



Policies & Procedures for Students

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MISSION STATEMENT

To develop and sustain a modern, low environmental impact, up-to-date educational experience whereby students receive education of a high standard and feel a sense of achievement.

CODE OF CONDUCT

All students are expected to:

- Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency.
- Not undertake professional services until studies are fully completed and you are fully qualified.
- At all times strive to achieve a high level of proficiency through commitment to studies.
- Never criticise, condemn or otherwise denigrate the organisation, its Staff Members and Trainers or members of the industry or allied professions.

ACCESS AND EQUITY

Access and Equity policies are incorporated into operational procedures. Perth Training Institute Pty Ltd prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Age
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or religious background

Perth Training Institute Pty Ltd encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

TRAINING THAT MEETS YOUR NEEDS

Perth Training Institute Pty Ltd is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point throughout your course you require assistance or support, please discuss these needs with Perth Training Institute Pty Ltd staff and we will do our best to help. If you have any special needs, including language, literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and will only be used to support you.

UNIQUE STUDENT IDENTIFIER (USI)

All students are required to have a verified USI before enrolling or commencing on a course offered by PTI.

A student only needs to apply once for a USI and their USI is fully transferable from one training organisation to another.

Should the student not have a USI, the online enrolment process with PTI will assist the student in creating a USI account. If the student doesn't have the facilities to create a USI, the staff at PTI can assist with this process. To further assist the student in this process, a computer with Internet access will be made available to the student at the beginning of the course for them to apply for a USI account.

NOTE: The student cannot continue on a course without a USI and will not receive proof of competency without a verified USI.

COMPLAINTS AND APPEAL PROCEDURES

All complaints and appeals are taken seriously, and their findings incorporated into procedures as appropriate.

Should a student have a complaint or appeal, the following steps are to be followed:

1. Students should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. The student brings the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
4. If there is still no resolution the student should request the PTI Complaints and Appeals Form, which can be requested from Client Services via an email to info@pti.edu.au and then put the following information relating to the complaint or appeal in writing:
 - Description of the complaint or appeal
 - State whether you wish to formally present your case
 - Steps you have taken to deal with the issue
 - What you would like to happen to fix the problem and prevent it from happening again.
5. If the complaint or appeal is not dealt with to the student's satisfaction within the seven (7) day period, she/he may bring it to the attention of the RTO Manager. The RTO Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the RTO Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
6. Should the issue still not be resolved to the student's satisfaction, Perth Training Institute Pty Ltd will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.
8. If the student is still not happy with external mediation, he / she may take his / her complaint to the National Training Authority.

Australian Skills Quality Authority (Western Australia)
<https://www.asqa.gov.au/students/complaints-about-providers>
9. All documentation relating to complaints or appeals should be archived for audit purposes. The CEO will be personally responsible for the implementation and maintenance of the policy.

APPEALS AGAINST ASSESSMENT GRADES

Students may appeal against a result shown on their student record / assessment.

The appeals process is as follows:

- The student lodges an Appeal with the RTO Manager.
- The RTO Manager will assess the result and assessment and moderate with the Trainers and give the written outcome to the student within 21 days.

STUDENTS WHO MISS AN ASSESSMENT

Students who miss any class test must sit that test within 48 hours unless unable to because of medical reasons. If missed because of medical grounds, the test will be given on agreement between the RTO Manager and the student and at the convenience of the Organisation.

USE OF DICTIONARIES DURING ASSESSMENTS & CLASS TESTS

Students whose primary language is not English may use an English or bilingual dictionary, provided by the student and approved by the Assessor, during a class and tests. This will be checked for annotations. Electronic dictionaries **must not** be used.

FLEXIBLE FORMS OF ASSESSMENT

The Perth Training Institute Pty Ltd has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. The student must apply in writing to the RTO Manager with details of the circumstances. The RTO Manager will assess the application, and the student will be notified in writing.

ACCESS TO STUDENT RECORDS AND PARTICIPATION

Perth Training Institute Pty Ltd is committed to providing you with accurate and current records of your participation and progress. If at any stage you wish to view your student file or discuss your progress in the course, please arrange a time with your trainer or the RTO Manager and they will be more than willing to help you.

ADMINISTRATIVE CONTACTS

Occasionally students may need to consult the Trainers and or the RTO Manager with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest that the student contact Client Services who can assist with questions relating to payment, course location, access to online platforms, etc.

