

PIMS TRAINING

STUDENT INFORMATION MANUAL



This manual outlines the policies, procedures and systems that are in place at PIMS Training to provide students with a safe and suitable learning environment and to optimise their learning experience.

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PIMS TRAINING STUDENT INFORMATION MANUAL

1 PURPOSE

The purpose of this handbook is to provide students with all the relevant information they need when undertaking training and assessment activities with PIMS Training. It outlines the policies, procedures and systems that are in place to provide a safe and suitable learning environment and to optimise your learning experience. This manual outlines our RTO obligations, and also your learner rights and obligations in relation to any training & assessment activities you may undertake.

2 SCOPE

The information contained in this document applies to all students alike. Compliance with these requirements will ensure that we fulfill our statutory obligations and respect the rights of all persons. We ask that everyone adheres to these rules and procedures, just as you would at any workplace or work site. All staff are required to enforce these rules and procedures, so please don't take offence if you are asked to comply.

The information contained in this document has been extracted from the following policies & procedures:

- PT-TRAIN-PL-001 Policy for Payments, Cancellations & Refunds
- PT-TRAIN-PL-002 Policy for Workplace Health & Safety
- PT-TRAIN-PL-003 Policy for Student Participation
- PT-TRAIN-PL-004 Policy for Access, Equity & EO
- PT-TRAIN-PL-005 Policy for Discrimination & Harassment
- PT-TRAIN-PL-006 Policy for Recognition of Qualifications
- PT-TRAIN-PL-007 Policy for Issuing Qualifications & Statements of Attainment
- PT-TRAIN-PL-008 Policy for Marketing & Advertising
- PT-TRAIN-PL-009 Policy for Privacy of Information
- PT-TRAIN-PL-010 Policy for Guarantee of Services
- PT-TRAIN-PL-011 Policy for Financial Management
- PT-TRAIN-PR-001 Strategy for Continuous Improvement
- PT-TRAIN-PR-002 Procedure for Client & Trainee Services
- PT-TRAIN-PR-003 Procedure for Audits & Reviews
- PT-TRAIN-PR-004 Procedure for Complaints & Appeals
- PT-TRAIN-PR-005 Procedure for RPL-RCC
- PT-TRAIN-PR-006 Procedure for Professional Development of Staff
- PT-TRAIN-PR-007 Procedure for Interacting with Registering Body
- PT-TRAIN-PR-008 Procedure for Transitioning
- PT-TRAIN-PR-009 Procedure for Managing Records
- PT-TRAIN-PR-010 Procedure for Changes to Training Program
- PT-TRAIN-PR-011 Procedure for Business & Organisational Management
- PT-TRAIN-PR-012 Procedure for Facilities, Equipment & Resources

Full copies of these policies and procedures are located in the PIMS Training Room and office. Copies of these policies and procedures are available upon request.

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3 STUDENT RESPONSIBILITIES

Students are responsible for ensuring they meet the following general requirements:

- notify PIMS Training of any changes to personal details that are relevant to the training being undertaken
- notify PIMS Training if withdrawing from study
- submit the prescribed assessment items by the specified timeframes
- fulfil the obligations required by workplace health and safety standards
- do not unduly interfere with the comfort or convenience of other persons occupying the same area

Various specific requirements regarding student participation are also outlined in the sections below.

4 MOBILE PHONES

Please ensure that your mobile phone is turned or placed in Silent Mode anytime you are inside the training rooms or whilst training is taking place. Use the breaks to check/attend to any messages. If you need to make a phone call, please do so outside the building or in the common areas. This will ensure that the learning environment is not disturbed by your personal business.

5 PUNCTUALITY

Please ensure that you arrive at the designated time each morning before your course, and adhere to the times allocated for breaks by your instructor. This will allow the course to keep on schedule. Being late holds up your fellow learners and will result in a later finish time for the day. Students who arrive after the course has commenced may not be permitted to join the class.

6 FOOTWEAR

Due to workplace health and safety requirements, CLOSED IN footwear must be worn in the PIMS Office and Training Rooms. This means that open-toed footwear such as thongs and sandals are NOT acceptable. Please note that dirty/muddy boots will also not be permitted to be worn inside the training room and offices. If you are not wearing suitable footwear you will be required to either obtain appropriate footwear or use the provided 'loan' footwear (if available). If suitable footwear cannot be sourced in a timely manner, unfortunately you will not be permitted to undertake training.

7 SMOKING

No smoking is permitted inside the PIMS Offices or Training Rooms. Smoking is only allowed in the designated area in the car park. Furthermore, all persons must also adhere to Queensland Legislation, which requires that no smoking is permitted within 5 metres of any public access area or doorway (fines can apply). Cigarette butts are to be placed in the provided facilities. These rules exist in the interest of public health and for the wellbeing of personnel who access and work in the building.

