



**PARTNERS  
TRAINING**  
Australia

# Student Handbook



**Study** that  
**works**  
*around*  
**you**

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## Welcome - we're excited to have you here!

By choosing to study with us, you're joining a training organisation with **20 years of experience** supporting students to build skills, confidence and meaningful careers. Our focus is on providing practical, industry-relevant training that prepares you for real workplaces and real opportunities. For over two decades, we have supported thousands of students by delivering high-quality accredited and non-accredited training

We understand that every student's journey is different. That's why we offer flexible study options, supportive trainers and personalised guidance to help you balance study with work, family and life commitments. Whether you're studying on campus, online, or through a blended approach, you'll be supported every step of the way. Our experienced trainers are passionate about what they teach and committed to helping you succeed. They bring current industry knowledge into the classroom and are here to encourage, guide and challenge you to reach your goals.

We specialise in training that is designed around industry needs, ensuring our courses remain current, responsive and job ready. Our areas of expertise include Community Services, Aged Care and Disability, Early Childhood Education, and Nursing. We are proud to offer government-subsidised training opportunities through a range of State and Federal funding programs, including VET Student Loans.

We're proud to support students from regional and metro communities across Victoria and to offer access to government funded training where eligible. Your success is our priority, and we look forward to supporting you throughout your studies and beyond.

With flexible study options, you can choose the learning style that best suits your lifestyle!

## Flexible Ways to Study

We understand that students balance study with work, family and other commitments. We deliver training at our campuses, hired training venues and workplaces across Victoria. That's why we offer a range of flexible training options, including:

- On-campus classes
- Live online classes via Zoom
- Workplace-based training
- A blended approach combining face-to-face and online learning

## Quality, Personalised Learning

### Quality

You'll learn from qualified trainers with real-world industry experience who explain concepts in a practical, relatable way. Our training environments are modern and well-equipped, including access to facilities such as clinical simulation labs. We continuously update our courses to meet industry standards and employer expectations.

### Personalised

We recognise that every student is different. Our team takes the time to get to know you, understand your goals, and guide you into the course that best suits your needs. This personalised approach helps keep you engaged and focused on achieving your desired outcome.

### Learning for Real Careers

We believe that gaining employment requires more than just a certificate. Our training prepares you for the realities of the workplace, builds confidence, and develops the skills employers are looking for. We aim to inspire our students to feel passionate about their chosen industry and confident in their future career path.

### Our registration details

RTO 21837 - [See our details on Training.gov.au](https://www.training.gov.au)

## 1. CAMPUS LOCATIONS, PARKING, MAPS & PHONE NUMBERS

**Phone 1300 664 601 | Mon – Fri | 8:30am – 5pm**

[Google Map directions](#)

### Head Office / Shepparton Campus

7 Telford Drive, Shepparton Vic 3630

Phone: **(03) 5821-4877**

Monday – Friday: 8:30am – 5pm

Campus & Street parking free of charge



[Google Map directions](#)

### Sale Campus

Level 2 / 89 Raymond St, Sale Vic 3850

Phone: **(03) 5144-5112**

Monday – Friday: 8:30am – 5pm

Timed Street parking free of charge

All day free parking within walking distance



[Google Map directions](#)

### Morwell Campus

Ground Floor

59 Church St, Morwell Vic 3840

Phone our Sale campus: **(03) 5144-5112**

Monday – Friday: 8:30am – 5pm

2hr Timed Street parking free of charge

All day free parking within walking distance





## Training Coordinators

Your Training Coordinator has the responsibility of coordinating your full training cycle to ensure your studies run smoothly. You will meet your Training Coordinator at the information/enrolment session or on Day 1 of your course. They will also be noted on your Timetable and Training Plan.



## 4. STUDENT CODE OF BEHAVIOUR & RESPONSIBILITIES

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

### Code of Behaviour

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

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

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

## Responsibilities - General

1. Dress appropriately for all classes you attend
2. Commit to attend all training sessions and make positive contributions to the training sessions.
3. Complete all required assessments and submit those assessments by the due date.
4. Not engage in plagiarism or cheating, which includes the use of AI
5. Undertake research, evaluation and projects as required, independently of scheduled training sessions.
6. Uphold the health, safety, wellbeing and privacy of other students, staff and stakeholders.
7. Treat others with respect, courtesy and consideration.
8. Be free from the influence of alcohol or drugs at all times when participating in any training activities. *(If you take prescription medication/s that may affect your ability to learn and/or participate cohesively, please discuss this with your Training Coordinator)*
9. Not smoke OR vape when attending classes or whilst on placement.
10. Not use a mobile phone or other device that leads to the interruption of training sessions.
11. You are strictly prohibited from using a mobile phone or ANY other electronic device (including the use of speech to text) to record other staff and students, conversations or class content.
12. Follow all required health and safety practices to ensure the safety of yourself and others.

## Additional responsibilities - Online Zoom Classes

1. Your camera must remain ON during class (unless your trainer asks you to turn it off) so that we can see that you are engaging in your learning and are present for the entire class.
2. Set up an intentional space for the class that will keep you focused during class.
3. Be mindful of what is in your camera's view and make sure no personal information is visible.
4. Let your family members know that you are in a "live Zoom class" so they are aware that their voice/image might appear and/or be recorded.
5. Make sure you are muted when not talking.
6. Think before you give a response out loud or in the chat feature.
7. Ask clarifying questions.
8. Recording of classes using any device a student may have, is strictly prohibited.

## Additional responsibilities - On Placement

1. Attend work placement punctually on the days and for the hours required and obtain permission before leaving.
2. Attend work placement with appropriate personal presentation (e.g. dress code and personal grooming).
3. Act in a professional manner and with enthusiasm.
4. Demonstrate respect for people and property.
5. Seek out, understand and comply with the work placement provider's rules, policies and procedures.
6. Keep your supervisor informed of your actions.
7. Maintain the confidentiality and privacy of all information.

