



# 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 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@pta.edu.au](mailto:quality@pta.edu.au) or speaking with your Training Coordinator.

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



Dot Spain

**Director**

Partners in Training Australia

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## 1. About Partners in Training Australia

Partners in Training Australia (PTA) (RTO Code: 21837) 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. We also offer training in Business.

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 Student Loans for eligible students in eligible qualifications, 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 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 the current industry experience to ensure our courses are relevant to the needs of the 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 in further study and employment.

### 1.3 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. We will:

Treat you as an individual.

Respond to your enquiries within 24 hours.

Provide you with accurate, transparent and current information.

Provide you with training that helps you achieve your learning outcomes.

Provide you with flexible training options.

Provide you with the best opportunity to be job-ready.

Provide you with engaging trainers that have current industry experience.

Provide a supportive and safe learning environment.

Protect your personal information.

Provide you with access to your personal information and training records.

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

Manage and respond to your complaints in a fair and timely manner.

Provide you with prompt fee information and flexible payment options.

Welcome your feedback and continuously improve our services.

1.4 Our campus locations and contact details

**Shepparton Campus**

7 Telford Drive SHEPPARTON VIC 3630

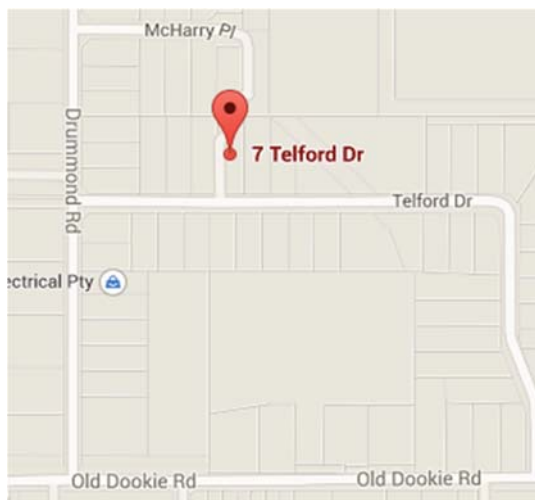
PO Box 6772 SHEPPARTON VIC 3632

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**

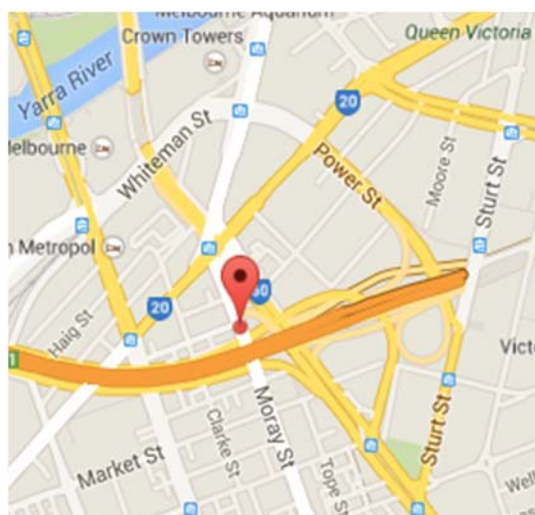
Level 2/ 21 Moray Street SOUTHBANK VIC 3006

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

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

Timed parking available free of charge





## 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 contact us at [info@pta.edu.au](mailto:info@pta.edu.au) or 1300 664 601.

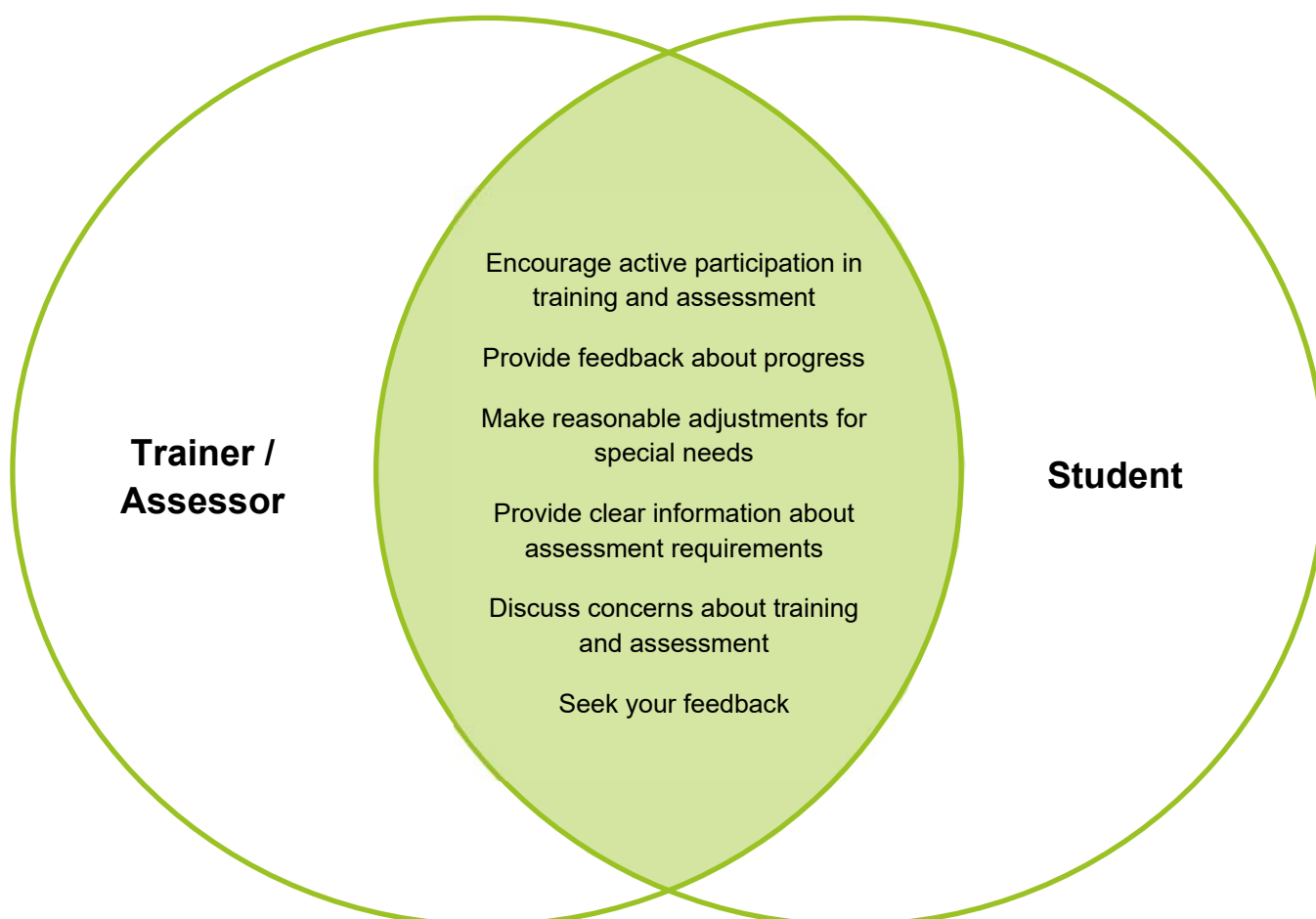
## 3. Partners in Training Australia roles and responsibilities

