

# Pre-Enrolment and Student Handbook

General Information and Performance Training's  
Code of Conduct



**PERFORMANCE TRAINING**  
*Registered Training Organisation*





# **Pre-Enrolment Information and Student Handbook**

Thank you for your interest in studying with Performance Training Pty Limited. We look forward to helping you achieve your vocational goals and excellence in your chosen career.

This handbook will provide information that you need to know about studying with us. If you have any questions about the courses you are interested in or anything in this handbook, please contact us using the contact details below.

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# 1 Performance Training's Code Of Practice

## 1.1 Introduction

Performance Training Pty Limited (Performance Training) is a Registered Training Organisation (RTO) that works in collaboration with industry to provide accredited training for the qualifications listed on its Scope of Registration. (Qualifications can be viewed at: <https://training.gov.au/Organisation/Details/1718>)

Performance Training also provides non-accredited training and assessment services in response to the needs of individuals, or an organisation's training requirements. All training and assessment services are guided by the standards set out by the Vocational Education and Training (VET) Quality Framework. These standards provide the framework for Performance Training policies and operations.

## 1.2 About This Handbook

This handbook provides reference to and guidance on vocational education and training policy and other information that impacts and supports students enrolling in Performance Training programs. Students are recommended to read this handbook prior to enrolment.

## 1.3 Educational Standards

Students should expect quality training that leads to a qualification that improves their knowledge, skills and career prospects. Performance Training will maintain high standards when providing vocational education and training and client services. It has policies and management practices that support the success of students, and safeguard the interests of clients during marketing and delivery its services.

Performance Training has the capacity to provide adequate facilities and use appropriate methods and materials to support the delivery of its services. Performance Training's Code of Practice has been developed as part of its obligation to adhere to the NVR Standards for Registered Organisations.

## 1.4 Sanction

Performance Training recognises that its RTO registration may be withdrawn if it does not adhere to the NVR Standards for Registered Training Organisations.

## 1.5 Quality Management Focus

Performance Training is committed to providing a quality service with a focus on continuous improvement. To ensure the quality of its services, Performance Training has developed policies, procedures and guidelines founded on the standards set out by the VET Quality Framework. Student, tutor, and industry representative feedback regarding our services is always welcomed. From time to time students may be asked to participate in focus groups to discuss the quality of learning resources, assessment tasks, and other matters pertaining to their experience with Performance Training. Students may also be contacted by State or Commonwealth agencies for an interview as part of an audit or investigation.

## 1.6 Marketing and Advertising

Performance Training will market its training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. Performance Training's marketing strategies will not contravene legislation.

## 1.7 Guarantee

Performance Training will honour all guarantees outlined in our Code of Practice.

## 2 Admissions/Enrolment

### 2.1 Student Selection and Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements. Performance Training is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

Prior to enrolment, Performance Training will ensure that potential students meet the eligibility requirements to enrol into their nominated course or qualification. A pre-enrolment interview will be undertaken to ensure that the applicant:

- meets the prerequisite requirements to enrol into the qualification (e.g. completed units of competency that are specified for the qualification, health, safety or language)
- possesses the Language, Literacy and Numeracy (LLN) skills to successfully complete the qualification (applicant may have to undertake an LLN skills test)
- has access to an appropriate work place so that the practical component of the qualification can be assessed
- does not require additional support to achieve competence in the qualification.

Note that participation in training is subject to payment of all fees and charges.

### 2.2 Enrolment Into a Course

Performance Training's enrolment form may be emailed, posted, or completed on the premises. The form captures the information necessary to register a student into a course. All questions should be answered and the form must be signed and dated by the student.

Students must also have a Unique Student Identifier (USI) number. (Performance Training personnel can assist with obtaining a USI if requested and authorised by the student.)

Student enrolment information is confidential and will only be accessed by the student, Performance Training's trainer and assessor, and administration staff. The information may also be accessed by State or Commonwealth agencies as part of an audit or investigation.

### 2.3 Induction/Orientation

Before beginning training, students should understand what they will be learning and how they will be assessed throughout the course. Performance Training will develop a Training and Assessment Plan that is agreed to and signed by the student, Performance Training representative and the employer (if applicable). The Training and Assessment Plan will detail selected units of competency, outline how, when and where the training will be presented to the student, and the different methods used to assess knowledge and skills.

