

**PTP**

PRACTICAL TRAINING PATHWAYS ▶ *Training & Development*

**2019**

**STUDENT**

**HANDBOOK**

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# Welcome

Thank you for selecting Practical Training Pathways (PTP) as your Registered Training Organisation (RTO).

Our highly skilled team have many years of industry experience and have been specifically chosen as they not only have the experience, but also the ability to translate that into a great learning experience for you.

Our team is committed to maintaining our high standards of training. We are proud of the qualifications we issue and continue to be recognised as a quality RTO.

We trust that you will find your learning with PTP a rewarding experience. We look forward to your feedback to ensure that our products and services meet your expectations and I wish you a very rewarding training experience with PTP.

Regards,

Sylvia Lushaj  
CEO/Training Manager



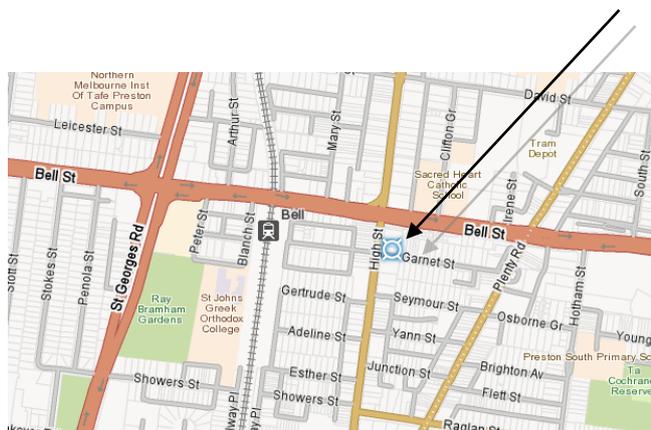
## Some Handy Information:

To assist you during your learning journey, we have developed this Student Handbook. Please take the time to read it carefully. Should you require further information or a copy of one of our Policies and Procedures, please contact our friendly staff.

You can phone us on: (03) 9484 1556 to speak with the office

Send us an Email: [info@pracpath.com.au](mailto:info@pracpath.com.au)

We are located at: Rear 172 High Street Preston Vic 3072 (enter from Garnet Street)



# Course Information

## Pre Training review

PTP understands that making the decision to undertake a course is a big commitment. So, before you need to make any decisions, we conduct a Pre-Training Review with all potential students and provide you with information on:

- Possible funding through the Skills First program and eligibility requirements
- Course duration
- Course content
- Learning pathways
- Information on Recognition of Prior Learning (RPL) and National Recognition
- Course Fees (where applicable)
- Refund policy
- Pre-requisites (if any) for entry into the course
- Learning and Assessment methods, including the roles and responsibilities of both yourself and your workplace supervisor
- Qualification to be issued upon successful completion

During this time, the suitability of the training program to your learning needs and career goals is also discussed.

It is important that you understand that by enrolling in a Nationally Accredited course, it may impact on your access to further government subsidised training. Your PTP representative will explain how this applies to your particular situation.

## Enrolment

Once you have selected and decided to enroll in a course, you will be issued with an Enrolment Form. Your PTP representative will discuss the course structure with you in further details and a Training Plan will be developed, outlining:

- the units of competency
- delivery and assessment methods
- proposed delivery and assessment dates

All dates will be developed in conjunction with you to and your supervisor to ensure your training requirements are met. By signing this Training Plan, both you, your employer and the PTP representative are confirming the agreed program delivery for your proposed course of training.

## Language, Literacy and Numeracy

PTP delivers flexible learning and assessment procedures and can tailor its training and assessment to suit individual learning needs. As your course requires you to complete tasks requiring language, literacy and numeracy skills, your trainer will make an initial assessment of your existing skills to ensure you have the best opportunity to successfully complete the course.

Students are encouraged to discuss any LLN concerns with their trainer and in the event that a student's needs exceed our skills, we will discuss external support options.

## National Recognition (Credit Transfer)

National recognition (Credit Transfer) is the process of granting students Recognition for accredited study previously completed through another Registered Training Organisation (RTO). Students will need to provide PTP with a copy of their transcript from the USI system. Alternatively an original or certified copy of their Certificate or Statement of Attainment indicating a competent level of attainment. This must occur prior to commencement of the unit(s).