## Student discipline procedure

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

1. Assault, attempt to assault, intentionally intimidate, bully or threaten another person.
2. Discriminate against another person.

3. Act inappropriately towards another person.
4. Any criminal conduct.
5. Wilfully disobey or disregard any lawful direction given by a PTA staff member or show disregard to the *Code of Behaviour* and *Student Responsibilities* as listed in Section 5 of this handbook.
6. 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).
7. Wilfully obstruct any teaching activity, assessment or meeting conducted by us or another student.
8. Wilfully obstruct or attempt to deter any Partners in Training staff members in the performance of their duties.
9. Unauthorised entry into any training location or location related to your training.
10. Fail to leave any training location or location related to your training when directed to do so by any PTA staff member.
11. Wilfully damage or wrongfully deal with any PTA properties, including the Student Wi-Fi and our computers.
12. 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.
13. Carry or use a weapon such as but not limited to a firearm, knife or syringe.
14. Fail to comply with health and safety requirements.
15. Wilfully place another person in a position of risk or danger.
16. Breach the **Social Media Policy** available on our website, found in the Student Info tab.
17. Constantly interrupt any training session.
18. Repeated absence from, late attendance to or leaving early from training sessions.
19. Repeated non-submission or delay in submission of assessments.
20. 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. Issue you with a written notice immediately terminating your enrolment at Partners in Training if major misconduct recurs (it does not have to be the same conduct that constitutes major misconduct).

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 you have paid us up to that point, will not be refunded to you in these circumstances.

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

## 5. DOCUMENTS ON OUR WEBSITE STUDENTS SHOULD READ

Our website has loads of important information including some extremely important Policies and Procedures that you need access to if you're going to study with us! When you're invited to attend an information session about the course you're interested in, we provide you with a list of documents you should read so you're fully informed. Go to [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/) and take the time to read these **prior to attending your information session with us!**

## 6. INFORMATION SESSION, PRE-TRAINING REVIEW & ENROLMENT

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

The Course Information Sheet related to the course you're interested in will be discussed at the information session. We'll cover:

- ✓ Course overview, including possible further study and employment pathways
- ✓ Entry requirements and course suitability information
- ✓ Course currency information listed on the National Register
- ✓ Course structure (core and elective units, delivery mode, location and duration)
- ✓ Assessment requirements
- ✓ Workplace experience or practical placement requirements
- ✓ Fees, charges, concessions, payment plans and refund information
- ✓ Any materials or equipment you are required to provide
- ✓ Government-subsidised training details
- ✓ Key policies and procedures to read before enrolment

After the Information Session, if you choose to enrol, you will complete a **Pre-Training Review**. This helps us make sure the course you are enrolling in is the most suitable and appropriate training option for you.

As part of this process, you will complete a **Language, Literacy and Numeracy (LLN&D) assessment**, which also includes a **digital skills assessment**. This helps us understand your current reading, writing, maths and communication skills. It tells us whether the course level is suitable for you, what learning or study support you may need and how we can best support you during your training. The LLN assessment is **not a pass or fail test**. It is used to make sure you are enrolling in the right course and have the support you need to succeed. All qualifications require reading, writing, basic maths and the use of online learning tools, so it's important we confirm you are prepared for these requirements.

The results of your LLN&D allow us to:

- Make sure the course level is right for you
- Identify any learning or digital support you may benefit from
- Put reasonable adjustments or support strategies in place if needed
- Help set you up for success from the very beginning

Our goal is to support you throughout your studies and ensure you have the best possible chance to complete your course with confidence.

If we are satisfied with the outcome of your Pre-Training review, we allow you to apply to enrol. During this phase, we will determine whether you are eligible for **Victorian Skills First government funding** to study the course. This then allows us to confirm the course fees to you.

To ensure we can accurately determine your eligibility for government funding, you must have some identification documents on hand on this day for us to sight and keep a copy of.

Read our **Government Funding Fact Sheet** at [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/) to view the list of identification documents that we can accept, including information about concession cards.

Your enrolment is not finalised until you have paid the non-refundable Administration fee to reserve your spot in the course.

Once we've enrolled you, we'll send you a confirmation email to keep for your records.

## 7. UNIQUE STUDENT IDENTIFIER (USI)

### What Is a USI and why do I need one?

A **Unique Student Identifier (USI)** is a free reference number made up of letters and numbers. It is used to record your nationally recognised training and qualifications in Australia. You need a USI to:

- Enrol in a nationally recognised course
- Receive your qualification or Statement of Attainment
- Access your training records and results online

Your USI keeps all your training history in one place, even if you study with different training providers over time. Creating a USI is quick and free, and you'll keep the same number for life.

Go to <https://www.usi.gov.au/> to create your USI now. If you already have a USI, you can use the same one for all future study. We can help you create or locate your USI if you need support.

Any qualifications or Statements of Attainment before 2015 will not appear on your USI record - only training you completed with a registered training organisation from 2015 onwards is included.

## 8. FEES AND CHARGES

### Student Fees & Charges Policy

This policy can be found at [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/). It discusses the fees and charges we levy, including other fees we may charge you in certain circumstances as well further important information you need to know – **make sure you read it prior to enrolment.**

### Paying your Course Fees

The **Student Fees and Charges Policy** details the different payment methods we accept.

## 9. REFUNDS

Our **Refund Information located on our website**, is designed to be fair and easy to understand. We encourage you to read it so you understand your options before you enrol. If you have any questions, our team is here to help, simply give us a call.

Read our **Refund Information** at [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/).

## 10. RPL, CREDIT TRANSFER & HOW TO APPLY

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process (not a training process) that determines how much of a course or qualification you are already competent in.

It assesses the skills and knowledge you have gained through work, study, or life experience against the requirements of a qualification, skill set, unit of competency, or VET accredited course.