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures that they:

- understand the information contained in this Handbook
- are familiar with facilities and resources
- have identified the key training, administration and support people
- understand the rights and responsibilities of students in the course
- have the necessary course materials
- know course timetables
- know where to access more information.

### 2.4 Vocational Outcomes

When students have completed their studies with Performance Training, the completion will be recorded in Performance Training student management system (JobReady). At the end of each calendar year, Performance Training uploads the data to the Australian Government Department of Education and Training National VET database. This data is linked to the



student's USI number. The USI reference number is unique to the student and enables all training records to be linked. Students are able to find, collate and authenticate their VET achievements in a single transcript. The USI also ensures student VET records are not lost.

## 2.5 Work Placement

Students must have access to an appropriate and RTO approved work place that supports on-the-job learning opportunities to demonstrate competence in the units of competency that are being assessed. (A copy of a Criminal Record Check/National Police Check before commencing the placement may be required by some workplaces. This can be obtained from a number of places on the Internet, e.g <http://www.nationalcrimecheck.com.au>).

# 3 Equal Opportunity

## 3.1 Access and Equity Principles

Performance Training will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination.

Performance Training prohibits discrimination, harassment, victimisation or bullying towards any group or individual in any form.

Performance Training is committed to ensuring that people with disabilities have equal access to education and training. Student support may be required if the student has a disability, or difficulties with literacy, numeracy, English as a second language, English, computing or communication skills. Support is provided depending on the student's individual needs, and is determined before enrolment. A range of strategies can be employed and may involve tutorial support and/or mentoring, the use of adaptive technology, a sign language interpreter, note-taker, disability assistant, or access to additional funding to provide additional support to the student.

These adjustments may also apply to students who have a temporary disability. However, it should be noted that some students with disabilities may be unable to enrol in their nominated qualifications (e.g. high risk work licencing courses).

# 4 Fees, Charges, Refund Policy and Exemptions

Fees for individual Units of Competency, Full Qualifications, RPL and VOC Assessments are as detailed on the RTO Price List. Unless otherwise specified, course fees include all the training and assessment materials required to achieve the qualification. Fees do not include costs of services provided by other authorities, e.g. HRW licence application fee, heavy equipment hire. Students will be advised prior to enrolment if such costs will be incurred.

## 4.1 RPL Fees

Due to the unknown work to collect and assess evidence, Recognition of Prior Learning is charged at the equivalent qualification or unit of competency cost (refer to Price List).

## 4.2 Traineeship Compulsory Fees

Compulsory administration/contribution fees apply to some students who are completing their training under a traineeship arrangement, or other Government funded program. These fees vary according to the State / Territory where the student is completing their funded training program. Concessions or full fee exemptions may apply for students who meet eligibility criteria. Refer to the specific funding contract for concession and fee exemption guidelines.

### 4.3 Fee for Service Fees

If a student is completing individual units of competency, or partial qualifications (e.g. Skill Sets), refer to Performance Training's Price List for indicative costs.

### 4.4 Additional Fees and Charges

#### 4.4.1 Fees for Additional Training and Assessment after Training Contract End Date

Performance Training's Training Coordinators are responsible for identifying students at risk of not completing training within the nominated timeframe so that strategies can be implemented to assist the student to complete on time to avoid additional costs/charges. If additional support is required after the agreed timeframe, Performance Training will liaise with both the student and workplace supervisor (if applicable) to ensure that additional costs and charges are explained. If, at the agreed training contract end date, the student is still Not Yet Competent and Performance Training has met all obligations throughout the training period, additional costs will be charged for each unit of competency that remains unfinished (Not Yet Competent). The additional fees will be calculated at a per-competency cost, as outlined in Table 1.

#### 4.4.2 Fee for Re-Issue of Training Material

Students will receive a hard copy of the learning and assessment materials for the qualification. If the student loses this copy, a re-issue fee of \$120 will be charged.

#### 4.4.3 Fee for Reprint of Qualification

There is a fee for reprinting qualifications and SiteSmart Card replacement.

### 4.5 Payment of Invoices

Payment options are described on Performance Training's invoices. The preferred method of payment is via Direct Deposit. Arrangements can be made for payment using Credit Card, however the payment will incur a 1.5% transaction fee.