*NOTE: For the purpose of administration processes, the wording 'Credit Transfer' or 'CT' may still be used.*

## Recognition of Prior Learning (RPL)

PTP recognises that students may be able to demonstrate some of the defined competencies of the course through previous informal and non-formal learning, work and life experiences, employment experience and/or previous non-accredited education and training undertaken. This process is called Recognition of Prior Learning (RPL) and will be discussed during your pre-training review and applied for prior to the commencement of training.

## Competency based Training

Competency based training is designed to meet documented competency standards which are a statement of skills needed to perform a particular job or task. They focus on what is expected of a person in the workplace rather than on the learning process.

Competency based training focuses upon the skills you need to successfully undertake tasks relevant the job in your chosen industry. It is not like traditional teaching in that most of your learning will occur in the workplace, through the practice skills and the application of knowledge.

PTP will provide you with resources to support your learning and, in partnership with your workplace assessor, assist you to gain the skills and knowledge you need to demonstrate competence.

When you are assessed you will be assessed on whether you can demonstrate the skills and application of the knowledge that are listed in the competency standards. Assessment will take place in a variety of ways, such as:

- Direct observation (practical demonstration)
- Practical assignments
- Written question and answer
- Oral question and answer
- Supervisor endorsement

# Student Information

## Attendance & Notification of Absence

We understand that your time is important and that workplace visits may not always be possible during normal working hours. All visits will be scheduled in conjunction with you, your supervisor and your PTP trainer at a time that suits everyone, and allows your trainer to observe you working.

Workplace visits are scheduled every six weeks and it is your responsibility to have all scheduled learning activities completed and assessment tasks done.

If you are unable to attend a workplace visit as scheduled, you are requested to notify your trainer 24 hours prior to your workplace visit. Due to the workload of our trainers, it will not always be possible to re-schedule and as such we encourage to always ensure you are present at your scheduled visit, unless it is absolutely unavoidable.

## Evaluation of Training and Feedback

You will be contacted during your course to provide feedback on our service and your progress through formal and informal evaluations of your training. These evaluations are only used by PTP to monitor and evaluate feedback regarding the training delivered and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our team at PTP.

## Access and Equity

PTP will ensure the student application and selection processes complies with access and equity principles. All students will be treated with equal merit and given equal access to all available courses appropriate to their needs. For more information, please refer to our Access and Equity Policy and Procedure and Code of Conduct.

## Student Behavior

In the rare event that you attend training on PTP premises please note that:

- Consumption, or being under the influence of alcohol or illicit substances during training hours or abusing a trainer or other work colleague is unacceptable and will result in you being asked to leave the premises.
- Continued abuse of this policy may result in your removal from the Training program permanently. Student's behavior must not disrupt or threaten other student or company personnel. Abusive behavior, verbal or physical violence can result in instant withdrawal from a course.

## Workplace practice

In order for you to be successful in this program, it is important to work with your workplace supervisor to ensure sufficient exposure to new skills and time to practice. To help you achieve this:

- Make a time each week to talk with your workplace supervisor about the skills and knowledge you need to develop
- Decide with your supervisor when this development and practice will occur
- Use your schedule of training activities as a guide to what needs to be achieved
- Negotiate a time when you can remove yourself from the workplace for a minimum of 3 hours each week to complete any formal learning activities and assessments
- Notify your trainer if these things are not occurring

## Plagiarism

Plagiarism is the action or practice of taking the thoughts or writings of another person without acknowledgement and using those thoughts or writings as your own. It is a form of cheating.

Plagiarism and cheating are serious offences and may result in failure to achieve competency. It is important that students declare sources from which they have derived material and ideas, if not their own.

An investigation will take place in the event a trainer suspects plagiarism, and the student may be required to re-submit work in relation to the unit/s concerned in order for a further assessment to be made.

## Change of Information

It is your responsibility to inform PTP of any changes to your personal details such as name, address, telephone phone numbers etc.