RPL can be applied for an entire qualification, a skill set, or individual units of competency. Please note that charges apply for RPL processing. These fees are detailed in our **Student Fees and Charges Policy** on our website.

To learn more about how to apply, speak to our friendly staff at the information session. They'll provide you with our RPL Guide, which explains the process in detail and helps you understand what evidence you need to provide.

**Situations may arise where RPL may not be practical or appropriate and you will be advised if this is the case after you have enquired. These include:**

- The course is short or low-cost, meaning the RPL process may take more time and/or is more expensive than simply completing the course itself;
- We have limited trainer resources on hand to assess prior learning, making RPL inefficient or impractical for us.

## Credit Transfer

Credit transfer recognises your previous nationally recognised training and allows it to count towards a new qualification in Australia. This means you don't have to repeat units you've already successfully completed.

Key points about credit transfer:

- ✓ **Nationally recognised training only:** To be eligible, your previous units or qualifications must come from a Registered Training Organisation (RTO) in Australia and be listed on the Australian Qualifications Framework (AQF).
- ✓ **Proof is required:** You need to provide official evidence, such as your USI VET Transcript in the first instance. If your study does not show up on your USI, then you'll need to provide us with a certified copy of your Statement of Attainment or qualification certificate, showing the exact units you completed.
- ✓ **Units that match** (are equivalent) are approved for credit transfer.
- ✓ **Reduces your study load:** Approved units are exempted from study and assessment, so you may complete your course faster and focus on new learning.
- ✓ **Supports flexible learning:** Credit transfer allows you to tailor your study pathway, saving time and avoiding unnecessary repetition.

Some training providers may charge an administration fee to verify the authenticity of your certificate. For more information about your responsibility to pay this fee, please refer to our **Student Fees and Charges Policy** on our website.

To apply for Credit Transfer, go to [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/) and download the **Credit Transfer Application form**. You will be able to type straight into the document. Bring your completed form and supporting documents to your enrolment session or email them to our enrolment officer on the day you enrol. Alternatively, you can complete the application at the time of enrolment with assistance from our enrolment officer should you require it.

## Refusal of Credit Transfer

We reserve the right to refuse credit transfer where:

1. You are unable to provide appropriate or adequate evidence that can be authenticated; or
2. There are licensing restrictions in place for the particular training product; or
3. You are seeking to receive a full qualification through credit transfer only; or
4. Your qualification was cancelled.

## Multiple credit transfers may impact enrolment with government funding

**If you have multiple credit transfers** in the course you want to enrol in, this may impact your eligibility for a Skills First government-subsidised training place at our organisation. We first undertake an internal approval process to assess your case. Based on the outcome of our review, we reserve the right to offer you enrolment

on a fee-for-service basis instead. More information about this can be found in our **Student Fees and Charges Policy** on our website.

Please note that from 1<sup>st</sup> January 2026, Government-funded students will not receive a reduction to their tuition fee for credit transfers. Fee for Service students do receive a reduction to their tuition fee.

**Every course information sheet** details how many units you can receive credit transfer for, before an internal review is needed, so you should also check this prior to enrolling.

## 11. YOUR TIMETABLE & TRAINING PLAN

### Timetable

Your Training Coordinator will provide you with a timetable detailing the location, dates and times for every session in your course that you are required to attend.

Where the timetable indicates that a session is “**MANDATORY**”, this means that this particular session has a mandatory **practical component** that you’ll need to perform on that date. It is essential that you attend ALL mandatory sessions in order to be observed and assessed by your trainer.

If you do not attend a mandatory session, you will be charged for reassessment in accordance with our **Student Fees and Charges Policy**.

### 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 hard copy will be provided.

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

### Training plan changes

We will provide you with an updated training plan if there are any substantial changes to your course. These can include but are not limited to: changes to unit selection, changes to assessment methods and change of delivery mode.

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

## 12. ATTENDANCE, PUNCTUALITY & ABSENCES

We believe that quality learning outcomes are achieved through interactive learning. Interactive (classroom or Zoom) training sessions are where you interact with your peers and the trainer - 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 you to attend every training session on your timetable.

### What to bring to your training sessions

You are expected to bring basic stationery to all your classes, including but not limited to a notepad, pens etc. If your course has the learning and assessment resources you need online in Cloud Assess, you should bring your own device (laptop preferred) to all onsite classes and connect it to free Student Wi-Fi.

### Punctuality

Being punctual is essential in the workplace. You are expected to be punctual to training sessions for the same reason.

- You must arrive at all scheduled face-to-face training sessions at least 10 to 15 minutes before class starts 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.

If your Trainer deems that your late arrival has the potential to disrupt the group's learning, presentations or 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 and not tolerated. Being late to or leaving a training session early, does 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 on the student register and if consistent, can result in implementing disciplinary action.

### What to do if you're going to miss a training session

#### Let us know

If you are unable to attend a training session, you must:

- a) Email your Trainer and Training Coordinator before the session to let them know you cannot attend.
- b) In that same email, advise your Training Coordinator that you need to arrange a catch-up session.  
Note: catch-up sessions are offered at our discretion, including the time, date, format, duration and are also subject to trainer availability.

If you miss a session where assessment was conducted, you may incur an additional fee for assessment at a catch-up session (refer to fees in Section 13 of our **Student Fees and Charges Policy**).

#### Consequences of missing two or more training sessions

- If you miss **two (2) training sessions** in a row, your Training Coordinator will contact you to discuss your absences.
- If you miss **three (3) training sessions** (regardless of whether these were in a row OR occurred on separate occasions in the course), your Training Coordinator will contact you to discuss possible withdrawal from the course.

## Identified patterns of absence

- Repeated or patterned absences, such as regularly missing the same sessions or training days, will be monitored and treated as a non-attendance concern.
- Where a pattern is identified, your Training Coordinator will contact you to discuss your participation, progress, and continued enrolment.
- If attendance does not improve, continued patterned absences can result in you being withdrawn from the course.

