental health, drinking or drug use, sexual health, housing, unemployment, education, relationships and friendships	Free of charge
Latrobe Community Health	81-87 Buckley Street, Morwell 3840 52 MacArthur Street, Sale 3850 Phone 1800 242 696 or visit <a href="http://www.lchs.com.au/">http://www.lchs.com.au/</a>	Aged care, deaf or hearing impaired, carer support, counselling, chronic disease management, dementia services, disability, family violence, gambling support services, general physical health, Koorie care, palliative care, and Migrant and refugee support	Sessions can range from gold coin donation, or can attract higher fee if you do not have a valid Health Care Card or Concession Card
Ramahyuck District	117 Foster Street, Sale 3850 Phone 03 5143 1644 or visit	Primary health care, social and emotional wellbeing	Bulk-billed with valid

Service Provider	Contact Details	Services	Fees
Aboriginal Corporation Central Gippsland Aboriginal Health Service (Nindedana Quarenook)	<a href="http://www.ramahyuck.org/">http://www.ramahyuck.org/</a>	programs	Medicare Card
Uniting Care Wellington	126 Raymond Street, Sale VIC 3850 Phone 03 5144 7777	Early learning and care services	Fees vary depending on service
<b>SHEPPARTON</b>			
GV Connect	12 Bowenhall Street, Shepparton 3630 Phone 03 5821 2466 or visit <a href="http://www.connectgv.com.au/">http://www.connectgv.com.au/</a>	Disability	Free of charge
GV Health	Graham Street, Shepparton 3630 Phone 03 5832 2322 or visit <a href="http://www.gvhealth.org.au/">http://www.gvhealth.org.au/</a>	Mental Health, Indigenous, aged care, and sexual assault	Dependent on services (Pensioners get discounts)
Headspace	129 High Street, Shepparton 3630 Phone 03 5823 8800 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Primary Care Connect	399 Wyndham Street, Shepparton 3630 Phone 03 5823 3200 or visit <a href="http://www.primarycareconnect.com.au/site/">http://www.primarycareconnect.com.au/site/</a>	Counselling, drug and alcohol services, family violence, gamblers help, financial management, Indigenous, youth outreach, chronic conditions and parent education	Bulk-billed with valid Medicare Card
Rumbalara	20 Rumbalara Road, Mooroopna 3629 Phone 03 5820 0000 or visit <a href="http://www.rumbalara.org.au/index.php">http://www.rumbalara.org.au/index.php</a>	Services for Aboriginal and Torres Strait Islander people	Free of charge
Shepparton Access	227 Wyndham Street Shepparton 3630 Phone 03 5831 6180	Disability services for families and carers	Free of charge
Shepparton Adult Community Education College	130 Rowe Street, Shepparton 3630 Phone 03 5831 4029 or visit <a href="http://www.sheppartonace.com.au">www.sheppartonace.com.au</a>	Language and literacy support for youth and adults	Non-accredited are free of charge Accredited

Service Provider	Contact Details	Services	Fees
			courses are dependent on the course and whether you hold a valid concession card
<b>MELBOURNE</b>			
Adult Learning Australia	Office 1, Henderson House, 45 Moreland Street, Footscray 3011 Phone 03 9689 8623 or visit <a href="https://ala.asn.au/">https://ala.asn.au/</a>	Adult language and literacy support	Primarily funded
Foot Patrol	Phone 0412 155 491 or Free call 1800 700 102	Needle Syringe Program	Free of charge
Headspace	Level 1, Victoria Park (Social Club Building), Cnr Lulie and Abbott Streets, Abbotsford 3067 Phone 03 9417 0150 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> 319-321 Glen Huntly Road, Elsternwick 3185 Phone 03 9526 1600 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn 3064 Phone 03 8338 0919 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> 196 Lonsdale Street, Dandenong 3175 Phone 1800 367 968 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Job Services Australia (JSA)	Phone 13 62 68 or visit <a href="http://employment.gov.au/job-services-australia-jsa">http://employment.gov.au/job-services-australia-jsa</a>	Unemployment	Free of charge
Lifeline	Phone 13 11 14 or visit <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	Counselling, disability services, financial, gambling, indigenous, mental health, personal issues, rural outreach, suicide, youth and aged care	Free of charge
The Living Room	7-9 Hosier Lane, Melbourne 3000 Phone 03 9945 2100	Youth – free healthcare and support	Free of charge