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.

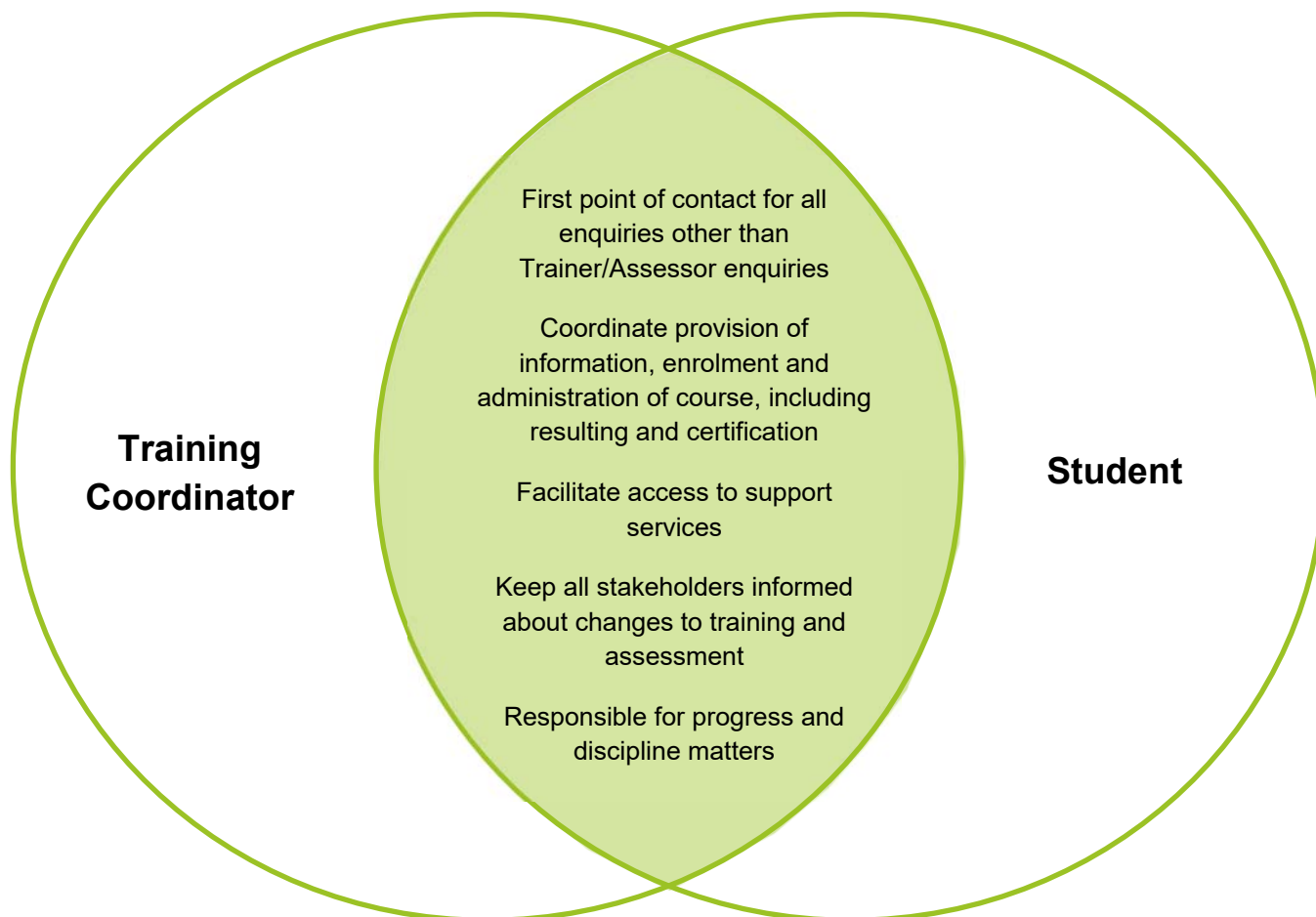
### 3.1 Trainer/Assessor

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 timetable and training plan.



### 3.2 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.



## 4. Your responsibilities

Adult learning recognises that you, as the student, are an adult in the learning process. It centres 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.

### 4.1 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:

- The right to be treated with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status.
- The right to be free from all forms of intimidation.
- The right to work and learn in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and student work) and Partners in Training property protected from damage or other misuses.
- 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.
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated politely and courteously at all times.

You have a responsibility to:

- Dress appropriately
- Commit to attend all training sessions and make positive contributions to the training sessions.
- Complete all required assessments and submit those assessments 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 or placement venue.
- Be considerate by not using mobile phones or other devices during any training session or structured activity.
- Follow normal health and safety practices.

Also, you have a responsibility to:

- When in a webinar/virtual classroom
  - Set up an intentional space for the class
  - Be mindful of what is in your camera's view and make sure no personal information is visible
  - Let your family members know that you are on a "live call" so that they are aware that their voice/image might appear/ be recorded
  - Make sure you are muted when not talking
  - Think before you write a response
  - Be present and engaged in your learning
  - Ask clarifying questions
- 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 (e.g. 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.

### 4.2 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 members 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 Wi-Fi 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 minor misconduct recurs or if major misconduct occurs after a verbal warning for minor misconduct.
3. If 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.