8 DRUGS & ALCOHOL

The PIMS Group Fitness for Duty Policy requires that all personnel who enter our place of work be free from the influence of drugs and alcohol. No alcohol or recreational drugs are permitted to be brought onto or consumed on the premises. If it is ascertained that you are under the influence of prohibited drugs or alcohol during your course, appropriate action shall be taken and you will be asked to leave immediately.

9 UNIQUE STUDENT IDENTIFIER (USI)

As of January 2015, any student undertaking nationally recognised training must provide the RTO with a USI (Unique Student Identifier) in order to be issued with a Statement of Attainment. If you already have a USI, please bring it to your course. If you don't have a USI yet, you can either apply for one yourself or get PIMS Training to apply on your behalf. If you wish PIMS Training to apply for your USI, you will need to fill out the attached consent form and bring it along to your course with all supporting documentation/information.

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10 PLAGIARISM & CHEATING

PIMS Training values academic honesty and will not tolerate plagiarism or cheating. This means that students are required to submit assessments that are their own work and not the work of others (ie the written and creative authorship of the presented work must be that of the individual students). Students who are found to be guilty of plagiarism or cheating, will automatically fail that assessment and be subject to disciplinary action as determined by individual circumstances which may include (but not be limited to) re-submission of the assessment, or adjustment of results, or expulsion from the training program.

11 PRE-REQUISITES & ENTRY REQUIREMENTS

Most training programs have specific entry requirements. These requirements may vary from previous work experience, educational qualifications, literacy/numeracy requirements or other pre-requisite. Clients/students shall be provided with the details of any such requirements. Some pre-requisites may require that certain documentation be provided upon registration/enrolment. If pre-requisites & entry requirements have not been met or suitable evidence cannot be provided, a course of action shall be determined and this may include the refusal of enrolment in that particular course. If a student is unable to enrol in a particular course, advice/guidance shall be provided regarding options for meeting the necessary pre-requisites.

12 SPECIAL CONSIDERATION / FAILURE TO PROVIDE ASSESSMENT MATERIAL

Special consideration may be granted in the event that a student's performance or attendance is affected by extraordinary circumstances such as illness/injury, bereavement, personal trauma or other significant incident. Such situations will be considered on a case-by-case basis, and a suitable course of action shall be devised through consultation with all relevant parties. Any student who fails to complete and deliver the required assessment by the due date/time, may receive an appropriate time extension from the relevant trainer/assessor, provided they can show just cause. If you cannot show good reason, then a course of action shall be taken as deemed suitable by the trainer/assessor, with consultation with management if necessary. This may result in the student being deemed Not Competent.

13 WORKPLACE HEALTH & SAFETY (WHS)

PIMS is committed to applying and monitoring health & safety standards in the workplace in accordance with the Work Health & Safety Act & Regulations 2011 and First Aid in the Workplace Code of Practice 2021. First aid facilities and qualified first aiders are provided in the workplace to administer first aid if required. Systems and procedures are also in place to identify / manage / report health & safety issues and risks in the workplace. As a student, your role regarding WHS is to take reasonable steps to ensure the health & safety of yourself/others, to report any unsafe conditions, and to comply with systems and procedures which are in place. Any accidents or incidents that you are involved in will require an incident form/investigation to be completed.

14 FACILITIES

Please treat the facilities, equipment and resources with respect. Deliberate/willful damage of property will not be tolerated and you are not permitted to remove any item from the premises unless authorised to do so. If you become aware of any damage to facilities, equipment or resources, please notify your instructor or a member of staff. We also ask for your co-operation in keeping the facilities clean and tidy by placing any rubbish in the provided waste facilities – please do not litter!

15 ACCESS & EQUITY

PIMS is committed to ensuring that all individuals with differing needs, abilities and backgrounds have equal access to its services and facilities. This means that PIMS Training is committed to addressing the training needs of everyone and providing them the support they need to achieve their training outcomes.

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16 DISCRIMINATION & HARASSMENT

PIMS Training is also committed to ensuring all persons have equal opportunity to access and participate in training and assessment activities, irrespective of their social, cultural and personal background. This means providing a training climate and culture that allows its clients and students to develop their skills and knowledge free from all forms of discrimination and harassment. Any threatening, bullying, harassment or discriminatory behavior displayed by students will not be tolerated.

17 ABSENTEEISM / WITHDRAWAL FROM COURSE

Once a course has commenced, no refund is available to students who are absent or do not attend a prescribed class or leave/withdraw from the course before its completion, unless they can provide a medical certificate or proof of extreme personal hardship. This also applies for self-paced units where a student withdraws after study materials have already been issued. Where a student provides a medical certificate or other suitable evidence, their fee payment shall be held in credit towards re-attending that course within 6 months of their withdrawal.