You must also immediately notify PTP of any changes to employment as this may impact your ability to continue your qualification.

## Support, Welfare and Guidance

PTP will provide appropriate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include required support services in terms of academic, personal and career counseling.

During your course of study, you will be provided with the full range of PTP facilities and resources including Information Technology support and access to specialist equipment where required.

Required support may come in many forms including additional time to complete work, access to our facilities where they are not available in your workplace, or general advice and support.

If you experience a personal difficulty, PTP will make every attempt to accommodate your needs. If your needs exceed our capacity for support we will recommend referral to an appropriate external agency depending on the nature of the problem. Such agencies may include Relationships Victoria, DrinkWise, Beyond Blue etc.

If you require any support, you should speak with your trainer or call PTP on 9484 1556.

## Progression through your Qualification

You are required to maintain monthly contact with your PTP trainer and make steady progress through your qualification. Whilst we understand that on occasions things may come up to interrupt your learning, it is your responsibility to keep your trainer informed. If you wish to take a break from the course, you must notify your trainer immediately.

In the event that we are unable to make contact with you for more than a month at a time, we will notify you of our intent to suspend your enrolment. Should you continue to be uncontactable your enrolment will be cancelled and a letter sent to both you and your employer advising you of this and Statements of Attainment issued for any units you have successfully completed.

# PTP's Obligations

Should PTP close or cease to deliver part of the training product that you are enrolled in, PTP will attempt to arrange transfer into another RTO or endeavour to refund your tuition fee proportional to course yet to be delivered.

## Relevant Legislation

PTP staff are aware of our legislative rights and responsibilities in regard to:

- Work Health and Safety
- Workplace harassment, victimisation and bullying
- Charter of Human Rights and Responsibilities
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination
- Vocational Education and Training
- Privacy
- Public Records
- Working with Children

## Occupational Health and Safety

PTP is committed to providing a safe and secure place for staff, students and visitors to work and learn and in doing so complies with all OHS legislative requirements. We recognise that health and safety is an integral part of every activity we perform, and as such will comply with the Occupational Health and Safety Act (2004), related legislation and industry standards, with the aim of preventing workplace injury and illness. By implementing policies and procedures PTP will ensure that it is meeting its legal obligations in minimising risks to the health and welfare of staff and visitors.

More information on Occupational Health and Safety Issues can be obtained from:

WorkCover  
Level 24, 222 Exhibition Street  
Melbourne, Victoria, 3000

Telephone: 1800 136 089 (toll free)  
[www.workcover.vic.gov.au](http://www.workcover.vic.gov.au)

Or

Australian Safety and Compensation Council  
[www.ascc.gov.au](http://www.ascc.gov.au)

## Harassment, Victimisation & Bullying

PTP is committed to providing a workplace and learning environment that is free of harassment, victimisation and bullying. Workplace harassment, victimisation and bullying are unacceptable and will not be tolerated under any circumstances. They may cause emotional damage, reduce morale and subsequently the loss of trained and talented employees.

Examples of bullying include yelling, abusive language, continually criticising someone, isolating or ignoring someone, imposing unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work, or their ability to do their job by withholding vital information and resources. Bullying is usually behaviour that is repeated over time, but may result from a single act.

PTP encourages you to report harassment, victimisation and bullying.

The complaint will be taken seriously, an incident report completed, details remaining confidential. The Academy Manager will investigate. If the matter is not resolved to the satisfaction of all parties, the complaint can be formally lodged with the Victorian Equal Opportunity Commission.

## Anti-discrimination and equal opportunity

In Australia national and local laws cover equal employment opportunity and anti-discrimination in the workplace. This also extends to behaviour in the training room and the operations of PTP as an RTO.

All staff and students are required by these laws to create an environment free from discrimination and harassment. It's important that you, as a student of PTP, understand your rights and responsibilities under human rights and anti-discrimination law in Australia.

The objective of this policy is to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

## Privacy

PTP takes the privacy of our clients very seriously and we will comply with all legislative requirements. These include the Privacy Act 1998, which incorporates the Privacy Amendment (Private Sector) Act 2000 and National Privacy Principles 2001. In some cases as required by law and as required by the AQTF we will need to make student information available to others. This will include the National Centre for Vocational Education and Research (NCVER) which may result in you receiving a NCVER survey form. In all other cases we ensure that we will seek your written permission before disclosing any information to a third party.

