

Student Handbook

RTO Code 21837

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 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 over 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 PTA, 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

PTA is 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 in a timely manner.

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

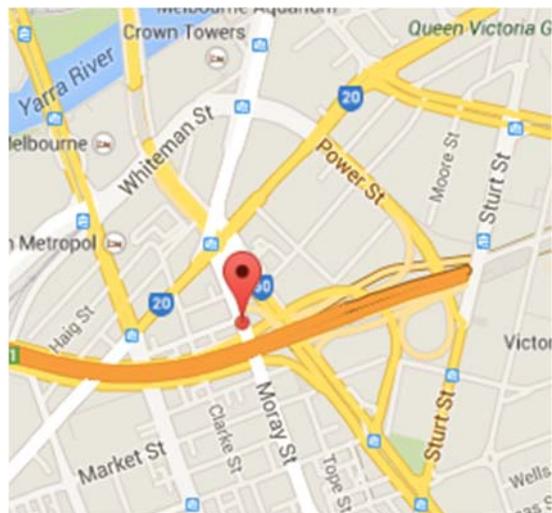
Shepparton Campus

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.

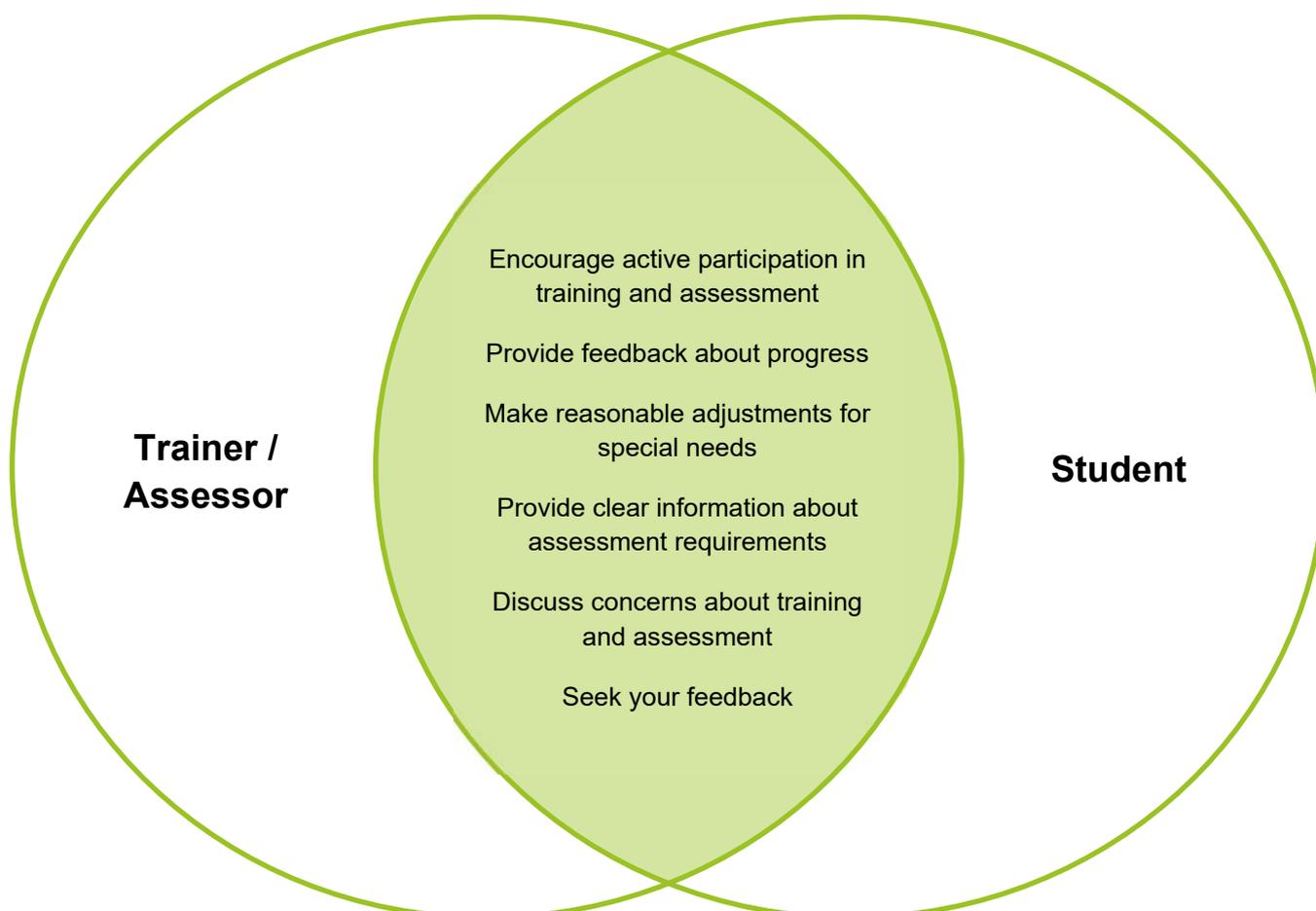
For information about any of our courses, please contact us at info@pta.edu.au or 1300 664 601.