#### 4.5.1 Late Payment of Invoices

If a student doesn't think that they can pay their invoice on time, they must contact Performance Training immediately so that alternative payment options can be arranged. If payment of an invoice is not paid on time, and Performance Training has not been notified of difficulty or hardship, an additional 5% will be added to the outstanding invoice amount at the end of each month that payment is not received.

If a payment is not made towards the invoice for an ongoing period of 3 months past the original invoice date (and Performance Training has not been notified of reasons for not making payment), registration / enrolment will be cancelled.

If the student wishes to continue with their training, they must register into their nominated course again and a new invoice will be generated for the cost of the training.

*Note: Invoices are generated based on course costs at that point in time, so fees may have changed from the original invoice if course costs have increased or decreased in that period.*

### 4.6 Refund Policy

If a student requests a refund, the request must be in writing stating the reasons for the request. Written requests received before the release of training and assessment material will be refunded in full. If the student withdraws from the course within 4 weeks of registration and training materials have been issued, the student will be eligible for a 50% refund of the course cost. Refunds will not be granted after this period (with the exception of extenuating circumstances). Refunds due to extenuating circumstances are at the discretion of Performance Training's CEO.

## 5 Student Support

### 5.1 Rights and Responsibilities

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive and safe environment, free of discrimination, harassment and victimisation
- Have existing skills and knowledge recognised (RPL)
- Be given information about assessment requirements at the beginning of study
- Respectfully challenge directions or decisions if they appear to be unlawful or endanger health or safety
- Have personal records kept private, subject to statutory requirements
- Have access to their personal records on request
- Receive feedback on academic progress
- Appeal academic or procedural matters
- Have complaints dealt with fairly promptly confidentially and without retribution
- Have access to counselling and support services
- Provide feedback to Performance Training on the training, assessment and support services they receive.

All students have the following responsibilities when interacting with Performance Training staff, their employer or fellow students:

- Make true statements in regard to their status, representation and entitlements
- Treat all people with respect and fairness
- Show respect for others by not using obscenities or making offensive gestures
- Not do anything that could offend, embarrass, threaten, bully, harass or disrupt others in the performance of their duties or studies
- Not possess drugs, alcohol, weapons or be under the influence of drugs or alcohol
- Respect and not damage or steal property of other persons
- Follow safety practices and directions, whether written or spoken
- Do not do any task unless you are sure that is safe to do so
- Report bullying, intimidation, discrimination, violence, abuse of power and harassment so that the appropriate action can be taken
- Prepare appropriately for all assessments tasks, visits and training sessions
- Notify Performance Training at least 12 hours beforehand if they are unable to attend a training or assessment session
- Make payments for their training within agreed timeframes, where relevant.

The following apply to all persons, staff and students:

- Look after your own possessions, Performance Training does not accept responsibility for personal property lost or stolen at training sessions
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind
- No aggressive physical contact or verbal abuse is to occur between any persons
- Smoking is not permitted inside training facilities
- Drinking alcohol is not permitted inside training facilities
- Eating or drinking is not permitted in any space other than the designated areas
- Clothing and behaviour should be appropriate and not cause offence to anyone
- Mobile phones are to be turned off during classes and in study areas.

### 5.2 Language, Literacy and Numeracy Support

Students may be assessed in order to ascertain if their literacy and numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or

completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

### **5.3 Student Services, Welfare and Guidance**

Performance Training uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Performance Training has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

Performance Training informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

Performance Training quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of Performance Training's expertise or control, Performance Training will make every attempt to refer the student to the relevant agency or expert.

If a student requires additional support for learning during the training program, they are required to indicate this on the enrolment form. If during the training program, a student feels that they are having difficulties with learning or assessment tasks, they should talk to their trainer/assessor, who will either provide additional support, or refer the student to an external support agency.

If a student is experiencing personal problems, or issues that they feel may be affecting participation in the training program, they should contact their training coordinator for referral to an external welfare service.

#### **5.3.1 Procedure for Student Support/Counselling**

Performance Training is at all times concerned with the welfare of its students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. Performance Training staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. Note: A list of support services is provided on the last page of this handbook.

### **5.4 Discipline Policy**

Students must maintain appropriate behaviour in accordance with Performance Training's student rules and responsibilities. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. The RTO CEO will oversee all disciplinary matters.