## Vocational Education and Training

PTP is committed to providing its students with quality vocational education and training and as such complies with the VET Quality Framework which encompasses:

- AQTF Standards for Continuing Registration
- VRQA Guidelines for VET Providers
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

Through this framework, as a student of PTP, you can be assured that:

- Our training and assessment processes meet the requirements of the training package
- Our trainers and assessors are suitably qualified to deliver and assess the qualification you are undertaking and maintain professional development levels and industry currency
- The qualification or Statement of Attainment you receive will be recognised by other RTO's throughout the country
- The RTO is financially viable and able to see the delivery of your qualification through to the end
- The RTO is managed by people who have undergone a police check and meet fit and proper person requirements
- Your student records are kept securely and only available to authorised personnel

# Student Administration

## Student Files

PTP maintains student files for each enrolment in accordance with current record keeping and privacy legislation. Your file is available for review on request and contains:

- all enrolment, LLN, RPL, CT and pre-training documentation
- training plan
- evidence of participation of training
- submitted assessments
- any communication between trainers, yourself and PTP
- any other documents

If you would like to access your information, please email [sarahc@pracpath.com.au](mailto:sarahc@pracpath.com.au) to formally request access.

## Withdrawals

If you wish to withdraw from your course you should advise your PTP Trainer immediately so that we can finalise all documentation, and ensure that Statements of Attainment can be issued for all units successfully completed.

A written advice should also be lodged with PTP's Training Manager.

It is your workplace's responsibility to advise the Apprenticeship Centre of your withdrawal.

## Student Completions

Once students have completed all units, PTP undertake a completion audit of your file to ensure all documentation is compliant, on file and all relevant withdrawal logs and training plans are completed.

## Student Certificates

Students who successfully complete all required units from their course will be awarded a nationally recognised Qualification and Record of Results.

Where a student does not complete the full requirements of the course, you are entitled to, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Initial issue of both Certificates and Statements of Attainment will be free of charge however, re-issue of Certificates and Statement of Attainments will attract a \$50.00 fee to cover administrative costs.

# Finance

## Fees and Charges

PTP charges fees in line with the Fees and Charges Policy and Procedure and you are advised of all fees and charges relevant to your chosen course prior to enrolment. A copy of the Fees and Charges Policy and Procedure or the 2018 Fees and Charges Schedule is available on request from the office.

PTP charges all participants a \$250 enrolment fee, as well as a resources fee of \$15 per unit of competency. Some courses may attract an enrolment fee.

All fees are charged in arrears and an invoice will only be issued after enrolment and commencement of training. A receipt for payments received will be provided on request and details are kept on your file.

You will be provided with a Statement of Fees which will be directly linked to your individual enrolment and will outline your resource and enrolment fees and tuition fees payable as well as any applicable concession rates.

## Fee Concessions

As a result of funding arrangements agreed between the Commonwealth Government and the Victorian Government, Health Care card holders undertaking training at Certificate I – IV level will only be required to pay 20% of the tuition fees as detailed in the 2019 Fees and Charges Schedule.

## Refunds

All fees are charged in arrears and an invoice will only be issued after enrolment and commencement of training. However, if fees are paid in advance, at the request of a client, refunds will be processed in accordance with the Refund Policy and Procedure. In accordance with this policy, the resource fee and enrolment fee are non-refundable.

# General Information

## Code of Practice

PTP has developed a Code of Practice, which outlines a range of organisational commitments and philosophies relating to its operations as an RTO including the delivery and assessment of Training Services. A copy is included for you at the end of this document

## Complaints and Appeals

PTP ensures that you have access to a fair and equitable process for dealing with any complaints you might have as well as an avenue for you to appeal against decisions made in relation to your complaint.

**A complaint** is any expression of dissatisfaction with an action or service of an RTO or any persons associated with that RTO.