## 5. Pre-Training Review and Enrolment

Prior to your enrolment, we will hold an information session or one-on-one interview session which you are required to attend. It is important that you attend the session 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.

To ensure we can determine your eligibility for any available funding options 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, 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, a formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND your foreign passport/ImmiCard.
2. Your personal identification with photo identification and signature (e.g. current driver 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/ or 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 Student Loans
8. Your current Working with Children Check and other required clearances, if your course has a placement component.

Your enrolment with Partners in Training is not finalised until you have paid your administration fee (i.e. admin fee with signed deferred payment arrangements if applicable), providing the supporting enrolment documentation and have been informed by Partners in Training of your course commencement date. The admin fee **must** be paid once you have completed the enrolment form or no later than course commencement. It reserves your spot in the course with Partners in Training. Completing an enrolment form does not mean that you have been enrolled with us.

You may be excluded from class if fees and any applicable charges are not paid or managed by a deposit and deferred payment arrangement at any time during the course. 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.

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.

## 5.1 Course Information Sheet

The Course Information Sheet will be given to you prior to or during the information session. It provides you with information about:

- Course description, including further study and potential employment pathways;
- Entry requirements (mandatory and course suitability information);
- Course currency information published on the National Register;

- 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, including basic refund policy;
- Materials and/or equipment required to be provided by you;
- Details of government subsidised training (if applicable);
- Other important policies and procedures you need to understand prior to enrolment; and
- Your PTA contact person's details.

## 5.2 Pre-Training Review

You must undertake a Pre-Training Review (**PTR**) prior to enrolling and commencing each course with Partners in Training. 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 meet 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 assessments, delivery mode/s and duration for the course optimise for your needs and include 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.

## 5.3 Enrolment

One of PTA authorised delegates will determine whether the course is suitable and appropriate to you based on the information you provide at the PTR. If so, you will need to proceed enrolment session.

The Enrolment is designed to:

1. Collect all personal information from you as a part of AVETMISS requirements.
2. Determine your Skills First eligibility prior to commencement of training.

## 5.4 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.

You will be required to provide your USI to Partners in Training during enrolment and prior to course commencement. Your enrolment will **NOT** be accepted without a USI.

## 6. Fees and charges

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 that provide you with the opportunity to engage in affordable training.

We levy administration fee to you at the time of enrolment or no later than course commencement, which is not refundable. The total cost of the course will vary depending on the qualification/units of competencies/modules, location of training, eligibility for funding and individual circumstances at the time of commencement of training.

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

It is recommended that you read the 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 Student Loans;
3. Funding options;
4. How and when to pay your fees and charges including deposits and deferred payment arrangements;
5. Refund policies and procedures;
6. How to apply for a re-credit (VET Student Loans) and the conditions under which a re-credit (VET Student Loans) will be provided; and
7. Tuition assurance.

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

You may be excluded from training if the administration fee is 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.

### 6.1 Payments

Partners in Training require all students to pay to Partners in Training the applicable:

1. Admin Fee in full, at the enrolment or prior to course commencement



2. Tuition Fee (if less than \$1500 in total), prior to course commencement, by:
  - Paying the entire tuition fee upfront.
  - Entering into a deferred payment arrangement via Ezidebit or Centrepay arrangement.
3. Tuition Fee (if more than \$1500 in total), prior to course commencement, by:
  - Entering into a payment arrangement via Ezidebit or Centrepay arrangement.
  - Entering into a payment plan and pay tuition fees by instalments.
4. Materials Fee, prior to the provision of the relevant materials by
  - Paying the entire fee upfront.
  - Entering into a deferred payment arrangement via Ezidebit or Centrepay arrangement.

The student may use Ezidebit or Centrepay for any outstanding tuition fee. If the tuition fee amount owing is less than \$500, the minimum amount per fortnight required for a payment plan will be; \$25 a fortnight or \$50 a month, payments must be made each payment period until all tuition fees paid. If the tuition fee is above \$500, the payment plan will be required that ensures all payments are made by the end of the classroom training.

Students who do not pay their tuition fee, admin fee or materials fee and any applicable charges under the Fees and Charges Policy and Procedures or who fail to make payment of any invoice within the payment terms specified on the invoice may be excluded from the class.

Please refer to our Fees and Charges Policy and Procedures on our website for more details.

A certificate, statement of attainment or record of results will not be issued to a student until all fees and any applicable charges are paid in full.

## 7. 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 Recognition of Prior Learning (RPL) and/or Credit Transfer (CT).

If you believe it 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/or Credit Transfer Application Form (available on our website) all of your relevant documentation and evidence to the information/ one-on-one interview/ enrolment session.

### 7.1 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:

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

Charges apply for RPL processing in the relevant units of competency/modules. It will cost \$500 per unit to go through the RPL process.

## 7.2 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 nationally accredited qualification, skill set or VET accredited course or a program delivered by Partners in Training. You must 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.

Before granting credit on the basis of qualification, Statement of Attainment or Record of Results provided with this application, PTA **must** authenticate the supplied information by directly accessing the USI transcript online or by contacting the issuing organisation to confirm the content is true and correct.

**In some cases, the issuing organisation may charge an administration fee for authentication. You will be liable to pay the cost if this occurs.**

**Your application might be partially rejected if you have already attended training session(s) for the unit(s) you would like to apply for Credit Transfer(s). Therefore, relevant fees may not be adjusted.**

## 8. Important documents

There are a few important documents related to your study with Partners in Training.

### 8.1 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, Trainer/Assessor, assessment tools and location of each training session. This timetable will be correct at the time of printing but may be subject to change.

Where an assessment observation is scheduled to be undertaken, it is noted on your timetable as **mandatory**.

The timetable also contains the **due date** of each assessment.

### 8.2 Training plan

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

Training plans will be emailed to you from January 2020 no later than 4 weeks after your training commencement. In some cases, you may receive your training plan prior to training commencement. If you do not have an email, a hardcopy will be provided. No signature is required.

If you are undertaking a traineeship program, you must still sign your training plan, return it to your Training Coordinator and make a copy for your records.

We will provide you with an updated training plan if there are any substantial changes, which include but not limited to change of the unit selection, change of the assessment methods and

change of the delivery mode. However, we will not issue an updated training plan if your course runs slightly ahead of/ behind the training schedule.

