

# Learner Handbook



# Contents

Welcome .....	5
Contact details and support services .....	5
Personnel Training’s obligations to Learners.....	5
Training and Assessment.....	6
Nationally recognised qualifications .....	6
Training and assessment.....	6
Attendance.....	6
Recognition .....	7
Certification .....	7
Fees .....	8
Enrolment and tuition fees.....	8
Learner Fee Protection Policy.....	8
Payment information table .....	8
NSW Smart and Skilled course fees .....	10
VIC Skills First subsidised course fees.....	10
Other fees .....	11
Enrolment .....	12
Change of details .....	12
Deferring or discontinuing.....	12
Eligibility for subsidised training .....	12
Learner Support and Welfare .....	15
Equity information, assistance, and support.....	15
Language, literacy, and numeracy support.....	15
Disability support.....	15
Learning support .....	15
Learner Rights and Responsibilities .....	16
Learners are expected to.....	16
Learners must not .....	16
Learners are entitled to.....	16
Access to records of participation and progress.....	16
Unpaid work experience for The Design School Learners .....	17
Engagement in Workplace / Practical Placement .....	17
Appeals Procedure to Challenge an Assessment Decision .....	17
Learner Code of Conduct.....	18
Alcohol and drugs.....	18
Computer users.....	18
Misconduct and misbehaviour .....	18
Plagiarism .....	19
Unique Student Identifier (USI) .....	19
Policies .....	20

Our Commitment to Child Safety .....	20
Complaints and Appeals Policy and Procedure.....	21
Learner Request to Defer or Suspend Policy .....	22
Privacy .....	23
Refund Policy .....	24
RTO Health and Safety (WHS/OHS) Policy .....	25
Plagiarism Policy and Procedure .....	26

## Welcome

Thank you for choosing Personnel Training to assist you in achieving your learning needs.

Our vision is to be a leader in the recruitment and training industry by supporting our clients to meet their full potential.

Personnel Training is dedicated to providing quality training and assessment that will provide the necessary skills and knowledge to ensure your competitive advantage.

For further information on all the services Personnel Training provides please go to [www.personneltraining.com.au](http://www.personneltraining.com.au).

### Contact details and support services

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[www.personneltraining.com.au](http://www.personneltraining.com.au).

Level 1, 38 High Street  
Wodonga VIC 3690

Telephone: 1300 874 000

E-mail: [training@personneltraining.com.au](mailto:training@personneltraining.com.au)

E-mail: [design@mptrainingandrecruitment.com.au](mailto:design@mptrainingandrecruitment.com.au)

RTO Registration Number: 91454

### Personnel Training's obligations to Learners

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Personnel Training is responsible for the quality of training and assessment provided to you in compliance with the Standards for Registered Training Organisations (RTOs) 2015. Personnel Training is also responsible for the issuance of Australian Qualification Framework (AQF) certification documentation for nationally recognised training.

Personnel Training will advise Learners, as soon as practicable a change in ownership or a change in any third-party arrangements.

# Training and Assessment

**training.gov.au** is the national register for training in Australia and contains the authoritative information about Registered Training Organisations (RTOs), Nationally Recognised Training (NRT) and the approved scope of each RTO to deliver NRT as required in national and jurisdictional legislation within Australia.

## Nationally recognised qualifications

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**training.gov.au** lists the qualifications and training products that Personnel Training has approval to deliver training and/or assessment in.

Further information on Personnel Training's approved qualifications go to <https://training.gov.au/Organisation/Details/91454>.

The list of nationally recognised qualifications is not an indication of what training products Personnel Training is actually delivering.

The qualifications and training products provided by or through Personnel Training lead to the issuance of AQF certification. Prospective Learners must meet pre-enrolment requirements which include having an interest in the area of study, having appropriate literacy and numeracy skills to be successful, the capacity to undertake any required practical work placement and clear police checks for relevant qualifications.

Learners should contact Personnel Training to confirm all delivery details of different training products and pre-enrolment requirements.

## Training and assessment

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Personnel Training generally provides face to face and online training to all Learners. This training is focussed on the Learner gaining knowledge, skills and competencies that are required in the workplace.

Learners are required to complete assessment tasks; this is in addition to practical work placement in certain qualifications.

The assessment tasks take the form of a Learner Assessment Guide (LAG).

The LAG is expected to be completed by the due date unless another date is agreed between the trainer and the Learner. Please see Rights and Responsibilities (page 16) for more detail.

Each LAG will have its own instructions in relation to assessment tasks and completion requirements.

Learners will also be given Guided Learning Activities (GLA) at the commencement of their qualification.

These activities will give the Learner an opportunity to gain knowledge and experience prior to completing their LAG (not applicable for Interior Decoration).

Supervisors for all Learners who are in the workplace will be given the Guided Workplace Learning Booklet (GWL) which will have suggested tasks for the Learner to complete while they are training on a particular unit of competence.

Tutorial classes are facilitated by both the trainer of the qualification and by the Academic Support Officer. Tutorials are run online. Tutorials allow discussion of course content and assessment and discussions on themes and concepts related to the course.