**An appeal** is where you dispute a decision made by the RTO. This also includes decisions made in regard to your assessment outcomes.

We will attempt to resolve any complaint initially through informal discussion and conciliation and you should firstly discuss your complaint with your trainer, or the Director, Quality and Compliance, should your trainer be the reason for your complaint.

If the problem is not resolved, you follow the following procedure. You should also refer to the Complaints and Appeals Policy and Procedure which outlines an informal and formal procedure as well as escalation and third party contacts.

Making a complaint/appealing a decision:

1. Discuss your concerns with your trainer or Director, Quality and Compliance
2. Depending on the nature of your complaint/appeal you may be asked to put it in writing. If so, please send an email with all details of your complaint to [sarahc@pracpath.com.au](mailto:sarahc@pracpath.com.au) Details should include at a minimum:
  - a. The general nature of the complaint/appeal
  - b. Any relevant dates and people involved
  - c. What you would like the outcome to be
3. PTP will review your complaint/appeal and where necessary interview others involved. We will consider your preferred outcome and where necessary discuss alternative outcomes with you. Upon agreeing on an outcome, the resolution will be documented.
4. In the unfortunate situation where a resolution cannot be agreed, the matter can be referred to a local independent mediator identified using the Australian Mediation Register. <http://www.amr.asn.au/dbList.php>
5. All complaints will be documented in the Complaints and Appeals Registers detailing:
  - a. Date of the complaint
  - b. Nature of the complaint
  - c. Action taken
  - d. Resolution
  - e. Date resolved
  - f. Follow up action

## Educational Standards

PTP management will ensure that adequate learning resources are available and that the environment supports productive learning. In particular, PTP will ensure that all course content will be delivered with a professional and positive attitude by trainers and assessors who meet minimum qualification and industry experience requirements.

Trainers and assessors are encouraged and assisted to further their industry training and interpersonal skills and Training is always carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework (AQTF).

## Competency Based Training and Assessment

All programs delivered by PTP are assessed under the Principles of Competency Based Training. This means that all courses are built from Units of Competency and students are advised of the Units of Competency to be completed in a course or program prior to commencement.

The aim of Competency Based Training is to assess the student's ability to do the activities in each unit instead of sitting an examination that has a specific "pass mark". Your Trainer will assess your competency (ability) in each unit and mark you either Competent (C) or Not yet Competent (NYC). If you are marked as NYC, your trainer will provide you with feedback on the areas that need improvement and when ready, you can discuss a time for re-assessment with your trainer.

## Course Delivery and Assessment

PTP use a clustered delivery method. This is where a group of similar units are issued and assessed at a time agreed and made known to the student by their trainer. Assessment will occur on this date and the student will be deemed Competent (C) or Not yet Competent (NYC). If the student is unable to meet the agreed assessment dates, students may apply for a 1 x one month extension (unless otherwise agreed with their assessor).

If the student is deemed NYC, they may apply for re-assessment at a later date.

# Traineeships and Apprenticeships

Traineeships and Apprenticeships are government funded programs aimed at assisting employers to provide a structured training program for new and existing employees directly relating to their workplace. They are generally for periods of between 12 and 24 months and you receive a nationally accredited qualification once completed.

Your training contract specifies a nominal duration for your program. An extension must be applied for if you are unable to complete the Structured Training by the nominal completion date.

The program occurs during normal working hours. While most of the training and assessment will be undertaken on-the-job, you will be required to complete some written assignments in your own time. The training program also recognises your existing skills so you don't have to learn things you already know, and allows you to work at your own pace as long as you meet the general progression timetable.

## Visits and Obligations

The first visit will occur within one month of PTP receiving notification of your traineeship/apprenticeship. Your trainer will develop the training plan, which includes the core units for your course as well as your selection of elective units, in consultation with you and your employer. The trainer will provide you with the necessary learning materials and tools to commence your training.

You will be provided with an outline of the parts of the course requiring completion prior to your next visit from your trainer. These will be documented on the Schedule of Training Activities form.

The ongoing visits will occur every six weeks, with your trainer assessing your progress in person, until the successful completion of your course.

Your trainer will support you in between these visits, by making contact with you, but please remember contact your trainer if you have any issues.