## 9. Attendance

We believe that quality learning outcomes are achieved through face-to-face learning. Face-to-face training sessions are where you interact with your peers and your industry experienced Trainer/Assessor, learning, challenging ideas and practising skills 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.

We attempt to contact you if you miss two training sessions in a row. If you miss more than **THREE** training sessions in a row without a valid reason, it is possible that you will be withdrawn from 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.

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

You are expected to bring basic stationery to each training session, including but not limited to a notepad, pens, pencils and eraser. Bring your own device if you wish to use the Partners in Training's student Wi-Fi.

### 9.2 Absence

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

If you will be unable to attend a training session, it is your responsibility to:

- notify the Trainer/Assessor or Training Coordinator **prior to** the training session;
- make arrangements with someone to take notes and collect any handouts given during the training session; and
- 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.

If you fail to do, you may be unable to achieve a Competent (C) result in the unit(s) affected.

### 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 to 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.

#### 9.4 Withdrawal

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 in a row without a valid reason, PTA has the right to withdraw you from the current course.

**Please be aware that the withdrawal may impact your entitlement to access government subsidised training in the future.**

**You could re-enrol in the same course at any time. However, you will need to undertake another Pre-Training Review, Enrolment Session and Administration Fee applies.**

### 10. Assessment

#### 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 a VET accredited course.

#### 10.2 How will I be assessed?

As you commence each unit, your Trainer/Assessor will give you an outline that will describe the content, the assessment methods to be used, the number of assessment tasks to be completed, performance expectations and when you will be assessed in the unit.

In some cases, units 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) in the relevant unit.

#### 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 most cases, more than one assessment methods will be used. The different types of assessment methods are shown below.



#### 10.4 Assessment deadlines

You are expected to submit all assessments by the deadlines set on your timetable or by your Trainer/Assessor.

If you fail to submit your assessments by the deadlines, you may be withdrawn from the relevant unit. It is not PTA's responsibility to chase you to submit your assessments.

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 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 Attendance.

#### 10.5 Assessment extensions

If you are unable to submit any assessment by the deadline set by your trainer/assessor or on your timetable, you must approach your Trainer/Assessor or Training Coordinator to request an extension **before** the due date.

Extensions will only be granted under special circumstances 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 by your Trainer/Assessor or Training Coordinator.

#### 10.6 Submitting assessments

##### Formatting

- All assessment tasks must be submitted typed using Arial 12pt, double-spaced font.

- Insert your name, the unit code and title in the header of every page.
- Insert a page number in the footer of every page.
- Clearly identify the question with each answer. To do this you may; include the question number only and submit the assessment book with your completed assessment, or; rewrite the questions including the question number with each answer.
- All answers must be in complete sentences unless otherwise specified in the question.

### Glossary of Terms

Assessment task questions will use certain terms which will guide you as to what kind of detail and what type of response is required. A list of such terms are as follows:

- Describe – give a detailed account in words of
- Define – state or describe exactly the nature, scope or meaning of
- Outline – a general description or plan showing the essential features of something but not the detail
- Identify – establish or indicate what something is
- Reflect – think deeply or carefully about and summarise your thoughts
- List – a number of connected items written or printed consecutively, typically one below the other

Once you complete an assessment task, upload to One Drive on or before the due date, complete with cover sheet. Ensure you always retain a copy for your records.

### Referencing

Most assessment questions can be answered with information from the Student Unit Guide and classroom notes. You must cite any additional reference materials you use and format your citations in APA, 6<sup>th</sup> edition style. For an overview of APA Style please see 'referencing your work', below.

### Rubric

Some assessment tasks contain a marking rubric. Where this is provided, consult the rubric for guidance on how to achieve competency in the assessment.

### Resources

Suitable Resources include:

- Student Unit Guide and classroom notes
- Any academic resource you would like to use such as textbooks
- Ovid and/or Internet access for scholarly articles (Google Scholar is acceptable, Wikipedia is NOT)
- Computer access (both computer and Internet access are available on campus)

You must not submit your assessments via another student or any other third party and we will not accept assessments submitted in this manner.

**You must keep a copy of your submitted assessment tools** before submitting your assessments to your Trainer/Assessor or Training Coordinator. We are required to retain the

original of all of your assessments for auditing purposes and will not return your original ones to you.

## 10.7 Referencing your work

### What is a citation?

A citation is a reference to a published or unpublished source, given alongside some written information, to acknowledge the source of that information.

For example, if you were writing an essay about palliative care, and you included an explanation of the five stages of grief from Elizabeth Kübler-Ross' book *On Death and Dying*, you would acknowledge this book as a citation, as this is the source of your information. (Kübler-Ross, 1969/2014)

Referencing has several purposes, including:

- Referencing upholds intellectual honesty and helps you to avoid plagiarism;
- Referencing allows you to attribute your ideas to their correct sources; and
- Referencing adds professional weight to your arguments.
- Referencing encourages you to be of conscious of the scholarly standards of your work

### How do I format my citations?

A citation generally needs to include at least the author, book title, and publication date. Certain systems require additional information, such as the city of publication, the edition number or the journal issue. There are many accepted citations systems, such as the Oxford, Harvard, MLA, American Sociological Association (ASA), American Psychological Association (APA), and others. Each system has its own way of presenting and ordering the information. At PTA, we require you to format your citations in the **American Psychological Association (APA), 6<sup>th</sup> edition style**.

### APA style, 6th Edition citations

APA is one of the world's major styles for academic citation and is currently in its 6th edition. It is given the name 'APA Style' as it is the required citation format described in the style guide for the American Psychological Association (APA).

TIP: To practice APA Style and get live examples based on the references you are using, visit <http://www.citethisforme.com/apa>.

APA requires that information be cited in 2 different ways:

1. Within the text; and
2. In a reference list at the end of the paper. The reference list should be on a new page, double spaced, and use the hanging indent method (all lines after the first one are indented).

In-text citations are written a different way to the reference list. The in-text acknowledgement tends to be a shorter version of the references, to save space and maintain narrative flow.

### In-text citations

APA uses the author-date method of citation. The last name of the author and the date of publication are inserted in the text in the appropriate place.