3. Partners in Training Australia roles and responsibilities

PTA 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.

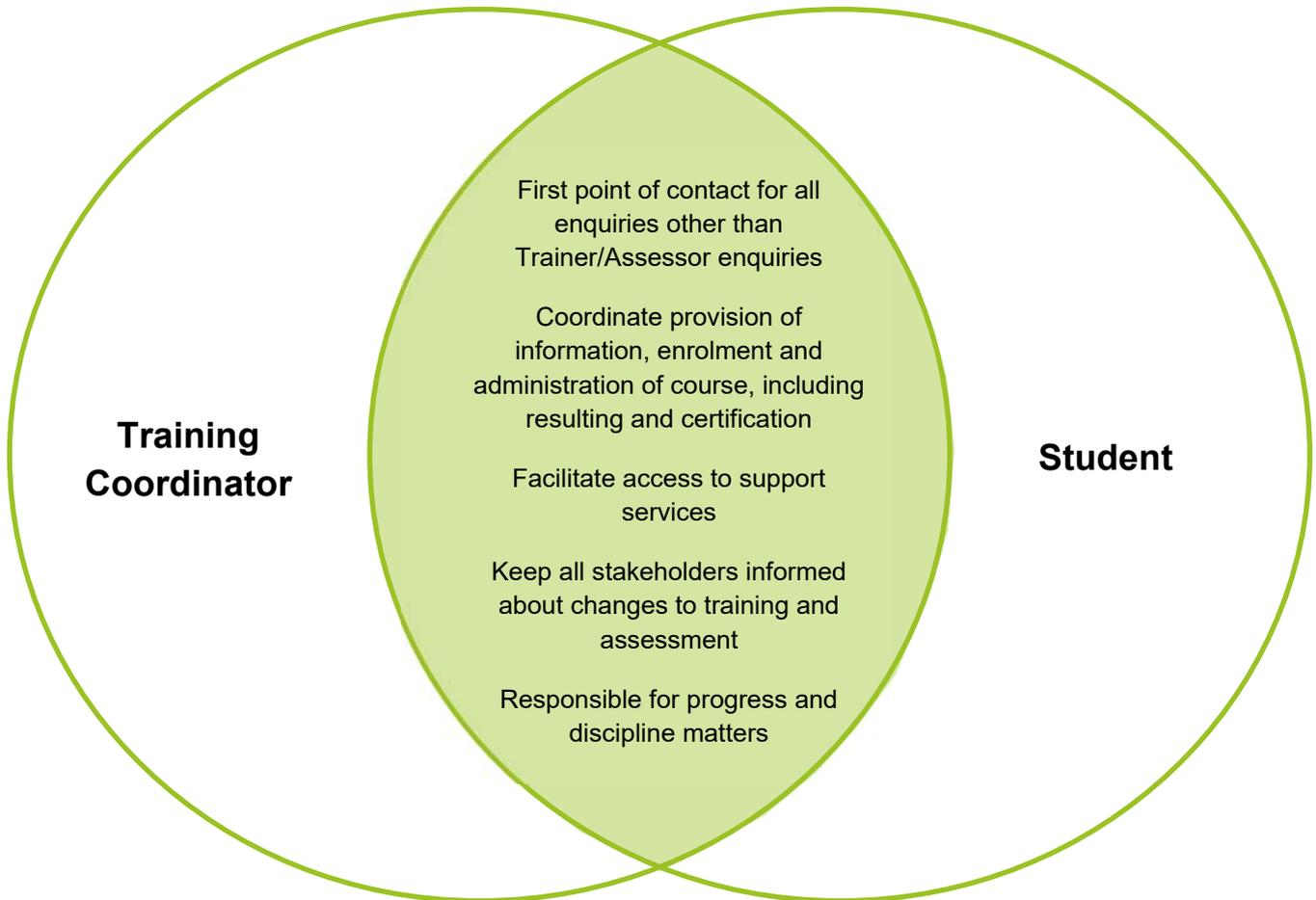
3.1 Trainer/Assessor

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 PTA or participating in related training activities.
- Not smoke or chew gum while at training venue 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 PTA 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 PTA staff member.
- Wilfully damage or wrongfully deal with any PTA properties, 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 before enrolling with us.

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 information session/ one-on-one interview, the hard copy original or a certified copy of the original of:

STUDENT HANDBOOK

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 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. If you have been made redundant/ retrenched, the letter from your employer for redundancy or a separation certificate.
5. Your current and valid Health Care Card, Pensioner Concession Card or Veteran's Gold Card and if applicable, your Job Seeker Referral Form.
6. 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).
7. Your Unique Student Identifier.
8. Your current Working with Children Check and other required clearances, if your course has a placement component.

Your enrolment with PTA 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 PTA 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 us. Completing an enrolment form does not mean that you have been enrolled with PTA.

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 PTA 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 before or during the information session. It provides you with information about:

- Course description, including potential 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 before enrolment; and
- Your PTA contact person's details.

5.2 Pre-Training Review

You must undertake a Pre-Training Review (**PTR**) before enrolling into a course with PTA. The PTR is undertaken in test conditions and requires you to answer a series of questions. One of the PTA authorised delegate 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 before the 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 Australia during enrolment and before 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, 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