## 6 Flexible Learning and Assessment

### 6.1 Training and Assessment Standards

Performance Training's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. Performance Training complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are used to achieve the learning outcomes of the training product. Grievance and Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

### 6.2 Flexible Learning

Performance Training provides students with learning flexibility by taking their personal situations into consideration to maximise learning outcomes, and optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the RTO CEO.

### 6.3 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Performance Training offers the option of Recognition of Prior Learning (RPL) and Credit Transfer (CT) to students on enrolment. Performance Training recognises Australian Qualification Framework qualifications and Statements of Attainment issued by any other Registered Training Organisation.

CT is the recognition of previously completed formal training and/or qualification. For CT, a student must submit a certified copy of their qualification and transcript of results, outlining the competencies they have already been deemed competent in.

RPL is about turning skills and knowledge into a formal qualification. The benefits of RPL are that a student can draw on informal, formal, or international qualifications or practical experience to:

- avoid unnecessary training for skills and knowledge that the student already has
- get qualified faster
- give access to courses that require formal qualifications as a prerequisite.

RPL is a three-stage process.

Stage 1: Read and complete the Performance Training Recognition Resource and submit along with evidence to Performance Training. Examples of types of evidence are:

- Formal qualifications, e.g. Certificates, Statement of Results, Statement of Attainments, Indentures, Trade Papers
- Licences (e.g. High Risk Work)
- Resume
- Job descriptions
- Workplace training records (e.g. inductions, workshops, internal courses)
- Diary entries, job sheets, log books
- Letters from referees, previous employers, supervisors, clients, or community contacts who can confirm your skills in the qualification

Stage 2: Performance Training will review the completed Recognition Resource and the evidence provided. A qualified assessor will offer advice and guidance to the student during stage 2 if further evidence or training is needed to meet the qualification requirements.

Stage 3: Issue of the qualification.

RPL applicants are charged a fee per unit for the assessment.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

## 6.4 Assessment

Performance Training has thorough Assessment Systems that meet the requirements of continuing registration for an RTO. Student evidence is retained in .pdf format in the Student's Folder on the RTO Server.

Qualified assessors who hold a Certificate IV in Training & Assessment (TAE40110) and can prove currency will conduct assessment services. Assessment activities are to be conducted in accordance with the relevant Training Package Assessment Guidelines.

Information relating to the method of assessment is provided to the student in the form of a Training and Assessment Plan. The student has the right to have this information before they commence their training.

Assessment tasks must be delivered in accordance with NVR Standards for Principles of Assessment (valid, reliable, flexible, and fair). The assessor has a responsibility to ensure that collected evidence is valid, sufficient, authentic and current before submitting to Performance Training for issue of the qualification.

### 6.4.1 Assessment Policy

Evidence by candidates must fulfil the expectations set out in the assessment question or explanation. This means the student must complete the assessment using the guidelines set for content, word limit, layout, or time limit. Written assessment items must also be of an acceptable standard in terms of legibility, and tidiness. Evidence items that do not meet these requirements may not be marked as satisfactory.

### 6.4.2 Student Plagiarism, Cheating and Collusion

Performance Training has no tolerance for plagiarism, cheating and collusion. Students are expected to act with integrity and only submit work that is their own. If a student is found to have plagiarised, cheated or colluded, they will be given an opportunity to respond to the allegations. If the allegation is proven, Performance Training will require, as a minimum, the student to re-sit or resubmit the assessment. If the issue is ongoing, the student's enrolment may be reviewed, and may result in cancellation or suspension from the course.

### 6.4.3 Competency Based Assessment

Performance Training delivers Competency Based Training and Assessment, which means students are marked Competent or Not Yet Competent for each unit that they complete as part of their training program.

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

There is no Pass or Fail, and we don't mark using percentages. Each assessment item is to be marked Satisfactory or Not Satisfactory. Once all assessment items are marked as Satisfactory, the learner can be deemed Competent.

Assessment tools commonly used to determine competence include: Knowledge questions, Calculation assessments, Practical demonstrations, Scenarios and role play, Project work, Review of workplace documents, Workplace Observation and Third Party Reporting.