When referencing or summarizing a source, provide the author and year. When quoting or summarizing a passage, include the specific page or paragraph number, as well.

When quoting, if a direct quote is less than 40 words, incorporate it into your text and use quotation marks.

If a direct quote is more than 40 words, make the quotation a free-standing indented block of text and DO NOT use quotation marks.

**One work by one author:**

In one developmental study (Smith, 1990), children learned... OR

In the study by Smith (1990), primary school children... OR

In 1990, Smith's study of primary school children...

**Works by multiple authors:**

When a work has 2 authors cite both names every time you reference the work in the text. When a work has three to five authors cite all the author names the first time the reference occurs and then subsequently include only the first author followed by et al.

For example:

First citation: Masserton, Slonowski, and Slowinski (1989) state that...

Subsequent citations: Masserton et al. (1989) state that...

For 6 or more authors, cite only the name of the first author followed by et al. and the year.

**Works by no identified author:**

When a resource has no named author, cite the first few words of the reference entry (usually the title). Use double quotation marks around the title of an article, chapter, or Web page. Italicize the title of a periodical, book, brochure, or report. For example:

The site seemed to indicate support for homeopathic drugs ("Medical Miracles," 2009).

The brochure argues for homeschooling (Education Reform, 2007).

Treat reference to legal materials such as court cases, statutes, and legislation like works with no author.

**Two or more works in the same parenthetical citation:**

Citations of two or more works in the same parentheses should be listed in the order they appear in the reference list (i.e., alphabetically, then chronologically).

Several studies (Jones & Powell, 1993; Peterson, 1995, 1998; Smith, 1990) suggest that...

**Specific parts of a source**

Always give the page number for quotations or to indicate information from a specific table, chart, chapter, graph, or page. The word page is abbreviated but not chapter. For example:

The painting was assumed to be by Matisse (Powell, 1989, Chapter 6), but later analysis showed it to be a forgery (Murphy, 1999, p. 85).

If, as in the instance of online material, the source has neither visible paragraph nor page numbers, cite the heading and the number of the paragraph following it. This allows the reader to locate the text in the source. For example:

The patient wrote that she was unimpressed by the doctor's bedside manner (Smith, 2006, Hospital Experiences section, para. 2).

**Citations in a reference list:**



In general, references should contain the author name, publication date, title, and publication information. Include the issue number if the journal is paginated by issue.

For information obtained electronically or online include the DOI:

DOI - a unique alphanumeric string assigned to identify content and provide a persistent link to its location on the internet. The DOI is typically located on the first page of the electronic journal article near the copyright notice. When a DOI is used in your citation, no other retrieval information is needed. Use this format for the DOI in references: doi:xxxxxxx

If no DOI has been assigned to the content, provide the home page URL of the journal or of the book or report publisher. Do not insert a hyphen if you need to break a URL across lines; do not add a period after a URL, to prevent the impression that the period is part of the URL.

In general, it is not necessary to include database information. Do not include retrieval dates unless the source material has changed over time.

**Book:**

Strunk, W., Jr., & White, E. B. (1979). *The guide to everything and then some more stuff*. New York, NY: Macmillan.

Gregory, G., & Parry, T. (2006). *Designing brain-compatible learning* (3rd ed.). Thousand Oaks, CA: Corwin.

**Chapter of a Book:**

Bergquist, J. M. (1992). German Americans. In J. D. Buenker & L. A. Ratner (Eds.), *Multiculturalism in the United States: A comparative guide to acculturation and ethnicity* (pp. 53-76). New York, NY: Greenwood.

**Journal Article with DOI:**

Paivio, A. (1975). Perceptual comparisons through the mind's eye. *Memory & Cognition*, 3, 635-647. doi:10.1037/0278-6133.24.2.225

**Journal Article without DOI (when DOI is not available):**

Becker, L. J., & Seligman, C. (1981). Welcome to the energy crisis. *Journal of Social Issues*, 37(2), 1-7.

Hamfi, A. G. (1981). The funny nature of dogs. *E-journal of Applied Psychology*, 2(2), 38-48. Retrieved from <http://ojs.lib.swin.edu.au/index.php/fdo>

**Online Newspaper Articles:**

Becker, E. (2001, August 27). Prairie farmers reap conservation's rewards. *The New York Times*. Retrieved from <http://www.nytimes.com>

**Encyclopedia Articles:**

Brislin, R. W. (1984). Cross-cultural psychology. In R. J. Corsini (Ed.), *Encyclopedia of psychology* (Vol. 1, pp. 319-327). New York, NY: Wiley.

Developmental genetics. (2005). In *Cambridge encyclopedia of child development*. Retrieved from [http://0www.credoreference.com.library.muhlenberg.edu:80/entry/cupchilddev/developmental\\_genetics](http://0www.credoreference.com.library.muhlenberg.edu:80/entry/cupchilddev/developmental_genetics)

**Technical and Research Reports (often with corporate authors)**

Hershey Foods Corporation. (2001, March 15). 2001 Annual Report. Retrieved from <http://www.hersheysannualreport.com/2000/index.htm>

**Book Reviews:**

Dent-Read, C., & Zukow-Goldring, P. (2001). Is modeling knowing? [Review of the book *Models of cognitive development*, by K. Richardson]. *American Journal of Psychology*, 114, 126-133.

NOTE: For articles that have a DOI, see Journal Article with DOI example.

**Data Sets:**

Simmons Market Research Bureau. (2000). Simmons national consumer survey [Data file]. New York, NY: Author.

**Blog post:**

Lincoln, D. S. (2009, January 23). The likeness and sameness of the ones in the middle. [Web log post]. Retrieved from <http://www.blogspot.com/lincolnworld/2009/1/23.php>

**Website with no author or date of publication:**

Census data revisited. (n.d.). Retrieved March 9, 2009, from Harvard, Psychology of Population website, <http://harvard.edu/data/index.php>

Do not include retrieval dates unless the source material may change over time. If no DOI has been assigned to the content, provide the homepage URL.

**Reprint from Another Source:**

Citation in the text:

(Newton, 1998/1999).