## What happens if you don't respond

- If you do not respond by email or phone after your Training Coordinator has attempted to contact you up to three times, we reserve the right to immediately withdraw you from the course. You will be notified by email that your access to Cloud Assess has been revoked and enrolment cancelled.

## 13. ASSESSMENT

### 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.

As you commence each unit, your Trainer 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. All assessments must be completed satisfactorily for you to be deemed Competent (C) in the overall unit.

Assessment approaches are varied and can be different for each unit of competency in your course.

There is most often a combination of THEORY plus PRACTICAL based assessment tasks you will need to complete.



### Assessment grading & results

You are required to satisfactorily complete **all** assessments in your course. You will be given feedback after each assessment you submit. Feedback is ongoing throughout the course. A unit of competency requires 2 or more assessment tasks to be completed by you. To be assessed as Competent (C) in the unit overall, you must receive a (S) result in all the assessment tasks for that unit.

Each assessment task is marked by your trainer using these codes:

**S = Satisfactory**, meaning the required level of competency has been demonstrated on that task.

**NS = Not Satisfactory**, meaning the required level of competency has not been demonstrated on that task.

If an assessment task is deemed NOT SATISFACTORY you will be provided with an opportunity to submit a second attempt which may include alternative equivalent assessment tasks to prove competence. It is your responsibility to make arrangements with your Trainer or Training Coordinator to repeat a Not Satisfactory (NS) assessment.

If your second attempt is unsuccessful, you will 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.

## Assessment at a mandatory session

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 consequence of failing to attend a mandatory session is that you will be charged for reassessment in accordance with our **Student Fees and Charges Policy**.

## Assessment submission deadlines

You are expected to submit all assessments by the deadlines set on your timetable or by your Trainer. If you fail to submit your assessments by the deadlines, you may be withdrawn from the relevant unit. **It is not our responsibility to chase you to submit your assessments.**

## Submission deadline for placement books

If your course has placement, you must submit your completed placement book within 30 days of completing your placement. **If you are unable to meet this strict deadline, you must contact your Training Coordinator to apply for an extension.**

## Assessment extensions - general

If you are unable to submit an assessment by the deadline set, you must ask your Trainer for an extension **BEFORE** the due date. You will be notified of the new due date by your Trainer.

## Assessment extensions & being locked out of Cloud Assess

Students using Cloud Assess are automatically **LOCKED OUT** of their assessment if they did not submit it by the due date.

Your Trainer will have to unlock the assessment, but only after you have contacted them for an extension. They will set a new submission due date that you will need to meet.

## Submitting hardcopy assessments & keeping a copy for yourself

All hardcopy assessments must be submitted directly to your Trainer (or Training Coordinator in their absence). You can post or hand deliver your completed assessments. If posted, please make sure you have the correct campus address and Trainer name on the envelope.

We request that you *make a copy of your completed assessments* before you submit them to us so there is a back-up copy of your work.

We are required to retain the original of all of your assessments for auditing purposes and will not return the originals to you.

We will NOT ACCEPT your assessment if you have given it to another person to submit on your behalf.

## 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.

## Unsatisfactory progress & review points

Where your course has a REVIEW day/s allocated on your timetable, you must be able to demonstrate sufficient course progress on these date/s in order to progress further with your current class group.

If unsatisfactory progress is determined by the Trainer or Training Coordinator, an interview will be organised between you, your Training Coordinator and your Trainer.

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, we do not guarantee that the next group will be available in your preferred location and/or days.

In the case of trainees, your workplace supervisor/manager will also be consulted.

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

## 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.

## 14. ASSESSMENT APPEALS

If you have concerns about the assessment process or an assessment result you received, you have the right to appeal.

You should refer to our **Complaints and Appeals Policy and Procedure** on our website at [www.partnersintraining.edu.au/student/#documents](http://www.partnersintraining.edu.au/student/#documents).

## 15. PLAGIARISM AND CHEATING

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

You may also be subject to disciplinary action as set out in this handbook.

If you are caught plagiarising or cheating, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment task.

1. You will be provided with an opportunity to make a second attempt at the assessment task to prove your competence. This can include providing you with an alternative equivalent assessment to protect the integrity of the assessment itself (for example completing the assessment task under exam conditions instead of open book assessment or providing verbal answers).
2. It is your responsibility to plan with your Trainer or Training Coordinator to repeat a Not Satisfactory (NS) assessment.
3. If the second attempt involves a practical demonstration, you may incur an additional charge of \$60 per hour to have the Trainer conduct assessment.
4. If your second attempt is unsuccessful, you will be deemed Not Competent (NC) in that unit of competency. You will be advised to re-enrol into that same unit the next time it is offered and pay additional fees and charges.
5. In most circumstances, you will not be permitted to have more than two attempts to prove competency.

## Artificial intelligence (AI)

Artificial intelligence (AI) refers to the ability of computer systems to perform tasks which normally require human intelligence. AI tools can include but are not limited to programs such as Bing chat, Copilot, ChatGPT and the like.

**You should make sure that you use AI in ethical and responsible ways.**

The use of AI can be used in productive ways to assist in checking grammar, spelling or essay structure, however the use of AI tools to generate entire answers in your assessments and/or responses to whole questions without being able to cite reliable sources of information will be deemed as plagiarism.

Your Trainer will challenge the authenticity of your assessment if they believe your answers were plagiarised via the use of AI.

In this instance and if found to be true, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment. **Steps 1 to 5 listed above will then be implemented.**

## Appealing our decision

If you feel you have been wrongly accused of plagiarism and/or cheating, you can appeal the decision in accordance with our **Complaints and Appeals Policy and Procedure** available on our website at [www.partnersintraining.edu.au/student/#documents](http://www.partnersintraining.edu.au/student/#documents).

## 16. PLACEMENT

Everything you need to know about how we facilitate placement is detailed in our Workplace Guide. You can download it from our website at [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/).