PTA requires all students to pay:

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 \$35 a fortnight. 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 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 units 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. You must not apply for Credit Transfer of an entire qualification. PTA does not issue qualifications or statements of attainment that are achieved entirely through credit transfers for training completed at other training institutions.

Before granting credit based on 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 from a provider portal 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 no later than 4 weeks after your training commencement. In some cases, you may receive your training plan before the training commencement. If you do not have an email, a hardcopy will be provided. No signature is required unless you are undertaking a traineeship training.

If you are undertaking a traineeship program, you must 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 interactive learning. Interactive (face-to-face or real-time webinar) 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 interactive learning means that your course requires to attend each scheduled training session.

We will attempt to contact you if you miss two training sessions in a row. When you miss more than **THREE** training sessions in a row without a valid reason, you **might 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.

When you are unable to attend a training session, you should:

- notify your trainer or Training Coordinator **before** 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 face-to-face training sessions at least 10 to 15 minutes before commencement to be ready to commence training on time. In the case of ZOOM sessions, you are expected to join the ZOOM sessions at least 5 minutes before commencement.

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 without a valid reason 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 Withdraw

Our belief in the value of interactive learning means that your course requires you to 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 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, for example, practical assessments or tests, are scheduled in advance to occur on a particular day. 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 of this handbook.