Reference List Citation:

Newton, W. (1999). Return to Mars. In C. Mari (Ed.), *Space Exploration* (pp. 32-41). New York, NY: H.W. Wilson. (Reprinted from *National Geographic*, pp. 2-26, August 1998).

In this example of a reprinted book review, the author of the book is named first, followed by the editor of the reprinting source, then the reviewer. In your parenthetical citation, it is necessary to name the author of the book, while the reviewer is named to distinguish from other reviews of this book.

All assessment tools must be submitted directly to your Trainer/Assessor or Training Coordinator, by uploading it to the relevant online folder. In special circumstances, on prior approval you may be able to submit your assessment tool/s by hand or by post. You must not submit your assessment tools to your Trainer/Assessor or Training Coordinator via another student or any other third party and we will not accept assessments 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.

## 10.8 Completing your assessments

Studying Diploma of Nursing requires you to learn both practical and theoretical aspects. During your time at PTA, you will need to underpin your clinical skills with a solid grounding in the theory of nursing. This includes referencing textbooks, scholarly articles and the latest nursing research in your assessments.

### Information resources:

The written information you will need can be sourced from the documents that PTA gives you (i.e., your student unit guides, clinical skill development records, PowerPoints, handouts and your textbooks.)

Additionally, you will be required to source information from relevant authentic sources to complete your written assessments and projects. Additional sources of information might include scholarly articles and online databases, textbooks and journals sourced from public, TAFE and medical libraries. A minimum of 4 additional references are required for each of your assessments.

*My Trainer says, 'don't use Wikipedia!' Why don't we use Wikipedia for our assignments?*

While Wikipedia is a perfectly good source of information for refreshing your memory of medical concepts – you can quickly search for definitions of anatomy and physiology, for example - it is a poor source for your essays and assessment answers, because the information on Wikipedia is written by users. Practically anyone with an email address can write the articles - with no degree or specialist training required – so the accuracy of the information cannot be verified. Academic and scholarly articles, such as from google scholar, are better places to gather information.

### Scholarly articles:

A scholarly or peer-reviewed article is any article written by an expert in an academic or professional field. They are excellent sources for finding out what has been studied or researched on a topic as well as to find bibliographies that point to other relevant sources of information.

### The best way to access scholarly articles is via google scholar.

Google Scholar is a Web search engine that specifically searches scholarly literature and academic resources. While regular Google searches public Web content, Google Scholar is different. It searches the same kinds of scholarly books, articles, and documents that you search in the Library's catalogue and databases. The scholarly, authoritative focus of Google Scholar distinguishes it from ordinary Google.

Searching is as easy as searching in regular Google. Start from the google Homepage and search for Google Scholar. Enter a search term or phrase, such as "bird flu."

Like regular Google, Google Scholar returns the most relevant results first, based on an item's full text, author, source, and the number of times it has been cited in other sources. Some actions are a little different from regular Google: clicking on a title may only take you to a citation or description, rather than to the full document itself. Google Scholar will not necessarily get you to the full text of every search result.

To find the full document, look for (1) a PDF or HTML link to the right of the article title, or (2) ask your Trainer/Assessor. Occasionally the articles are not free but can often be borrowed from a library. Your Trainer/Assessor will help you to find the resource or suggest a suitable substitute.

## 10.9 The Joanna Briggs Institute

Another excellent online resource is Joanna Briggs. The Joanna Briggs Institute - known internationally as "JBI" - is an international not-for-profit organisation, operating 72 collaborating

centres and groups around the world. It focuses on researching evidence-based healthcare. The Institute is based in Adelaide, South Australia. It was established by Royal Adelaide Hospital as an affiliated institute of the University of Adelaide in 1996 and is now a School within the Faculty of Health Sciences at the University of Adelaide in Australia.

PTA has its own login for Joanna Briggs:

Joanna Briggs Library: ovidsp.ovid.com

Username: pta999

Password: jbiPTA

### 10.10 PTA Libraries

Each campus has a nursing library with textbooks on topics including anatomy and physiology, medical and surgical nursing, law and health, nursing fundamentals, mental health nursing, nursing dictionaries and annuals. Borrowing restrictions may be placed on in-demand textbooks during assessment time. The borrowing process is the same as at a normal library. Speak to your campus manager for a borrowing form.

Copies of textbooks listed in the nursing program's official list are also available to borrow. If you can prove financial hardship, you may be eligible to borrow a PTA copy of the textbook for the unit, semester, or even the duration of your studies. Speak to your campus manager for further information.

#### **External libraries**

There are many external public libraries which you may access to look up databases and borrow books. Most libraries also offer free internet access, PC access and study desks.

#### **Public Libraries Melbourne:**

##### **Brownless Biomedical Library**

182, University of Melbourne, Grattan St, Carlton VIC 3053

Open: Mon-Fri 10am-6pm

Available: Room and PC bookings, research consultations, borrowing and facilities

##### **Health Sciences Library: Royal Melbourne Hospital**

PO Royal Melbourne Hospital

PARKVILLE, VIC 3050, AUSTRALIA

Phone: (03) 9342 8617; Fax: (03) 9342 8615

Email: rmh.libinfo@mh.org.au

Open: Mon-Fri 8:30am-6pm

Available: journals, articles, databases, Victorian Mental Health articles

##### **State Library Victoria**

Corner Russell & La Trobe Streets

Melbourne VIC 3000

Open: Mon-Thurs 10:00am-9:00pm, Fri-Sun 10:00am-6:00pm

Available: Room and PC bookings, journals, articles, databases, research consultations, borrowing and facilities

**Public Libraries Shepparton:**

**Shepparton Library**

41-42 Marungi St, Shepparton VIC 3630

Open: Mon-Thurs 10:00am-6:00pm, Fri 10:00am – 8:00pm, Sat 9:00am-12:00pm, Sun 1:00pm – 4:00pm

Available: Room and PC bookings, journals, articles, databases, borrowing

**LaTrobe University: Shepparton Campus Library**

La Trobe University

210 Fryers St

Shepparton Victoria 3630

Australia

Open: Monday -Thursday: 8.30am-6.00pm, Friday: 8.30am-5.00pm, Sunday: 1.00pm-5.00pm, Semester break (November - March): Monday - Friday 8.30am-5.00pm

Available: Shared with the GOTAFE, the Library has a range of learning spaces, computer workstations, wireless internet access, photocopying and print services.