18 ISSUE OF QUALS/STATEMENTS & ACCESS TO RECORDS

PIMS Training is committed to ensuring that all learners have timely access to their records. Records of your participation shall be collected throughout their training program, and subsequently recorded and stored. Upon successful completion of your course, you shall be issued with the relevant documentation such as Qualification testamur, Statement of Attendance/Attainment or card etc. This documentation shall contain all necessary information about your participation in the training program such as student name, details of Training Package/Course/Unit of Competency/Module completed, results achieved (if applicable), date of issue, date of expiry (if applicable), & RTO provider details etc.

Quals/Statements shall be issued to the person who completed the course, regardless of who paid for the training. They shall be issued within 21 days of competence/recognition being granted, provided that all fees have been paid full and a USI has been provided. ***If you have not received your Qualification/Statement Of Attainment within 3 weeks of it successful completion, please contact PIMS Training.*** Legislation states that an RTO cannot issue a qualification/statement for any nationally recognised training & assessment without a USI for that student. Students can create their own USI, or request PIMS Training to create one on their behalf.

Any Qualifications and Statements of Attainment that are issued shall meet the Australian Qualifications Framework (AQF) requirements and include the Nationally Recognised Training (NRT) logo in accordance with our Scope of Registration. To reduce the risk of fraudulent reproduction, all quals/statements are printed on Secure Print anti-fraud paper which contains heat sensitive ink and hidden words "SECURE PRINT COPY ALERT" which become visible when the paper is copied. It also contains the PIMS watermark in the background.

You may also access your training records at a later date upon request. PIMS Training shall ensure that adequate information is retained to allow Qualifications/Statements of Attainment to be reproduced. If you wish to have a certificate re-issued as an original, then you will be required to fill in a "Request for Re-issue Of Statement" form and pay the \$30 fee.

19 RECOGNITION OF PRIOR LEARNING

PIMS Training recognises that learning can come from a variety of sources such as formal training, education, work experience and life experience. If you believe you have all the competencies required by a training package/module, you can apply for Recognition of Prior Learning (RPL). Students undertake an RPL assessment, shall be charged a non-refundable fee of \$95 upon being issued with the nominated RPL Application Kit. The RPL Application will require you to provide specific evidence of relevant prior learning. The remaining fee shall be agreed in advance with the client/student, depending on the level of involvement required to process/conduct any remaining assessment/s. Note that the remaining fee may be up to the full price of the unit. Where sufficient evidence of competence is demonstrated, recognition will be granted for the nominated area.

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20 LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

Each course will have a specified level of language, literacy and numeracy (LLN) skills required to complete the training program. This will include a minimum level of skills that the trainee will need to independently possess, as well as the areas in which assistance can be offered. If you are uncertain whether you have the necessary LLN skills to complete your course, please notify your instructor so that we can determine the level of LLN skills you possess, and establish what support requirements can be offered. Appropriate arrangements for LLN assistance can be made where applicable. This may be in the form of staff assistance with reading and writing, the trainee being accompanied by an interpreter or 'scribe', on-the-job assessment or any other suitable arrangement based on the individual situation.

21 RECOGNITION OF QUALIFICATIONS FROM OTHER RTOS

All persons who have successfully obtained competency in units or qualifications from other RTOs are entitled to gain mutual recognition or credit for those competencies, provided they submit suitable evidence such as original or JP verified AQF documentation (eg qualification, SOA) or VET transcript issued by the USI Registrar. PIMS Training shall confirm the authenticity of the documentation provided.

22 NOT YET COMPETENT RESULTS

No additional charges shall be incurred for assessment work which is returned for correction or are deemed Not Yet Competent which require extra training and/or re-assessment but do not require repeat of the course. Where a final outcome of Not Competent requires the student to repeat the course, the student may book into the nominated course at no additional cost, once only. Subsequent repeat of the same course a third time (or more) will require the student to re-enroll in that course in the normal manner and pay the applicable course fee. There is no limit to the number of times a student enrolls in a particular course.

23 PAYMENTS, CANCELLATIONS & REFUNDS POLICY

PIMS Training shall ensure that the total amount of all fees is clearly outlined, as well any breakdown of the fee into individual components such as course fees, administration fees, materials fees and any other charges. For most training and assessment services, PIMS Training shall not charge any administration fees, materials fees or other miscellaneous fees and therefore the total fees will simply be shown as course fees. In special circumstances where administration fees, materials fees or other miscellaneous fees are charged in addition to course fees, the total fee will be broken down to show the individual components within.