Client Services Phone: 1300 65 05 45 Email: info@pti.edu.au

The trainer can often assist with any individual subject problems a student may encounter. **The trainer can only** comment on his/her subject not on other subjects.

The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or Client Services.

ATTENDANCE

Students are required to attend all days during their training course.

FEES AND LATE PAYMENTS

Fees are due before the start of the course.

To secure a position, payment is required with the application. The full amount is payable before the course, except where the total fees exceed \$1500. In this situation, a deposit is required prior to the course and the full amount to be paid prior to issue of a statement of attainment or qualification. The enrolment cannot be processed without payment for the designated course.

The RTO Manager reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

REFUNDS

Perth Training Institute Pty Ltd has the following policy regarding refunds of fees to students:

REFUND POLICY

Perth Training Institute Pty Ltd offers a fair and equitable refund policy that complies with all legislative requirements.

Course fees shall not be refunded to the student under any circumstances unless;

- Perth Training Institute Pty Ltd cancels or discontinues a course.
- You withdraw from a course due to serious illness (we will refund any course fees paid less an administrative fee) - **a medical certificate is required**. The Organisation will then refund any payments made **after** the initial deposit. However, an administration fee is also payable.
- You withdraw with written notice more than 7 days prior to the commencement of the course.

If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks' notice, you will forfeit any monies paid.

Students who have left the course without a valid medical reason and doctor's certificate will be liable for the remainder of course fees owing.

All cancellations, transfers or variations to face-to-face course bookings must be received in writing by emailing Client Services via info@pti.edu.au

Cancellations – a student withdraws from a course.

Minimum Notice Periods			
		*where "working days" means Monday to Friday	
<i>Course Type</i>	<i>Full Refund of Course Fee</i>	<i>50% Refund of Course Fee</i>	<i>No Refund of Course Fee</i>
Half or full day courses	2 working days	Not applicable	<2 working days
Longer courses (2+ days)	7 working days	4-6 working days	<3 working days
Online courses	If course not commenced	Not applicable	Once course commenced

Transfers – a student changes to a different course date.

Minimum Notice Periods			
		*where "working days" means Monday to Friday	
<i>Course Type</i>	<i>No Charge</i>	<i>50% Refund of Course Fee</i>	<i>100% Charge of Course Fee</i>
Half or full day courses	2 working days	Not applicable	<2 working days
Longer courses (2+ days)	7 working days	4-6 working days	<3 working days

Substitutions – a student is no longer able to attend and the employer sends another person instead.

An alternate learner may be substituted for a face-to-face course prior to the commencement of a course at no additional cost.

(Applies if there is no prerequisite online component)

Non-attendance

If a learner fails to attend a course, no refund will be payable. A voicemail message on PTI answering service, outside of business hours on the day before the course, is not accepted as a notification of cancellation.

If a learner is sick on the day of their course and can support this with a medical certificate, they will be transferred to an alternate date at no charge.

If the learner has failed to attend due to any other reason no refund will be payable, but a course transfer may be granted at the discretion of the RTO Manager.

REFUND POLICY IN THE EVENT OF A COURSE BEING CANCELLED

In the event that PTI, or any third party delivering training and assessment on its behalf, closes, cancels, or ceases to deliver for any reason, a course or part of a course that a learner is enrolled in, a refund of fees paid for services not provided will be given to the learner by PTI, or to the organisation which paid for the training. Learners who have already been assessed as competent for some units will be issued a Statement of Attainment for these units and the costs of issuing the Statement(s), including training, assessment and administration fees, will be deducted from the refund total.

PTI also reserves the right to cancel any course if insufficient registrations are received. Should this occur, those who registered will be notified and their course fees refunded in full or they will be transferred to another course. PTI will not be liable for any claims arising from course cancellation.

EXCEPTIONAL CIRCUMSTANCES

PTI aims to be flexible and accommodating and recognises that in some cases there are exceptional circumstances where a charge may not be incurred. This discretion applies to cancellations, transfers, and non-attendance, as listed above. Exceptional circumstances could include serious illness or injury, death in the family.

MEDICAL CERTIFICATES

All medical certificates substantiating reasons for failure to sit an assessment, or attend a training course for which a student is enrolled, must be presented to the trainer or RTO Manager.