**Public Libraries Sale:**

**Sale Library**

70 Foster St, Sale VIC 3850

Open: Mon-Fri 9:00am-5:30pm, Sat-Sun 10:00am-4:00pm

Available: Room and PC bookings, journals, articles, databases, borrowing

**Federation Training Library**

75 Desailly Street, Sale

Open: Mon-Fri 9:00am-5:30pm, Sat-Sun 10:00am-4:00pm

Available: TAFE-affiliated, the Library has a range of learning guides, referencing guides and borrowing

**10.11 Assessment results**

You are required to satisfactorily complete **all** assessments in each unit within a qualification or a VET accredited course to fulfill the requirements of the training product.

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

Individual assessment tasks will be rated using the codes:

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

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

A unit of competency may require a number of assessment tasks. In order to achieve Competent (C) in each unit, you must be deemed satisfactory in all the assessments required by the unit of competency.

If your assessment task is Not Satisfactory (NS), you will be provided with an opportunity to make a second attempt which may include alternative equivalent assessment tasks 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 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.

### 10.12 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 it.

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.

### 10.13 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. 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.

If you wish to appeal this, please refer to Complaints and Appeals Policy and Procedures available on our website or at each of the campuses.

### 10.14 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.

### 10.15 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 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 plan with your Trainer/Assessor or Training Coordinator to repeat a Not Satisfactory (NS) assessment. 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/ Placement

### 11.1 Finding a placement

You are 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.

PTA always attempts to accommodate your availability, preference and locations when trying to source the workplace experience. However, you should be aware that this is not always possible.

**It is ultimately your responsibility to accommodate the workplace experience arrangements provided by PTA.** Any travel or accommodation costs you incur to complete the workplace experience component are at your own cost.

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:

- The process prior to commencing workplace experience, including clearances (e.g. Police Check and Working with Children's Check (also refer to the below)), restrictions, pre-requisites for workplace experience and the workplace experience deed
- Finding a workplace experience
- Explanation of the workplace experience documentation that will be used during workplace experience
- Roles and responsibilities

### 11.2 Requirements

All workplace experience requires a number of actions to be taken before a student can commence workplace experience. Students will be responsible for their own placement if they are unable to meet placement requirements within the required timeframe.

Participation in work experience/placement is subject to obtaining and presenting satisfactory clearances.

Prior to commencing workplace experience, a PTA student must obtain at own cost:

- A current Victorian Working with Children Check, and
- A current and satisfactory Police Check, and
- A completed immunisation booklet, and/or
- Any other documentations required by the placement provider.

**Participation in work experience/placement is subject to obtaining and presenting satisfactory clearances.**

Students will **not** be permitted to commence workplace experience without presenting to PTA both the required clearances and approved workplace deed.

If a clearance discloses a criminal record or if a student is unable to obtain the required clearance/s, a student 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 history, please discuss this with your Training Coordinator or a Partners in Training staff member prior to enrolling in the course.

### 11.3 Workplace Deed

**The Workplace Deed must be completed in full by all stakeholders** (Student, Workplace Provider, PTA (and parent/guardian when a student is under age)) **prior to commencing workplace experience. No placement is to be commenced without our pre-approval.**

## 12. AQF certification documentation

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.

### 12.1 Certificate

A certificate will be issued to you if you are deemed competent in all units in accordance with the relevant training package.

Providing all fees have been paid, 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.

### 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.

Providing all fees have been paid, a Statement of Attainment will be issued 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.

### 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 assessments for the unit of competency or module.
<b>Continuing</b>	Training and assessment are ongoing.
<b>RPL</b>	Competency demonstrated through the recognition of the 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 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 Fees and Charges Policy and Procedures available on our website.

## 13. Withdrawal

All withdrawals must be notified in writing to:

Withdrawals Officer  
[withdraw@pta.edu.au](mailto:withdraw@pta.edu.au)

When submitting a 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.

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 in a row without a valid reason, PTA has the right to withdraw you from the current course.

In addition, you are expected to submit all assessment tools by the deadlines set by your Trainer/Assessor or listed on your timetable. If you fail to do so without applying for an extension, we may withdraw you from the unit of competency as well as the course.

If you fail to demonstrate a commitment to complete the course, we may withdraw you from the unit of competency as well as the course.

Please be aware that **the withdrawal may impact your entitlement to access government subsidised training in the future.**

**You could re-enrol in the same course at any time with PTA. However, you will need to undertake another Pre-Training Review, Enrolment Session and Administration Fees apply.**

## 14. Refund Policy

Partners in Training will provide a refund of fees and any applicable charges under the policy and procedures set out below, subject to the specific requirements of funding arrangements, the applicable Tuition Assurance Scheme.

All applications for a refund should be made in writing to:

Refund Officer  
[refunds@pta.edu.au](mailto:refunds@pta.edu.au)

When applying for a refund, the student should provide the following information:

- The student's full name;
- The student's date of birth;
- The qualification/units of competency/modules or unit of study for which the student wishes to claim a refund;
- The amount of fees and any applicable charges requested to be refunded;

- The grounds (being evidence of reasonable cause or special circumstances (as applicable)) for applying for a refund; and
- Any necessary supporting evidence to support a student's claim of reasonable cause or special circumstances (as applicable).

A student may request the assistance of a Partners in Training staff member to submit their application for a refund.

All written applications for a refund will be considered and notified by return email of the outcome of their application for a refund and reasons for the decision within 30 calendar days of receipt of an application by Partners in Training. Any refund or re-credit to be made by Partners in Training will be processed with 14 calendar days of notification of the outcome of an application.

Where original fees and any applicable charges were paid by credit card, the refund must be credited against the original credit card. Where original fees and any applicable charges were paid by cash, cheque or debit card, the refund will be paid by electronic funds transfer to a student's nominated account or the student's debit card (at the discretion of Partners in Training). It is not permissible to transfer monies from one student's account to the account of another student.

#### 14.1 Course cancellation or cessation by PTA

If Partners in Training cancels or is unable to offer a course which has not yet commenced and for which a student has made an advance payment of fees and any applicable charges, Partners in Training will refund in full the fees and any applicable charges, including any admin fee and materials fee (provided the materials are returned to Partners in Training in their original condition) paid in advance by the student upon receipt of an application for a refund as listed above.