#### **6.4.4 Assessment Results**

As each unit of competency is deemed Competent, the student's Training Plan must be updated with the date that they were deemed competent.

Students have the right to appeal an assessment result and request re-assessment. The process for appeal is discussed in more detail in the section: Assessment Appeal Process.

Training and Assessment resources are designed to allow for reasonable adjustment to meet a student's individual needs, and to uphold the principles of Access and Equity in our service delivery. An example of this could be using oral questioning rather than written questioning for an assessment task.

#### **6.4.5 Submission of assessment items or presentation of an assessment activity**

Assessment items must be handed in on the due date to the trainer / assessor, or the person designated responsible for the collection of assessment items.

Students must keep a copy of the assessment item, in case of accident, theft or loss. This is clearly documented in the Assessment Booklet, and should be reiterated to the student prior to submitting their assessments. If a student doesn't have a copy of their work and they have lost their assessment, they will be required to complete the assessment again.

#### **6.4.6 Extensions for Submission of Assessment Items**

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by the trainer/assessor, and will only be granted before the due date.

If a student requires an extension, they will need to contact their trainer / assessor in person, by telephone, or email stating the reasons for extension. The student may be required to present a medical certificate.

#### **6.4.7 Assessment Appeal Process**

Any complaint about an assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of an appeal are analysed by the RTO CEO, and appropriate improvements will be made to prevent recurrence of the problem.

If a student is unhappy with the result of an assessment, they must submit their appeal in writing within 5 working days of the result being issued. If a student requires assistance with writing their appeal, an independent staff person is made available.

The student should provide as much information as possible to enable Performance Training to investigate and determine an appropriate solution. Information should include:

- identify the issue or decision: what happened and how it affected the student
- all evidence that supports the complaint or appeal
- details about the steps the student has already taken to resolve the issue
- suggestions about how the matter might be resolved.

In the instance of an assessment appeal, the assessor, who originally marked the assessment, will review the assessment evidence and an independent qualified assessor will also mark the assessment to determine whether the original judgement was appropriate.

Outcomes of the Assessment Appeal process are documented and filed in the Student's Folder on the RTO Server. The student is notified in writing within 60 days of the results of

the appeal, and evidence of this is kept in the student's file. If the student's appeal was unsuccessful, the student is advised of their rights to re-assessment.

If the appeal is still unresolved, the student will be advised of external organisations, e.g, Consumer Affairs or relevant Government Departments that may be able to assist. Students may also seek legal redress through the usual court processes if they feel unsatisfied.

A fee may apply if re-assessment is required after completion of the Training Program.

## 7 Student Withdrawal from Courses

If a student wishes to withdraw from their course, they must notify Performance Training in writing. Notification can be either: emailed to [info@performancetraining.com.au](mailto:info@performancetraining.com.au) with the subject heading "Student Cancellation" and the student's name, for example: "Student Cancellation: Jane Doe"; posted via Australia Post; or hand delivered to Performance Training's office. See the Refund Policy for information on refunding course fees in the instance of cancellation.

### 7.1 Suspension or Withdrawal due to Special Circumstances

Performance Training acknowledges that certain circumstances beyond the student's control may lead to suspension or withdrawal from their nominated course. Special circumstances of an unexpected nature are considered those that are beyond the student's control, did not make their full impact until on or after the enrolment date, and affect the student to an extent that they are not able to meet the requirements of the unit(s) in the period for which they are enrolled. Special circumstances can include:

- medical conditions / family needs / personal reasons
- change to employment / relocation.

See the Refund Policy for information relating to Special Circumstances.

### 7.2 Student Non-Compliance Resulting in Withdrawal, Suspension, or Cancellation

No refund will be provided in the following case:

- if training and assessment activities have commenced and the student has received training and assessment materials, but has withdrawn, dropped out; and
- has failed to engage with their trainer/assessor throughout their enrolment period prior to withdrawal (i.e. the student is deemed to be non-compliant to the training contract).

Non-compliance is considered when Performance Training has commenced training with the student and the student has received training materials and support, but fails to submit assessments and/or engage with the course delivery and training coordinator during the period of their enrolment.

If a student fails to engage with their nominated learning program / course of study and fails to engage with their trainer / assessor for an ongoing period of 3 months, their enrolment in the course will be suspended.