### Workplace Guide

Reading the guide early ensures you fully understand what is expected during your placement, the responsibilities you will have, and the support available to you. We encourage you to read this prior to coming to the course information session, so you can come prepared with any questions you may have.

Being informed from the start helps you plan ahead, meet requirements, and set yourself up for a successful and smooth workplace experience.

The **Workplace Guide** is an important resource that helps you understand all aspects of placement, which is a key part of most of the courses we offer. It covers:

- **Purpose of placement** - why practical experience is critical for applying your skills in real-world settings and preparing for employment.
- **Placement responsibilities** – your responsibilities as a student, what is expected of your workplace supervisor, and the role of our training organisation.
- **Finding and arranging placements** – guidance for both metropolitan and regional students on sourcing placements, and the support we provide.
- **Workplace requirements** – includes information on dress code, professional conduct, attendance, health and safety, and required clearances such as police checks or vaccinations.
- **Assessment during placement** – how your performance will be assessed, including required documentation and reporting.
- **Managing issues and changes** – steps to take if you encounter problems during your placement, or if changes to your placement are needed.
- **Policies and compliance** – ensures you understand key policies that protect both you and the workplace.

## 17. TIME FRAME TO COMPLETE YOUR COURSE

You have **up to 12 months** to complete your course.

- The 12-month period begins when you start the last unit in the course (refer to timetable).
- This is the maximum time allowed to complete any placement and submit all assessments.
- We encourage you to actively progress through your course to stay on track.
- If you are not making progress, we will discuss your situation with your Training Coordinator to see how we can support you. If progress is not maintained, we reserve the right to withdraw you from the course.

Note: exceptions may be made for **extenuating circumstances**, which must be approved by us.

## 18. COURSE DEFERRAL & HOW TO APPLY

If you need to take time off from your studies during your course, this is known as deferment.

We will consider your request to defer on a case-by-case basis and do not guarantee approval for your request.

- You can defer from the same course for no more than 2 occasions, with the period of deferral for each occasion being no longer than 6 consecutive months in duration.
- You must first apply to have your deferral considered and approved. We reserve the right to cancel you from the course if you stop attending scheduled training sessions and/or submitting course work without having been first approved to do so.
- Should you exhaust your 2 deferments or defer your training for more than 12 consecutive months after approval, you must re-enrol in the course and pay all applicable fees and charges if you wish to return to your studies.

## Applying to defer from your course.

1. Your application must be emailed to [defer@pta.edu.au](mailto:defer@pta.edu.au)
2. You can ask your Training Coordinator to help you complete your application.
3. Your email must include all information as outlined:
  - a) your full legal name
  - b) your date of birth
  - c) your current address
  - d) your best contact phone number
  - e) the course code and name of course you want to defer from
  - f) the reason or reasons why you want to defer
  - g) a date indicating when you intend to return to your studies in the course

## What happens next?

1. You must pay a \$100 processing fee for your deferment as set out in our **Student Fees and Charges Policy** on our website at [www.partnersintraining.edu.au/student/#documents](http://www.partnersintraining.edu.au/student/#documents)
2. Your application to defer will be considered and processed within 4 weeks of receipt of your email.
3. We will notify you of the outcome of your application via reply email.
4. If your application is approved, we will also confirm the exact date you are expected to return to your studies with us.
5. If your application is not approved, you may apply for a refund (if applicable) in accordance with the *Student-Initiated Withdrawal* refund procedure as set out in our **Student Fees and Charges Policy**.
6. All records relating to deferrals will be kept on your student file.

## What to do when your deferral period ends

Please contact your Training Coordinator to advise you are ready to return to your studies OR if any of your circumstance have changed.

If you are unable to recommence your course after 6 months of the deferral date, we reserve the right to withdraw you from the course.

## Further considerations about deferring

### Qualification superseded while on deferral

If your qualification is superseded during your deferral period, we will issue you with a Statement of Attainment for the units you completed prior to deferral (providing you have no outstanding course fees). Your Training Coordinator will consult with you about commencing the most current version of the qualification.

## 19. REASONS WE INITIATE YOUR DEFERMENT IN THE COURSE

We may initiate deferment in any of the following situations **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 3 training sessions** (regardless of whether they were in a row or collectively throughout the course) we may elect to defer you from the course, subject first to discussions with your Training Coordinator and/or Trainer.

### Insufficient course progress and/or assessment submission

You must demonstrate sufficient progress (assessment completion) throughout your course in order to continue and progress further with your current class group.

If your Trainer or Training Coordinator advise us that you are not sufficiently progressing through your course work, an interview will be organised between you, your Training Coordinator and your Trainer. You may be withdrawn from the course if you fail to demonstrate your commitment to engage in classes and/or complete and submit your course work. You may also be prevented from attending any further classes with your current group.

Once you catch up with all the required assessments, you may be allowed to rejoin another group. However, this could be at another location and on a different day. We do NOT guarantee that the next group will be available in your preferred location and/or days.

## 20. HOW TO WITHDRAW FROM THE COURSE

If you wish to withdraw from your course, you must notify us in writing by emailing:

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

When emailing your notice to withdraw, you need to provide the following information in the email:

- Your full name;
- Your date of birth; and
- The qualification name or course name you want to withdraw your enrolment in.

You may be eligible to re-enrol in the same course at any time. However, you will need to undertake another Pre-Training Review, Enrolment Session and an Administration Fee will apply.

## 21. REASONS WE WITHDRAW YOU FROM THE COURSE

We reserve the right to withdraw your enrolment in the course **without your consent**. Confirmation that we have withdrawn you will be emailed to you and your access to Cloud Assess LMS will be revoked.

### Poor class 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 **3** training sessions (regardless of whether they were in a row or collectively throughout the course), we may elect to withdraw you from the course.

### You are uncontactable

Where we are unable to make contact with you to confirm your continuing participation in the course because you stopped attending classes, we may elect to withdraw you from the course.