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

All hardcopy assessments must be submitted directly to your Trainer/Assessor or Training Coordinator in person, by posting or hand delivery your assessments addressed to your Trainer/Assessor or Training Coordinator to the relevant campus.

All softcopy assessments must be submitted directly to your Trainer/Assessor.

You must not submit your assessments via another student or any other third party.

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 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 several assessment tasks. 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 to prove competence. It is your responsibility to make arrangements with your Trainer/Assessor or Training Coordinator to repeat a Not Satisfactory (NS) assessment.

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.

10.8 Special 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 Australia.

10.9 Unsatisfactory progress & review points

Two review points have been built into your course from January 2021. The review points are listed on your timetable. You must demonstrate sufficient progress at each review point to progress further with your current class group.

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. You may be prevented from attending more classes with your current study group. Once you catch up with all the required assessments, you will be allowed to rejoin another group which could be at another location on a different day. Please note, PTA does not guarantee that the next group will be available in your preferred location and/or days.

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.

10.10 Additional support

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

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

10.11 Plagiarism and cheating

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

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

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

Penalties for plagiarism and cheating are severe. If you are caught plagiarising or cheating, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment. You will be provided with 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)) 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 may be required to undertake mandatory workplace experience (practical placement) as a part of your course. The course information sheet for your course sets out the specific requirements about mandatory work experience.

In metropolitan Melbourne, you are required to source your own placement (this does not apply to the Diploma of Nursing students).

In regional Victoria, PTA will assist you, but you may be required to source your own placement (this does not apply to the Diploma of Nursing students).

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.

- *If you do not accept the workplace experience facilitated by PTA because of your own preferences on placement provider/activities or location, it is then your own responsibility to source an alternate workplace experience to meet the competency requirements of the qualification which must be approved by PTA. If you are unable to do so, you may be deemed not competent in the course.*
- *If you are unable to attend/complete the facilitated workplace experience or if you are deemed not satisfactory on the facilitated workplace experience component, it is your own responsibility to source an alternate workplace experience to meet the competency requirements of the qualification which must be approved by PTA. If you are unable to do so, you may be deemed not competent in the course.*

You may complete the placement component of your study through one of the followings:

1. Placement – You complete the prescribed number of hours in the work placement with a pre-approved organisation.
2. Employment – You complete the prescribed number of hours in the existing workplace. The workplace must be deemed appropriate for placement by PTA before placement.
3. Traineeship/Apprenticeship – You are a trainee/apprentice employed by an organisation in the relevant industry under an Australian Apprenticeship and Traineeship Scheme and complete the prescribed number of hours in the workplace as a trainee/apprentice.

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

If placement is a mandatory part of your course, you must read our **Workplace Guide** available on our website. The Workplace Guide sets out detailed information, including:

- The process before 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; and
- Roles and responsibilities.

11.2 Requirements

All workplace experience requires several 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.

Before commencing workplace experience, a PTA student must obtain at own cost a current **Victorian Working with Children Check (volunteer)**. Placement providers often have different prerequisites. The student may also be required to provide other documents, such as

- A current and satisfactory Police Check
- Satisfactory medical checks
- Satisfactory immunisation status
- A current first aid certificate

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

If you have a criminal history, please discuss this with your Training Coordinator or a Partners in Training staff member before 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)) before 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 a part of 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 required within a qualification.

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.

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:

Competent	All assessments have been completed and the required level of competency has been demonstrated.
Not Competent	All assessments have been attempted but the required level of competency has not been demonstrated.
Withdrawn	Did not finish the unit of competency or did not attempt all of the required assessments for the unit of competency or module.
Continuing	Training and assessment are ongoing.
RPL	Competency demonstrated through the recognition of the previous study, work and life experience (application required).
Credit Transfer	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 Timeframe

- 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.
- 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.

Please note 30 calendar days of you being assessed as meeting all of the requirements are NOT equal to 30 calendar days of you submitting your assessment.