If Partners in Training cancels, ceases or is unable to continue to offer a course which has commenced and for which a student has made a payment of fees and any applicable charges, Partners in Training will refund a portion of tuition fee and material fee paid by the student for any unit of competencies/modules as per the withdrawal procedure below in section 5.2. Any admin fee will not be refunded once training has commenced, regardless of whether Partners in Training cancels, ceases or is unable to continue to offer a course.

#### 14.2 Student-initiated withdrawal

A student may withdraw from a course at any time. All withdrawals must be notified in writing as required the above.

If a student fails to provide written notice of withdrawal from any course, no refund will be given.

**Skills First funded (subsidised) students** (excluding HLT54115 Diploma of Nursing students & VET Student Loans students)

Any admin fee paid by the student is *non-refundable*.

Students will **ONLY** be entitled to a refund if they have made payments that are in advance of their course progression:

- Withdrawal prior to or within 4 weeks after course commencement  
If a student withdraws from a course by written notice within 4 weeks of course commencement, Partners in Training will refund two-thirds (2/3) of any Government Subsidised Tuition Fee and material fees paid in advance by the student.
- Withdrawal between 5 to 8 weeks after course commencement

If a student withdraws from a course by written notice within 4 weeks of course commencement, Partners in Training will refund one-third (1/3) of any Government Subsidised Tuition Fee and material fees paid in advance by the student.

- Withdrawal at any time after 8 weeks of course commencement

If a student withdraws from a course by written notice at any time after 8 weeks of course commencement, the student is liable for the full cost of the course and will NOT receive a refund of any fees and applicable charges paid.

### **Fee for Service students & Skills First funded HLT54115 Diploma of Nursing students** (excluding VET Student Loans students)

Any admin fee paid by the student is *non-refundable*.

- Where the student is not up to date with the payment arrangements, PTA will request the student finalise payments up to the date of their official withdrawal.
- Students will **ONLY** be entitled to a refund if they have made payments that are in advance of their payment plans or they have made lump sum payments in advance. The refund on tuition fees and material fees (if any) will be in proportion to the student's progression through the course based on their payment plans.

### **VET Student Loans students**

Students, who are paying tuition fees through VET Student Loan, are liable for the cost of the semester (1, 2 or 3) as soon as the census date for the semester has passed. Students will only be liable for one semester at a time.

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 Fees and Charges Policy and Procedures available on our website.

## **15. Deferment**

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

**You must submit all the theory assessments for the units you have commenced prior to your deferment application being approved.** The application will NOT be considered if you are unable to show your commitment to complete the course.

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

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. If your return date is in the **next calendar year** or you exhaust your deferment, 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@pta.edu.au](mailto:defer@pta.edu.au)

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

- Your full name;
- Your date of birth;
- The qualification/units 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. 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 Fees and Charges Policy and Procedures available on our website.

Any deferment will be subject to an additional **charge** as set out in the 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.

### Enrolled Nursing Students

As per ANMAC enrolled nurse Accreditation Standards requirements (Standard 9: Quality improvement and risk management), Partners in Training must be able to assess and address risks to the program, its outcomes and students, and has a primary focus on continually improving the quality of the teaching and learning experience for students and the competence of graduates.

You will be required to participate in a course and clinical placement surveys in order to meet ANMAC standards. The Student Course Evaluation will be conducted as a blind evaluation at the second last session of every Course. At the completion of all Nursing Placements, you will be required to complete a Placement Evaluation that will be conducted by the Nursing Training/Clinical Coordinator at the sign off of each placement. Completed evaluations are to be addressed to the Quality and Compliance Officer and dropped off at student services no later than two business days after the date required for distribution and completion. Students, who miss this second last class, must refer to the Head of Discipline – Nursing, who will provide you with a sealed evaluation survey.

## 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 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 any software. All use of student computers is remotely monitored and able to be tracked.

- Student Wi-Fi access at all campuses. The Student Wi-Fi 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 any software. All use of Student Wi-Fi is remotely monitored and able to be tracked.
- A library of resources is 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.

### Privacy and confidentiality

Your information is private and confidential. Please refer to the Privacy Act guidelines in relation to the 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 requires 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 does 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</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	Sessions can range from gold coin donation or can attract a higher fee if you do not have a valid

Service Provider	Contact Details	Services	Fees
		care, and Migrant and refugee support	Health Care Card or Concession Card
Ramahyuck District Aboriginal Corporation Central Gippsland Aboriginal Health Service (Nindedana Quarenook)	117 Foster Street, Sale 3850 Phone 03 5143 1644 or visit <a href="http://www.ramahyuck.org/">http://www.ramahyuck.org/</a>	Primary health care, social and emotional wellbeing programs	Bulk-billed with valid 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
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



Service Provider	Contact Details	Services	Fees
			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 encourages Aboriginal and Torres Strait Islander students, people from culturally and linguistically diverse backgrounds and people with diverse academic, work and life experiences to apply.

Partners in Training's Equal Opportunity, Fair Treatment, Access and Equity Policy and Procedure 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. Child Safety

Partners in Training is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all employees and committed to regularly training and educating our employees on child abuse risks.

Reporting child abuse is a community-wide responsibility. Child abuse includes any act committed against a child involving:

- Physical violence;
- Sexual offences;
- Serious emotional or psychological abuse; and

- Serious neglect.

### **Call the police on 000 if you have immediate concerns for a child's safety**

Partners in Training has appointed a child safety officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other employees.

Please contact Partners in Training's Child Safety Officer on:

1300 664 601

[Chilsafety@pta.edu.au](mailto:Chilsafety@pta.edu.au)

## 22. Social media

We are active in 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.

## 23. 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@pta.edu.au](mailto:privacy@pta.edu.au)

7 Telford Drive, Shepparton, VIC 3630

## 24. 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:

Compliance Manager

1300 664 601

[complaints@pta.edu.au](mailto:complaints@pta.edu.au)

## 25. 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@pta.edu.au](mailto:quality@pta.edu.au).

## 26. Partners in Training Student Journey

Please refer to this handbook for more details.