Any other medical certificates must be handed to the individual trainer for the recording of attendance.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

Recognition of qualifications issued by other registered training organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by another RTO.

Recognition of qualifications issued by other registered training organisations does not require a RTO to recognise the qualifications/Statements of Attainment issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, e.g. industrial award classifications.

Recognition of qualifications issued by other registered training organisations which have a limited lifespan. If the qualification/Statement of Attainment is currently listed on training.gov.au and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on training.gov.au or is not the version required by the qualification into which the student wished to enroll, this policy does not apply.

In such situations, recognition of prior learning would be the appropriate way to proceed.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is available for all Units of Competency. The learning outcomes of each unit provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course or module.

Students requesting RPL must obtain and lodge an application for "Recognition of Prior Learning" with the RTO Manager. Fees are applicable and are calculated according to the number of units requested.

Successful applicants are notified promptly of the RPL outcome.

ASSESSMENTS & CLASS TESTS

All courses have some form of assessment. This can be any/or all practical, theory, assignments and/or written and/or verbal assessments. Some assignments or assessments may be held during class times. Students are required to sit all assessments at the time designated by their trainer or by the RTO Manager. Any student failing to comply with examination protocol (which includes cheating) will be brought before the RTO Manager and will face disciplinary action.

Assignments completed in the student's own time must be handed to the trainer prior to the assignment due date.

Assignments must not be given to anybody other than the trainer, Client Services and or RTO Manager.

ASSESSMENT RESULTS

Students are notified of assessment results by their trainer at the end of each session or within 2 weeks of receiving an assignment.

No examination results are issued or discussed over the telephone.

CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

Upon change of name, address or telephone number, the student is required to notify Perth Training Institute Pty Ltd with the relevant information. The change must be advised in writing stating the previous address and the new address.

No responsibility will be accepted by the Organisation for failure to follow the above procedure.

MOBILE PHONES

The use of mobile phones during training is prohibited. They must be turned off in class times.

STUDENT CONDUCT AND ETIQUETTE (DISCIPLINARY INFORMATION)

This Organisation expects students enrolled in all courses to behave in a professional and dignified manner towards fellow students and Trainers.

ACADEMIC MISCONDUCT

Academic misconduct includes:

- Regular lateness in attending classes and lateness in submitting assignments and assessable work.
- Failure to attend required classes or other contact sessions.
- Failure to submit assessable work according to deadlines.
- Cheating – gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.
- Plagiarism – taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source.
- Collusion – two or more students exchange or share work and claim it as their own individual effort.

Students guilty of:

- Academic misconduct,
- Intimidating other students,
- Being disrespectful to staff and other students,
- Been rude, or discourteous to a trainer, any other member of the staff or guest trainer,
- Causing disruption in class, and/or
- Engaging in misconduct deemed unsuitable or unprofessional

will be given notice of expulsion in writing. **Fees will not be refunded.**

Malicious damage to equipment and/or stealing materials or **products will result in instant dismissal**. Any student who does not abide by the policies & procedures will be counselled by the RTO Manager.

If a student persists in not abiding by the policies & procedures the RTO Manager may wish to contact the student's parents if they are under 18. If the matter is not resolved the RTO Manager reserves the right to discharge the student from Perth Training Institute Pty Ltd courses. Under these circumstances a student may have a right of audience or a right of appeal to the CEO. Such right of audience or appeal must be requested in writing to the CEO within seven (7) days of suspension or expulsion. *See Appeals Policy*.

The decision of the CEO shall be final and binding upon all parties. No refund will be given.

OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

The Organisation realises its responsibilities to students and Trainers to ensure a safe and healthy academic and working environment. The Organisation operates per appropriate Occupational Health and Safety standards and procedures.

First aid kits are located within the training complex.

DRESS STANDARDS

You are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. You are also expected to wear enclosed shoes and any PPE (Personal Protection Equipment) as required by your course.

AGREEMENT TO COMPLY – STUDENTS

I _____ have read the Policies and Procedures for Students as outlined by Perth Training Institute Pty Ltd and agree to comply with all the conditions and requirements therein.

Name: _____
(Please print name)

Signature: _____

Date: _____

EMPLOYER DETAILS:

Company Name:

Company Address:

.....

I agree to my company receiving a copy of my certificate. Yes. No.