Being assessed as meeting all the requirements includes two steps:

- your trainer will need to mark and be satisfied with all of your assessments including placement documents.
- our student record team will make sure all the required evidence is in your student's file.

A certificate or a Statement of Attainment will be issued to you within 30 calendar days after the above two steps are completed, providing all agreed fees have been paid to PTA.

12.5 Reissuing AQF certification documentation

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

You can request a copy of your AQF certification document with 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. Deferment

13.1 Purpose and Conditions

Purpose

The purpose of deferment is to give you an opportunity to pause your study and recommence it at a later date when you are ready.

Conditions

All the following conditions apply to all deferments.

- The maximum deferment term is six (6) months.
- You will not be able to rejoin the same study group after deferment. The new study group you will be allocated after deferment could be in a different location on a different day of the week, which may not suit your preference.
- You CANNOT apply for deferment if you have commenced ALL units in your course.
- You CANNOT apply for deferment after all of your scheduled classes (listed on your timetable) are completed.

13.2 Student-initiated Deferment

If you are unable to complete a course for any reason and would still like to recommence the qualification/units you are enrolled within six (6) months, you may apply for a deferment.

Before deferment

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

Apply for deferment

All applications for deferment must be made in writing to:

Deferment Officer

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 (within 6 months of your application day).

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

Subject to approval by PTA, you may only defer your course in the same qualification/units of competencies/modules for a maximum period of six (6) months.

An application for deferment will be considered and processed within four (4) weeks of receipt of your application. You will be notified by return email of the outcome of your application for a deferment. You will be charged for your deferment as set out in the ***Fees and Charges Policy and Procedures*** available on our website.

After deferment

Please keep in touch with your Training Coordinator if any circumstance changes.

If you are unable to recommence your course after the agreed return date, you may be withdrawn from the course. Your entitlement to access future government subsidies may be affected in this case.

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.

13.3 PTA-initiated Deferment

PTA might initiate deferment in the following situation without your consent.

Poor attendance

Our belief in the value of interactive learning means that your course requires you to attend every scheduled training session.

When you miss more than **THREE** training sessions in a row, you **may be deferred** from the course, subject to discussion with your Training Coordinator and/or Trainer/Assessor.

Please refer to Section 9 Attendance of this handbook for more information.

Insufficient course progress/ assessment completion

Two review points have been built into your course from January 2021. The review points are listed on your timetable. You must demonstrate sufficient progress (assessment completion) at each review point to progress further with your current class group.

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. You may be prevented from attending more classes with your current study group.

Once you catch up with all the required assessments, you may be allowed to rejoin another group which could be at another location on a different day. Please note, PTA does not guarantee that the next group will be available in your preferred location and/or days.

Please refer to Section 10 Assessment of this handbook for more information.

After deferment

Please get in touch with your Training Coordinator if any circumstance changes.

If you are unable to recommence your course after six (6) months of the deferral date, you may be withdrawn from the course. Your entitlement to access future government subsidies may be affected in this case.

14. Withdrawal

All student-initiated withdrawals must be notified in writing to:

Withdrawals Officer
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.

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

You may be eligible to 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.

In the following situation, PTA has the right to withdraw your enrolment without your consent. Confirmation of withdrawal will be emailed to you.

14.1 Poor attendance

Our belief in the value of interactive learning means that your course requires you to attend every scheduled training session.

When you miss more than **THREE** training sessions in a row, you **might be withdrawn** from the course, subject to discussion with your Training Coordinator and/or Trainer/Assessor.

Please refer to Section 9 Attendance of this handbook for more information.

14.2 Uncontactable

If PTA is unable to contact you to confirm your continuing participation, you might be withdrawn from the course.

14.3 Insufficient course progress/ assessment completion

Two review points have been built into your course from January 2021. The review points are listed on your timetable. You must demonstrate sufficient progress (assessment completion) at each review point to progress further with your current class group.

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. You may be withdrawn from the course if you fail to demonstrate your commitment.