## Workplace Withdrawal

As part of your training contract, your employer is required to program withdrawal time from routine work duties for Structured Training activities as follows:

- At Certificate III level and above a minimum of three hours per week, averaged over a four week cycle (pro rata for part time Student).
- At Certificate II level a minimum of one and a half hours per week, averaged over an eight week cycle (pro rata for part time employees)

# Responsibilities

## PTP Responsibilities

Students are protected under legislation governing Registered Training Organisations. Consequently, PTP has a responsibility to ensure that all students be provided with the following:

- Competency Based Training and Assessment at a level of quality equal to the AQTF competency standards for courses;
- Training delivered in comfortable, well, appointed accredited venues with appropriate resources and facilities that suit the needs of the training course;
- Equal Opportunity practices
- Support in learning by having an accessible contact person and phone number for assistance in clarifying any training/assessment issues
- Counselling and support services
- Opportunities to provide feedback regarding the quality of training services and suggested improvements
- Trainers who hold the appropriate qualifications and current industry experience relating to the level of the course they are delivering.
- Access to a fair and equitable process for dealing with their complaints and also an avenue to appeal against decisions made in relation to their complaint.

PTP has Policies and Procedures in place to ensure the above points are delivered. Copies of relevant policies and procedures are available on request.

## Student Responsibilities

PTP conducts its business according to the highest standards of honesty and integrity. Our Code of Practice stresses the importance of treating students fairly, ethically and with respect and dignity at all times. We have expectations of you as a trainee to display similar standards. We ask you:

- To make every possible effort to complete the qualification within the time frame. The progress timetable is set out in your Training Plan
- To accept and attend any workplace training provided by your employer relevant to the program
- To attend any training or progress meetings with your PTP trainer
- To complete tasks or workbooks given to you by your PTP trainer, which are part of your program
- To notify your trainer if you need to cancel/reschedule an appointment. This should be done at the earliest possible time, but with at least 24 hours notice
- To always bring your workbook and related examples, along with your completed assessment tasks to each class or workplace visit from your trainer
- To treat all individuals with respect and dignity
- To comply with all reasonable requests and instructions given by PTP
- To comply with PTP's policies and regulations provided in this handbook
- To conduct yourself in a manner that will provide a safe and rewarding learning environment for all

## Employer Responsibilities

Employers who employ student under a traineeship contract are required to:

- Pay student at least the minimum required training or award wage
- Provide appropriate on the job training, support and supervision including the required structured training withdrawal and completion of the Structured Training Activities
- Ensure that student have access to the full range of work that is required on-the-job to complete the assessment tasks
- Accurately complete all assessment documentation as assessment occurs, complete with dates and signatures
- Notify PTP if there are any matters affecting a trainee's ability to complete the qualification due to work related barriers
- Notify PTP and the Australian Apprenticeships Centre if the trainee cease employment with them.

# PP025 – CODE OF PRACTICE

## Overview

PTP recognises that the client is the most vital element of our business, and we seek to understand, anticipate and be responsive to our client needs. This Code of Practice and our associated Policies and Procedures outline how we ensure our client's rights are protected and they receive the services as outlined in their agreement with us.

## 1. Client Service Policy

PTP is committed to:

- Recognising that client complaints are our opportunity to show outstanding service in dealing with these complaints, efficiently, effectively and in a friendly manner;
- Constantly thinking of different ways to assist our clients with new ideas to ensure our training is more effective;
- Recognising that each client contact is our opportunity to forge a positive and ongoing relationship, as well as demonstrating our abilities to assist and provide outstanding service;

It is the responsibility of all employees to represent PTP in a positive light in all circumstances and maintain and maintain a respectful rapport with all clients, agencies and competitors.

## 2. Marketing of Training Services

PTP has documented policies and procedures regarding the marketing of its training services.

PTP will market its training services with integrity and accuracy, avoiding vague and ambiguous clauses. No false or misleading comparisons will be drawn with any reference to the provider or course.

## 3. Financial Management and Insurance

The Director, Quality and Compliance is responsible for PTP's day to day financial activities and ensures that appropriate insurance cover is taken out for the scope of its RTO operations.