## You are not progressing in the course and/or submitting assessments

You must demonstrate sufficient course progress (assessment completion) to progress further with your current class group.

If your Trainer or Training Coordinator advise us that you are not sufficiently progressing through your course, an interview will be arranged with you, your Training Coordinator and/or your Trainer. You may be withdrawn from the course if you fail to demonstrate your commitment to engage in classes and/or complete and submit your course work.

## Placement clearance requirements have not been met

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

## You are unable to return to study after deferment

If you are unable to recommence training after the agreed return date OR fail to contact us to advise you are returning to your studies, we may elect to withdraw you from your course.

## 22. SURVEYS

### All students

You will be asked to complete an AQTF Learner Questionnaire 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 government subsidised training entitlement, the Department of Jobs, Skills, Industry and Regions may contact you to participate in a Department endorsed project, audit or review.

### Nursing students

As per ANMAC enrolled nurse Accreditation Standards requirements (*Standard 9: Quality improvement and risk management*), Partners in Training Australia must be able to assess and address risks to the program, its outcomes and students, and have a primary focus on continually improving the quality of the teaching and learning experience for students and the competence of graduates. As such, all nursing students are required to participate in course and clinical placement surveys. The Student Course Evaluation will be conducted as a blind evaluation at the first session held in both Semester 2 and 3.

At the completion of all clinical placements, you will be required to complete a Placement Evaluation that will be conducted at the debrief session with your Nursing Trainer / Head of Discipline.

## 23. STUDENT FACILITIES

We provide a range of facilities to support you during your studies.

- Tea, coffee, kitchen and refrigeration facilities are available at each campus. We ask that you clean up after yourself by washing and drying your dishes as these areas are shared with others.
- Toilets and washrooms are located at all training locations. We ask that you leave these facilities clean

for other users and use the bins provided.

- Photocopying is available at our campuses at an additional charge – refer to our **Student Fees and Charges Policy** for these fees.
- Access to computers for additional research are available at each campus. Computers are not to be used to access sites that are unrelated to your studies, including social media and entertainment sites; stream data or download or install any software. Student computers are remotely monitored and are able to be tracked.
- Wi-Fi access at all campuses. This service 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 is able to be tracked.
- A library of resources is available at each campus. Resources can be borrowed in certain circumstances. Speak to the Campus receptionist about borrowing resources.

## 24. CERTIFICATES, RESULTS AND REISSUE FEES

Once you complete your training and assessment, you will receive official documentation that recognises your achievement. The type of document issued depends on whether you complete a full qualification or individual units. The information below explains the different certification types, the timeframe for receiving them, and what to do if documents need to be reissued.

### Certificate & Record of Results

A qualification Certificate plus Record of Results is issued if you are deemed competent in all units leading to award of the full qualification.

### Statement of Attainment

A Statement of Attainment is an official document that shows you have successfully completed one or more units of competency from a nationally recognised course. It is issued when you complete **individual units**, but not the full qualification, or you withdraw from a course after completing some units, or you complete a **skill set or short course** made up of specific units.

### Timeframe

We issue AQF certification documentation within 30 calendar days from the completion of the assessment provided a student has completed or withdrawn from the training product. We do this only if all fees you owe have been paid to us in full.

If you withdrew from the course and there was no assessment completed within the last 30 calendar days from the date you withdrew, it is acceptable for us to issue you with a Statement of Attainment within 30 calendar days of the date you requested the withdrawal OR the date we withdrew you if we initiated your withdrawal.

### Providing a copy to someone else other than you?

We can provide a **copy** of your Certificate or Statement of Attainment to a third party (such as an employer) **only with your prior written consent**. Verbal requests and requests made directly by third parties will not be accepted under any circumstance. We will only provide a scanned copy OR digital copy to your nominated recipient.

**To request a copy be provided to a third party, please email your Training Coordinator direct.** You will need to include in your request, the recipients' full name, job title, phone number, email address and the name of the organisation they work for. A copy of your email request will be kept on your student file.

## A move to digital certification!

In 2026, we are transitioning from hard copy to digital certification. This change helps us provide a faster, more secure, and environmentally friendly way to issue your certification.

Benefits of digital certificates:

- Instant delivery: receive your certificate faster once you've completed your course.
- Secure and tamper-proof: digital certificates are protected against loss, damage, or fraud.
- Easy to share: you can quickly send your own verified copy to employers, other training providers, or other organisations.
- Environmentally friendly: no printing or postage is required, reducing paper use and waste.
- Easily stored and accessed: your digital certificate can be safely saved on your computer, phone, or cloud storage.

## Will I get a hard copy or digital certificate and is there a fee?

The issuance of a Certificate or Statement of Attainment (SOA) is factored into your course fees.

As we transition across to digital certificates in 2026, we have implemented the below arrangements for current students and new students.

1. We will issue a printed certificate or SOA if you commenced the course prior to 1<sup>st</sup> January 2026.  
You can request a digital copy at no extra cost.
2. We will issue a digital certificate or SOA if you commenced the course after 1<sup>st</sup> January 2026.  
You can request a printed copy for a fee (refer to Section 13 in our **Student Fees and Charges Policy**)

## Fees for reissuing Certificates

If the contact details you provided on your Enrolment Form were incorrect or unclear and this resulted in you not receiving your certificate, you need to notify us and provide your correct details. We can reissue your certification documents, however fees will apply in this instance.

Section 13 of our **Student Fees and Charges Policy** explains the fees for a replacement Certificate & Record of Results or Statement of Attainment. Fees depend on whether you want a printed or digital copy.

STUDENT

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SUPPORT

&

WELLBEING

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**HELP**



## Our Student support services

If you require assistance during your course, please speak directly to your Training Coordinator if you have any special needs that affect your ability to learn and progress through your course. These can include but are not limited to:

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

Your Training Coordinator will liaise directly with your Trainer to ensure that we can continue to support you during the course.