Please refer to Section 10 Assessment of this handbook for more information.

14.4 Placement

In the cases when you are **unable** to meet clearance requirements for your placement, you may be withdrawn from the course.

Please refer to Section 11 Workplace experience/ Placement of this handbook for more information.

14.5 Deferment

If you are unable to recommence training after the agreed return date, PTA may withdraw you from your course.

Please refer to Section 13 Deferment of this handbook for more information.

15. 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

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 PTA 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 money from one student's account to the account of another student.

Please refer to our ***Fees and Charges Policies and Procedures*** for more details.

15.1. 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 ***Fees and Charges procedures***. 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.

15.2. 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 the 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 the 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.

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. No refund will be granted if the refund application is received after the census date, which is listed on PTA's website.

If you wish to apply for a refund you must make a separate application to your withdrawal notification in accordance with the procedure set out in our ***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 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 (2) 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 PTA:

- 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 before 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 before enrolling in the course. We can provide you with information about external agencies and service providers that are most appropriate to assist you. Any information you tell us about 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 us. 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. Consent must be 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 PTA 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
GIPPSLAND			
Berry Street Gippsland	37 Elgin Street, Morwell 3840 Phone 03 5134 5971 or visit http://www.berrystreet.org.au/	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 http://www.tipping.org.au/	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 http://www.gegac.org.au/	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 http://www.qwhealth.asn.au/	Women's Health	Free of charge
Headspace Morwell	99 Buckley Street, Morwell 3840 Phone 03 5136 8300 or visit http://www.headspace.org.au/	General physical health, nutrition and diet, mental health, drinking or drug use, sexual health, housing,	Free of charge

Service Provider	Contact Details	Services	Fees
		unemployment, education, relationships and friendships	
Latrobe Community Health	81-87 Buckley Street, Morwell 3840 52 MacArthur Street, Sale 3850 Phone 1800 242 696 or visit http://www.lchs.com.au/	Aged care, deaf or hearing impaired, carer support, counselling, chronic disease management, dementia services, disability, family violence, gambling support services, general physical health, Koorie care, palliative care, and Migrant and refugee support	Sessions can range from gold coin donation or can attract a higher fee if you do not have a valid 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 http://www.ramahyuck.org/	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
SHEPPARTON			
GV Connect	12 Bowenhall Street, Shepparton 3630 Phone 03 5821 2466 or visit http://www.connectgv.com.au/	Disability	Free of charge
GV Health	Graham Street, Shepparton 3630 Phone 03 5832 2322 or visit http://www.gvhealth.org.au/	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 http://www.headspace.org.au/	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 http://www.primarycareconnect.com.au/site/	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 http://www.rumbalara.org.au/index.php	Services for Aboriginal and Torres Strait Islander people	Free of charge

Service Provider	Contact Details	Services	Fees
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 www.sheppartonace.com.au	Language and literacy support for youth and adults	Non-accredited are free of charge Accredited courses are dependent on the course and whether you hold a valid concession card
MELBOURNE			
Adult Learning Australia	Office 1, Henderson House, 45 Moreland Street, Footscray 3011 Phone 03 9689 8623 or visit https://ala.asn.au/	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 http://www.headspace.org.au/ 319-321 Glen Huntly Road, Elsternwick 3185 Phone 03 9526 1600 or visit http://www.headspace.org.au/ Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn 3064 Phone 03 8338 0919 or visit http://www.headspace.org.au/ 196 Lonsdale Street, Dandenong 3175 Phone 1800 367 968 or visit http://www.headspace.org.au/	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 http://employment.gov.au/job-services-australia-jsa	Unemployment	Free of charge
Lifeline	Phone 13 11 14 or visit https://www.lifeline.org.au/	Counselling, disability services, financial, gambling, indigenous, mental health, personal issues, rural outreach, suicide, youth and aged care	Free of charge
The Living Room	7-9 Hosier Lane, Melbourne 3000 Phone 03 9945 2100	Youth – free healthcare and support	Free of charge

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

PTA 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.