Accepted methods of payment for training and assessment services are EFTPOS and Purchase Order for approved creditors. Purchase orders are to be sent to ar@pimsgroup.com.au at least 5 business days prior to the start of the course or upon booking (if the booking is made less than 5 days prior to course), and payment is required within 30 days. For EFTPOS payments, card details need to be provided upon booking into the course and payment is required at the start of the course on Day 1. Receipts for EFTPOS payments will be issued upon payment, and receipts for PO payments will be issued upon remittance. No statements or certificates shall be issued until fees have been paid in full.

If PIMS Training cancels a course, students are entitled to a full refund. If PIMS Training reschedules a course, students can transfer their booking to any future available date for that course or receive a refund, whichever they prefer. If a student or client gives at least 3 business days notice to cancel a booking, they will not be charged. Alternatively, any paid monies can be held in credit towards future bookings. However, if a student or client fails to give at least 3 business days notice to cancel a booking or fails to attend a course, no refund shall be given and full payment will be required.

24 MARKETING & ADVERTISING

PIMS Training shall ensure that the marketing and advertising of its training/assessment services and AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. Written consent shall be obtained from individuals before their images are used on any publication or web site.

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25 BREACHES OF PROCEDURE

If a student breaches any policies, rules or procedures, the issue will be discussed with them by the relevant staff member. If a student continues to fail to comply with these rules and procedures, and/or modify any unacceptable behaviour accordingly, PIMS management shall be notified and shall address the issue with the student. If the student still fails to comply, they shall be asked to leave the training program until such a time that they agree to comply. In the event that this occurs, the student will be recorded as 'withdrawn' from the training program, and the reasons shall be recorded in writing. Withdrawals from the course due to breach of procedure shall not be eligible for refund.

26 COMPLAINTS & APPEALS

PIMS Training has a defined process for dealing with any complaints or appeals that are made. Both informal and formal avenues are available for dealing with such issues that arise, and all complaints and appeals shall be addressed in a fair and equitable manner.

In the event that such an issue arises in relation to an academic issue or a procedural matter, you should initially approach your trainer/assessor and discuss the matter. If the matter cannot be satisfactorily resolved by an informal discussion, you can submit a formal complaint/appeal to the PIMS Management. A formal complaint/appeal must be made by submitting a Complaints & Appeals Form (and any substantiating evidence) within the appeal period, which is 2 weeks from the applicable date. A formal mediation session chaired by an independent third party shall then be arranged to formally discuss the matter. If you are not satisfied with the outcome of the appeal, you will be advised of the appropriate legal body where you can seek further assistance.

27 QUALITY ASSURANCE

PIMS Training is committed to providing high quality training and assessment services. All personnel delivering training or assessment possess the appropriate qualifications and necessary experience to do so.

Our services comply with the requirements set out in the VET Quality Framework and the National Vocational Education & Training Regulator Act, as required by the Australian Skills Quality Authority (ASQA) which is the national regulator for RTOs. All courses meet the requirements of the relevant Training Package/Accredited Course and adequate facilities, equipment and resources will be utilised to ensure a successful learning environment is provided. PIMS also conducts regular reviews of the courses we offer and takes part in external monitoring and audit processes as required by the regulatory body for RTOs.

In order to ensure continuous improvement of the services we offer, you will be asked to provide feedback on your training experience with us. We value any feedback and comments that we receive. Feedback from trainees, clients, and staff alike will be used to make improvements to the services we offer.

28 GUARANTEE OF SERVICES

PIMS Training is committed to completing their training & assessment obligations once a student has commenced study in their chosen qualification of course, except in the case of student withdrawal/failure to attend, failure to submit payment or serious breach of workplace policies/procedures. We have defined strategies to manage transitioning and teach out of superseded units/qualifications, and defined strategies to ensure the financial viability of our operations. We shall maintain continued RTO registration by complying with all requirements of the registering body and all legislation relevant to our operations. In the event of discontinued RTO registration, a refund shall be issued to any student enrolled in a training program that has not been completed and advice shall be offered to those students regarding options to study with alternative providers. If requested, a statement of training/assessment undertaken to date shall be provided to those students.

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29 PRIVACY POLICY

Any personal information collected will only be used for the specified purpose and to provide information or a service that has been requested/authorised to be conducted by PIMS Training or service providers on our behalf. Any collected personal information will not be distributed to other third parties without that person's knowledge and consent, unless required to do so by law. Any personal information provided shall be kept secure using a range of security systems, computer technologies and procedural systems.

We value any feedback you have to offer. If you have any comments or suggestions, please feel free to discuss it with us, or alternatively any feedback can be emailed to:

training@pimsgroup.com.au

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