## Student Wellbeing Services – Support when you need it!

Studying can be exciting and rewarding, but it can also bring challenges. We know that your wellbeing and your learning are closely connected. Wellbeing isn't just about physical health, it includes your emotional, mental, and social health, as well as how you feel about yourself and your life. Maintaining your wellbeing can help you learn better, make good choices, and manage stress.

**Our dedicated Student Wellbeing Team** is here to support our students. They can discuss your needs safely and confidentially with you and advise you about **external wellbeing services** that might help your situation. Wellbeing Officers do not provide counselling but will ask questions to understand your challenges in order to direct you to the right support services. Our Wellbeing Team are ready to help you navigate challenges so you can succeed in your studies.

Please reach out to your Trainer or Training Coordinator if you would like to book some time to have a confidential discussion with one of our Wellbeing Officers. They will contact the Team on your behalf so that a Wellbeing Officer can contact you to arrange a date and time for a confidential, relaxed and private discussion.

We do not have any direct affiliations with the agencies we've listed below. Please know that you can contact any of these services direct if you prefer not to speak with a member of our Wellbeing Team.

**IF YOU'RE IN CRISIS OR FEELING UNSAFE, PLEASE CALL 000 or LIFELINE 13 11 14**

Service Provider	Contact Details	Services	Fees
<b>GIPPSLAND</b>			
Berry Street Gippsland	37 Elgin Street, Morwell 3840 Phone 03 5134 5971 or visit <a href="http://www.berrystreet.org.au/">http://www.berrystreet.org.au/</a>	Community (bushfire relief, financial counselling), education, training and employment, family services, foster and kinship care, residential care and youth services	Free of charge
E.W. Tipping Foundation	58-60 Commercial Road, Morwell 3840 Phone 03 5135 4300 or visit <a href="http://www.tipping.org.au/">http://www.tipping.org.au/</a>	Disability and youth	Free of charge
Gippsland and East Gippsland Aboriginal Cooperative (GEGAC)	9 Maryvale Crescent, Morwell 3840 Phone 03 5134 3816 37-53 Dalmahoy Street, Bairnsdale 3875 Phone 03 5150 0700 or visit <a href="http://www.gegac.org.au/">http://www.gegac.org.au/</a>	Alcohol and drug counselling and support for Aboriginal clients with Alcohol and Other Drug issues	Free of charge
Gippsland Women's Health	56B Cunninghame Street, Sale 3850	Women's Health	Free of charge

Service Provider	Contact Details	Services	Fees
	Phone 03 5143 1600 or 1800 805 448 or visit <a href="http://www.gwhealth.asn.au/">http://www.gwhealth.asn.au/</a>		
Headspace Morwell	99 Buckley Street, Morwell 3840 Phone 03 5136 8300 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, nutrition and diet, mental health, drinking or drug use, sexual health, housing, unemployment, education, relationships and friendships	Free of charge
Latrobe Community Health	81-87 Buckley Street, Morwell 3840 52 MacArthur Street, Sale 3850 Phone 1800 242 696 or visit <a href="http://www.lchs.com.au/">http://www.lchs.com.au/</a>	Aged care, deaf or hearing impaired, carer support, counselling, chronic disease management, dementia services, disability, family violence, gambling support services, general physical health, Koorie care, palliative care, and Migrant and refugee support	Sessions can range from gold coin donation or can attract 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 <a href="http://www.ramahyuck.org/">http://www.ramahyuck.org/</a>	Primary health care, social and emotional wellbeing programs	Bulk-billed with valid Medicare Card
Uniting Care Wellington	126 Raymond Street, Sale VIC 3850 Phone 03 5144 7777	Early learning and care services	Fees vary depending on service
<b>SHEPPARTON</b>			
GV Connect	12 Bowenhall Street, Shepparton 3630 Phone 03 5821 2466 or visit <a href="http://www.connectgv.com.au/">http://www.connectgv.com.au/</a>	Disability	Free of charge
GV Health	Graham Street, Shepparton 3630 Phone 03 5832 2322 or visit <a href="http://www.gvhealth.org.au/">http://www.gvhealth.org.au/</a>	Mental Health, Indigenous, aged care, and sexual assault	Dependent on services (Pensioners get discounts)
Headspace	129 High Street, Shepparton 3630 Phone 03 5823 8800 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Primary Care Connect	399 Wyndham Street, Shepparton 3630 Phone 03 5823 3200 or visit <a href="http://www.primarycareconnect.com.au/site/">http://www.primarycareconnect.com.au/site/</a>	Counselling, drug and alcohol services, family violence, gamblers help, financial management, Indigenous, youth outreach, chronic conditions and parent education	Bulk-billed with valid Medicare Card
Rumbalara	20 Rumbalara Road, Mooroopna 3629 Phone 03 5820 0000 or visit <a href="http://www.rumbalara.org.au/index.php">http://www.rumbalara.org.au/index.php</a>	Services for Aboriginal and Torres Strait Islander people	Free of charge
Shepparton Access	227 Wyndham Street Shepparton 3630 Phone 03 5831 6180	Disability services for families and carers	Free of charge
Shepparton Adult Community Education College	130 Rowe Street, Shepparton 3630 Phone 03 5831 4029 or visit <a href="http://www.sheppartonace.com.au">www.sheppartonace.com.au</a>	Language and literacy support for youth and adults	Non-accredited are free of charge Accredited courses are dependent on the course and whether you