Our ***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 Australia. 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 Australia 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

PTA 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

Childsafety@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*** before 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. A copy of the privacy notice is included in Appendix 1 of this document.

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 or concerns in relation to the Privacy, please contact:

Privacy Officer

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** before enrolment available on our website.

If you have any complaints, please contact:

Compliance Manager
1300 664 601
complaints@pta.edu.au

25. Your feedback

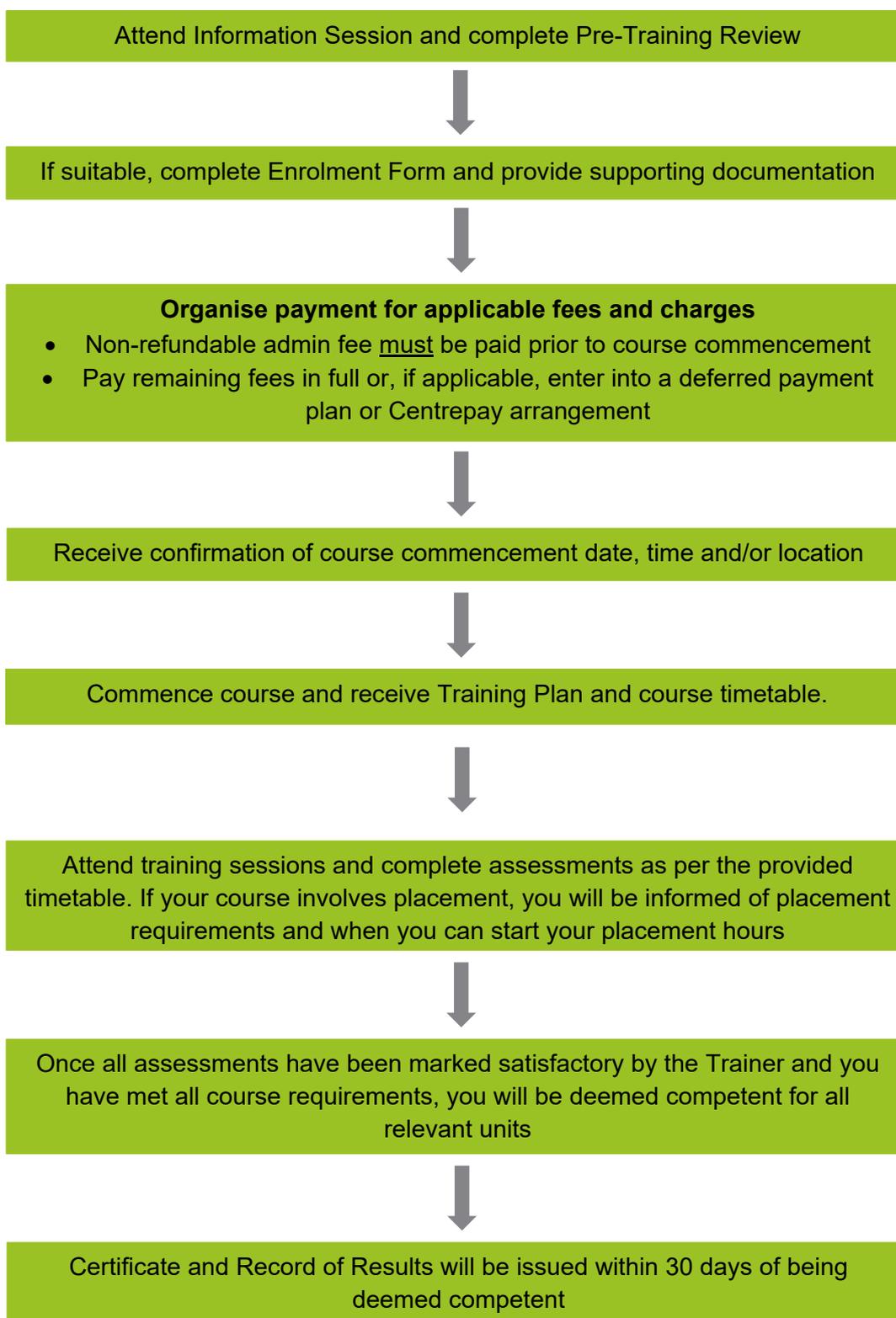
We are committed to providing you with the highest possible quality while you achieve your learning outcomes with Partners in Training. To assist with this, we will frequently ask for your feedback on different aspects of your course, either through surveys or in group discussions.