## 4. Legislative Requirements

PTP will comply with all legislative requirements relating to operating a business, registration as a Training Organisation and providing government funded training programs.

## 5. Provision of Training and Assessment Services

PTP's learning philosophy is based on assisting students to form broad conceptual understandings while gaining depth of knowledge, skills and attitudes that will benefit them in their chosen field. This is achieved by focusing on learning outcomes for the student and implementing a range of different teaching methods to cater to the different learning styles of individuals.

PTP will adopt policies and management practices which maintain high quality and professional standards in the delivery of education and training services, and which safeguard the interests and welfare of student.

PTP will monitor and assess the performance of its student and assessment practices will be in line with the national assessment principles.

PTP will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of student, and will provide training for its staff as required.

If Language, Literacy or Numeracy needs are identified before commencement or throughout the course, student will be referred to a suitably qualified external provider for assistance.

Where necessary, appropriate adjustments will be made to methods of delivery and assessment to suit the needs of the individual so that the trainee has a reasonable chance of success in their program.

All prospective student will be required to complete a formal Language, Literacy and Numeracy assessment exercise prior to enrolment in any PTP course of training.

## 6. Training Environment

PTP will maintain a learning environment that is conducive to the success of student. PTP will have the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of student.

In particular PTP undertakes to:

- Comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations;
- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

## 7. Provision of Information

PTP will supply accurate, relevant and up-to-date information to prospective student covering their proposed course of training. PTP will supply this information prior to enrolment and will review regularly all information provided to ensure its accuracy and relevance.

## 8. Recruitment of Students

Recruitment of students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which qualification proficiency and aspirations of the applicant are matched by the training opportunity offered.

## 9. Student Support Services

PTP will provide adequate protection for the health, safety and welfare of student and, without limiting the ordinary meaning of such expression, will include adequate support services in terms of academic, personal and career counselling.

Specialist counselling services will be accessed by PTP on behalf of student where required.

PTP is committed to providing assistance to student with language, literacy or numeric difficulties. The Student Handbook details how Student can access this assistance.

During their course of study, student will be provided to the full range of PTP facilities and resources including Information Technology support and access to specialist equipment where required.

## 10. Student Rights

Student are protected under legislation governing Training Providers. Students are entitled to the following for all accredited training undertaken:

- To receive Competency Based Training and Assessment at a level of quality equal to the AQTF competency standards for courses;
- To have the training delivered in comfortable, well, appointed accredited venues with appropriate resources and facilities suit the needs of the training course;
- To receive Equal Opportunity practices from the Training Provider;
- To receive support in learning by having an accessible contact person and number who will assist in clarifying any assessment and pre session tasks; and
- To have the trainer hold the appropriate qualifications and industry current experience relating to the level of your course.
- To have access to a fair and equitable process for dealing with their complaints and also an avenue to appeal against decisions made in relation to their complaint.
- Students are entitled to, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

## 11. Funded training

At all times, PTP and its representatives will:

- demonstrate the highest ethical standards in its dealings and conduct in the provision of the Training Services and in otherwise performing its obligations under their VET Funding Contract;
- not do or omit to do anything which may damage, ridicule, bring into disrepute or be detrimental to the Department, the VET sector, the Skills First Program, the Victorian government subsidised training market, or the Department's or the State's name or reputation;
- behave honestly and in a way that upholds the objects and values of the Skills First Program;
- not behave in a manner that damages the public confidence in the integrity of the Skills First Program;
- be aware of the existence and requirements of, and comply with, all policies, procedures and guidelines that are binding on the Training Provider under, or otherwise relate to the performance by the Training Provider of its obligations under, this VET Funding Contract;

- not make improper use of the position of trust placed in the Training Provider in the appropriate expenditure of substantial amounts of public moneys for VET;
- not harass, intimidate, threaten or seek to improperly influence the exercise of any powers or functions by any person exercising powers on behalf of the Department under this VET Funding Contract

If at any time you feel that a PTP representative or student is in breach of this Code, please advise one of our Directors immediately on 9484 1556.