Service Provider	Contact Details	Services	Fees
			hold a valid concession card
<b>MELBOURNE</b>			
Adult Learning Australia	Office 1, Henderson House, 45 Moreland Street, Footscray 3011 Phone 03 9689 8623 or visit <a href="https://ala.asn.au/">https://ala.asn.au/</a>	Adult language and literacy support	Primarily funded
Foot Patrol	Phone 0412 155 491 or Free call 1800 700 102	Needle Syringe Program	Free of charge
Headspace	Level 1, Victoria Park (Social Club Building), Cnr Lulie and Abbott Streets, Abbotsford 3067 Phone 03 9417 0150 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> 319-321 Glen Huntly Road, Elsternwick 3185 Phone 03 9526 1600 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn 3064 Phone 03 8338 0919 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a> 196 Lonsdale Street, Dandenong 3175 Phone 1800 367 968 or visit <a href="http://www.headspace.org.au/">http://www.headspace.org.au/</a>	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Job Services Australia (JSA)	Phone 13 62 68 or visit <a href="http://employment.gov.au/job-services-australia-jsa">http://employment.gov.au/job-services-australia-jsa</a>	Unemployment	Free of charge
Lifeline	Phone 13 11 14 or visit <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	Counselling, disability services, financial, gambling, indigenous, mental health, personal issues, rural outreach, suicide, youth and aged care	Free of charge
The Living Room	7-9 Hosier Lane, Melbourne 3000 Phone 03 9945 2100	Youth – free healthcare and support	Free of charge
The Reading Writing Hotline	Phone 1300 655 506 or visit <a href="http://www.readingwritinghotline.edu.au/">http://www.readingwritinghotline.edu.au/</a>	Adult literacy and numeracy support	Free of charge
Turning Point Alcohol and Drug Centre	Phone 03 8413 8413 or visit <a href="http://www.turningpoint.org.au">http://www.turningpoint.org.au</a>	Drug and alcohol	Bulk-billed with valid Medicare Card

Service Provider	Contact Details	Services	Fees
Victorian Aboriginal Health Service	Phone 03 9419 3000 or visit <a href="http://www.vahs.org.au/about/">http://www.vahs.org.au/about/</a>	Wellbeing services for Aboriginal and Torres Strait Islander people	Bulk-billed with valid Medicare Card

## Support for Traineeship students – Victorian Government Initiative

### Free health and wellbeing support for Victorian apprentices and trainees

The Victorian Government is supporting apprentices through a new Apprentice Employee Assistance Program (EAP). Apprentices and trainees employed by Victorian businesses can use the program. The EAP offers apprentices and trainees in Victoria confidential short-term counselling and coaching for a broad range of health and wellbeing matters.

#### **THIS IS A FREE SERVICE! You don't need a doctor's referral.**

The service is provided through an independent delivery service. Consultants are matched with apprentices and trainees based on their area of expertise.

The program can support apprentices and trainees with:

- difficult workplace situations
- counselling for a broad range of personal issues
- making positive lifestyle changes
- working through financial concerns
- career development and planning.

### [Book an appointment](#)

Book an appointment for a free and confidential counselling session.

You can choose to have an appointment via phone, video conference, live chat, or face to face.

You will need this organisation code to register:  
**APPRENTV**

To book an appointment:

- Call Converge [1300 687 327](tel:1300687327)
- visit [convergeinternational.com.au](http://convergeinternational.com.au)
- Converge International app ([iOS](#) or [Android](#))



**Apprentice or trainee?  
Need help with  
work, finances or  
relationships?**

**Get free and confidential support through the  
Apprentice Employee Assistance Program.  
Don't wait, make a booking now.**

Call 1300 687 327  
Or scan the QR code to access the  
Converge App and use live chat.  
Please quote APPRENTV when booking.

If you are an apprentice or trainee in Victoria, you can access free short-term counselling or coaching for personal or work-related issues. This dedicated service is provided specifically for apprentices and trainees through an independent organisation, and a doctor's referral is not required.

For more information visit [apprenticeships.vic.gov.au](http://apprenticeships.vic.gov.au)

APPRENTICESHIPS VICTORIA

## Specialist Helplines

Specialist helplines are only available during business hours:

Aboriginal and Torres Strait Islander helpline – Call **1300 287 432**

LGBTIQ+ helpline – Call **1300 542 874**

Domestic and Family Violence helpline – Call **1300 338 465**

## 26. 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.

We encourage Indigenous people, 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 at [www.partnersintraining.edu.au/student/](http://www.partnersintraining.edu.au/student/).

## 27. HEALTH AND SAFETY

We care about your health and safety when studying with us. It is important that you familiarise yourself with and follow all rules of your training location, as well as all emergency evacuation procedures, and know the location of first aid kits and emergency exits.

We strive to provide all visitors, staff and students a safe environment with minimal risk of accidents. If you see something that you think is unsafe, please inform ANY of our staff straight away!

## 28. CHILD SAFETY

We are 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 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

We have an appointed child safety officer for our RTO operations, who is the designated person to hear or be informed about all allegations or concerns, and to provide support to other employees. Please contact our Child Safety Officer on **1300 664 601** or email [Childsafety@pta.edu.au](mailto:Childsafety@pta.edu.au)

## 29. SOCIAL MEDIA

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

## 30. PRIVACY

We are committed to maintaining the privacy and confidentiality of our clients, participants, personnel, contractors and other stakeholders. We comply with the *Privacy Act 1988* and manage personal information in an open and transparent way.

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.

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 the Privacy Officer via email at [privacy@pta.edu.au](mailto:privacy@pta.edu.au).

## 31. 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 which is available on our website. If you have any questions, please email [complaints@pta.edu.au](mailto:complaints@pta.edu.au).

### Treatment of students seeking review including re-crediting a VET student loan

Under no circumstances will a student be victimised or discriminated against for:

- a) seeking a review or reconsideration of a decision; or
- b) following our Complaints and Appeals procedure when dealing with grievances; or
- c) making an application for re-crediting of their student HELP balance.

## 32. YOUR FEEDBACK IS IMPORTANT SO LET US KNOW!

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 at any time to your Trainer and/or Training Coordinator - OR you can write to us direct by sending an email to [quality@pta.edu.au](mailto:quality@pta.edu.au)