If non-compliance continues once the enrolment has been suspended and the student fails to demonstrate commitment to their studies once the suspension has been lifted, Performance Training may cancel the student's enrolment. No refund will be given under these circumstances.

In any instance of non-compliance, it is critical that the trainer / assessor document all attempts to contact the student and re-engage them with their training program. This



evidence is to be documented in the student's monthly progress reports, and submitted at the end of each month as part of ongoing reporting requirements.

## 8 Issuing Qualifications

Performance Training will issue certification documents within 30 days of the student being assessed as meeting the requirements of the qualification, providing that all fees the student owes for the course have been paid.

Performance Training:

- retains a register of issued AQF qualifications in its student management system (JobReady)
- retains certification documentation records for 30 years on its student management system (RTO Server)
- reports AQF issued qualifications to ASQA on a regular basis as required by ASQA
- will not issue AQF qualifications to students without being in receipt of a verified Unique Student Identifier number for that student, unless an exemption applies under the Student Identifiers Act 2014.

Qualifications are mailed using Australia Post to the postal address provided on the student's enrolment form.

## 9 Complaints

### 9.1 Complaints

Performance Training representatives are expected to be fair, courteous and helpful in all dealings with students. Performance Training seeks to minimise the likelihood of complaints by ensuring students are satisfied with their training. In the event of a complaint students should:

- try to resolve the problem with the person concerned
- seek the assistance of their trainer
- consult the RTO CEO
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, Performance Training will advise students of external organisations to which they can appeal.

## 10 Privacy Policy

Performance Training complies with the Privacy Act 2001 and Australian Privacy Principles. Student information is only used for the purpose of delivery of our services. Student information will not be released to a third party without the prior consent of the student or unless Performance Training is required by Law to do so.

Performance Training takes all reasonable steps to protect personal information by:

- securing paper-based files containing personal information in locked cabinets
- only providing staff with access to personal information
- destroying files after the required retention period
- ensuring computer security by use of passwords, firewalls and up to date virus software
- not releasing information to third parties without prior authorisation.

Every student has the right to access the information in their file at any point throughout their enrolment, or after they complete their course. They can contact Performance Training's office to request access to their file. These requests require the verification of the student's identity through either sighting photo ID or the correct answering of questions derived from the student's personal file. If the information in the personal file is incorrect, the student has the right to require Performance Training to amend the information.

With students' consent, Performance Training may provide them with information from time to time about new courses available to them. Students' consent to this will be implied unless they notify Performance Training that they do not wish to receive this information.

Students must advise Performance Training if they wish to authorise a third party to access their records. Performance Training staff will not release information about students to a third party, unless prior authorisation is obtained from the student or disclosure is required by law.

Performance Training may need to source or verify information about students from a third party. If Performance Training collects personal information from someone other than the student, or the student may not be aware that the organisation has collected the information, reasonable steps will be taken to notify the student, or otherwise ensure that the student is aware of the circumstances of the collection.

## 11 Legislation

Performance Training identifies and complies with relevant State or Territory laws including Commonwealth and State legislation and Standards:

- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisations 2017
- Work Health and Safety Act 2011 and WHS Regulation 2011
- Workers' Compensation and Rehabilitation Act 2003 and WCR Regulation 2014
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Building Fire and Safety Regulation 2008
- Education Services for Overseas Students (ESOS) Act 2000
- Student Identifiers Act 2014
- Queensland High Risk Work licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are accessible on the internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or at the Federal Register of Legislation website: [www.legislation.gov.au](http://www.legislation.gov.au).

## 12 Support Services Contact Details

Service	Telephone	Website
Reading and Writing Hotline	1300 6 555 06	<a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>
Centrelink	13 10 21	<a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>
Australian Apprenticeship Centres (AACs) - Qld	1800 210 210	<a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a>
Anti Discrimination Commission Queensland	1300 130 670	<a href="http://www.adcq.qld.gov.au">www.adcq.qld.gov.au</a>
Legal Aid Queensland	1300 65 11 88	<a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>
Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Fair Work Commission	1300 799 675	<a href="http://www.fwc.gov.au">www.fwc.gov.au</a>

### References:

VET Glossary 2015 Innovation and Business Industry Skills Council Ltd 1<sup>st</sup> edition version: 1  
 National Quality Council, Training Package Glossary