Service Provider	Contact Details	Services	Fees
The Reading Writing Hotline	Phone 1300 655 506 or visit <a href="http://www.readingwritinghotline.edu.au/">http://www.readingwritinghotline.edu.au/</a>	Adult literacy and numeracy support	Free of charge
Turning Point Alcohol and Drug Centre	Phone 03 8413 8413 or visit <a href="http://www.turningpoint.org.au">http://www.turningpoint.org.au</a>	Drug and alcohol	Bulk-billed with valid Medicare Card
Victorian Aboriginal Health Service	Phone 03 9419 3000 or visit <a href="http://www.vahs.org.au/about/">http://www.vahs.org.au/about/</a>	Wellbeing services for Aboriginal and Torres Strait Islander people	Bulk-billed with valid Medicare Card

### 19. Equal Opportunity, Fair Treatment, Access and Equity

We foster positive relationships in an environment of equal opportunity, free of harassment, bullying and unlawful discrimination. We aim to ensure that you have equitable access to the benefits of training and assessment irrespective of your gender, age, race, religion, culture, linguistic background, marital status, geographic location, socioeconomic background, disability, sexual preference or political conviction.

We are committed to:

- Creating a work and learning environment which is free from harassment and discrimination, where all people, regardless of position or status, are treated with dignity, courtesy and respect.
- Implementing training and awareness raising strategies to ensure that all employees and students are aware of their rights and responsibilities.
- Encouraging the reporting of behaviour which breaches equal opportunity and, where such behaviour occurs, providing a fair, effective and timely resolution process based on the principles of confidentiality and natural justice.
- Promoting and modelling appropriate standards of conduct at all times.
- Facilitating individuals to access appropriate training services in the event that we are not able to enrol individuals in our courses.

Partners in Training's Equal Opportunity, Fair Treatment, Access and Equity Policy and Procedures is available on our website.

### 20. Health and safety

We care about your health and safety while studying at Partners in Training. It is important that you familiarise yourself with and follow all rules of your training location, as well as familiarising yourself with all emergency evacuation procedures, the location of the first aid kit and exits. We strive to provide a safe study environment with minimal risk of accidents. If you see something that you think is unsafe please inform your Trainer/Assessor or Training Coordinator.

### 21. Social media

We are active on the social media scene and believe it is a valuable tool in training and assessment services. If you refer to Partners in Training in social media, please ensure you follow at all times the Social Media Policy available on our website. Failure to follow this policy may result in disciplinary action.

### 22. Privacy

We are committed to maintaining the privacy and confidentiality of our clients, participants, personnel, contractors and other stakeholders. We manage personal information in an open and

transparent way. We comply with the *Privacy Act 1988 including the 13 Australian Privacy Principles (APPs)* as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

You must read our Privacy Policy and Procedures prior to enrolment available on our website which sets out all the information you need in relation to your personal information and our policies and procedures to deal with your personal information.

We ensure that you have a right to request access to your personal information held and to request its correction at any time. Any request for records access should be made on our Records Access or Update Request Form available on our website.

If you have any queries, concerns or complaints in relation to the Privacy Policy and Procedures please contact:

Privacy Officer

[privacy@ptaust.com.au](mailto:privacy@ptaust.com.au)

7 Telford Drive, Shepparton, VIC 3630

### 23. Complaints and appeals

We are committed to managing and responding to any complaint or appeal (including assessment appeals) any stakeholder may have as quickly and amicably as possible. We will manage and respond to complaints or appeals in a fair, safe, supportive and productive environment consistent with the principles of procedural fairness and natural justice.

You must read our Complaints and Appeals Policy and Procedures prior to enrolment available on our website.

If you have any queries, concerns or complaints in relation to the Complaints and Appeals Policy and Procedures please contact:

Chief Executive Officer

1300 664 601

[complaints@ptaust.com.au](mailto:complaints@ptaust.com.au)

### Your feedback

We are committed to providing you with the highest possible quality while you achieve your learning outcomes with Partners in Training. To assist with this, we will frequently ask for your feedback on different aspects of your course, either through surveys or in group discussions.

We appreciate your honest and constructive comments and will ensure your privacy is protected at all times.

You are encouraged to provide feedback anytime to your Trainer/Assessor or Training Coordinator or in writing to [quality@ptaust.com.au](mailto:quality@ptaust.com.au).