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.

26. Partners in Training Student Journey

Please refer to this handbook for more details.



Appendix 1 – Student Enrolment Privacy Notice

From 1 January 2021, RTOs must give students a copy of the Privacy Notice.

The following notice is a replication of the Privacy Notice at Part F of the Student Enrolment Form.

Whenever Partners in Training Australia (RTO 21837) (PTA) collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise to ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards. You are viewing or receiving this notice due to the impending or recent collection of your personal information.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

PTA is required to provide the Department with student and training activity data. This includes personal information collected in the PTA enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). PTA provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research Ltd

(NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

NCVER

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact PTA's Privacy Officer in the first instance by phone 1300 664 601.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

Unique Student Identifier (USI)

For students eligible for VET Student Loans, we are collecting the information in this Enrolment Form for the purpose of assessing your entitlement to Commonwealth assistance under the *Higher Education Support Act 2003* and allocation of a Commonwealth Higher Education Student Support Number (**CHESN**) to you. We will disclose this information to the Commonwealth Department of Industry and Science and the Department of Education and Training for these purposes. These Commonwealth Departments will store the information securely in the Higher Education Information Management System. These Commonwealth Departments may disclose the information to the Australian Taxation Office. We and these Commonwealth Departments will not otherwise disclose the information without your consent unless required or authorised by law.

If you consent to us applying for a Unique Student Identifier (**USI**) on your behalf, your personal information is collected by the Registrars as authorised by the *Student Identifiers Act 2014*. The personal information you provide in connection with an application for a USI is collected by the Student Identifier Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating authenticated VET transcripts. The personal information you provide may be disclosed to Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies; VET Regulators to enable them to perform their VET regulatory functions; VET Admission Bodies for the purposes of administering VET and VET programs; current and former RTO's to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies; schools for the purposes of delivering VET courses to the individual and reporting on these courses; the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USI's and for the collection, preparation and auditing of national VET statistics; researchers for education and training related research purposes; any other person or agency that may be authorised or required by law to access the information; and any entity contractually engaged by the Student Identifier Registrar to assist in the performance of his or her functions in the administration of the USI system. The personal information you provide will not be otherwise disclosed without your consent unless authorised or required by or under law. You can find further information on how the Registrar collects, uses and discloses the personal information about you at <http://www.usi.gov.au/Training-Organisations/Pages/privacy-notice.aspx> or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek

correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with. You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs. We may also disclose some or all of your personal information to a relevant third party who is associated with the training services provided to you, including third parties such as Australian Apprenticeship Centres, employers, Job Network Providers, schools, guardians, marketing agents, brokers, credit agencies, background check providers, placement providers, tuition assurance schemes and our HR, IT, compliance and legal service providers. We do not disclose your personal information to overseas recipients.

Partners in Training's Privacy Policy and Procedures are available at <http://www.partnersintraining.edu.au/privacy/>, at each of Partners in Training's office locations and provided on request. This Privacy Policy and Procedures contain information about how you may access and seek correction of the personal information held by Partners in Training, and how to complain about a breach of the Australian Privacy Principles (**APP**), or any registered APP code, and how Partners in Training will deal with such a complaint.

You can contact us by email at privacy@pta.edu.au or by phoning 1300 664 601 for more information in relation to how student information may be used or disclosed.