Learners are advised of the availability of tutorials during the Pre-Training Review and when commencing their first UOC. Learners are able to request tutorial time with their trainer and with the Academic Support Officer.

Learners are able to submit an assessment three times only without being charged an extra fee, as detailed in the Fees section of this handbook.

## Attendance

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Attendance records are kept and monitored for all Learners. It allows for early detection of poor attendance and enables Personnel Training and Learners to discuss and rectify attendance and learning progression.

## Recognition

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Skills Recognition is a term used to formally acknowledge skills, abilities and knowledge obtained through previous study, work experience and/or life experiences. For example, you may have completed prior study in a related area, or you may have developed skills through work (paid or unpaid), hobbies or other related experiences.

Skills Recognition is an assessment process where your skills or learning are formally measured against the outcomes set for the course in which you are enrolling. This acknowledgement includes:

### Recognition of Prior Learning (RPL)

RPL acknowledges that people learn in many different ways and that learning may have been through a combination of work experience, education, training, and/or life experiences. With RPL, your skills, training and/or experiences are assessed against the requirements of the units of competency or modules.

### How do I apply for RPL?

Speak with the Authorised RTO Delegate at your Pre-training Review and Enrolment. The Delegate will ask you about your current competencies and previous qualifications and experience.

If you think Skills Recognition might be an option for you, you need to consider the evidence you have, or can collect, to support your application.

Your Delegate will provide information about evidence you need to provide.

### Credit Transfer Policy and Procedure

Personnel Training ensures it has appropriate processes to offer credit for study which Learners have completed previously where evidence can be provided and authenticated.

Personnel Training recognises that a key pillar of the national VET system is that nationally recognised qualifications, skill sets and units of competence are recognised and portable nationally, regardless of where they were issued. Learners are not required to repeat any unit of competence in which they have already been assessed as competent unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this.

Credit transfer is recognising the content and learning outcomes previously undertaken and deemed competent.

### Procedure

Personnel Training will provide credit for the unit of competence if the Learner provides suitable evidence, they have successfully completed a unit of competence at an RTO or at any other authorised issuing organisation, such as a university.

Before providing credit on the basis of a qualification, statement of attainment or record of results, Personnel Training will authenticate the information by directly accessing the Learner's USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.

Personnel Training is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of unit of competency completed at another RTO or at any other authorised issuing organisation.

## Certification

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Personnel Training issues or re-issues a VET qualification or VET statement of attainment (as appropriate) to Learners we have assessed as competent. Refer to the Fees section of this handbook for applicable charges for any re-issuances required.

## Fees

### Enrolment and tuition fees

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Current fees are provided on our website at [www.mptrainingandrecruitment.com.au](http://www.mptrainingandrecruitment.com.au). You may be able to access funding from either Victoria or NSW, depending on your individual circumstances.

To find the current Victorian and NSW\* Schedule of Fees for the qualifications or courses we offer, follow these steps:

Click on the 'Training' tab on the home page - Click on 'All other courses' - Click on 'Accredited Training' - Click on 'Funding Information'.

\*Note that the fees charged in NSW can only be confirmed once Personnel Training enter your details in the Eligibility and Fee Quotation portal on the State Training Services website. The NSW Schedule of Fees is therefore an indication only.

Fees may be subject to change without notice.

To ensure you understand your eligibility for government subsidies and the fee that applies to you we recommend that you contact Personnel Training on 02 6057 9333.

### Learner Fee Protection Policy

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The Learner Fee Protection Policy meets Clause 7.3 of the *Standards for Registered Training Organisations 2015*, which states that:

*"Where the RTO requires, either directly or through a third party, a prospective or current Learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6"*

In accordance with clause 7.3 of the *Standards for Registered Training Organisations 2015*, Personnel Training protects Learner fees by capping Learner payments to \$1500 at any one time.

Where course costs exceed \$1500 the Learner will be made aware of a payment plan for the entire course prior to enrolment. Individual payment plans will be agreed on between the learner and RTO.

This policy equally applies to Learners prior to course commencement and at any stage during a Learner's course.

The Personnel Training Learner Fee Protection Policy negates the requirement to implement fee protection arrangements as at schedule 6 of the *Standards for Registered Training Organisations 2015*.

### Payment information table

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As directed in the payment information table below, a non-refundable deposit is payable upon enrolment then up to four (4) equal monthly instalments at months 2,3,4 and 5 will be direct debited according to a direct debit form signed by the Learner.



### **For fees under \$1000**

Learners (or sponsor/employer) are expected to pay course fees in full on enrolment. Personnel Training does however offer the option of being able to pay course fees by instalment instead of having to pay the full course fee up front before the commencement of the course. Direct Debit Instalments can be arranged on request for 50% of the course fee only.

**A non-refundable deposit of 50% of the enrolment/materials fee is payable on enrolment** then up to four (4) equal monthly instalments at months 2,3,4 and 5 will be direct debited per instructions on a signed Direct Debit form.

**Once enrolled you are obligated to pay the full course fee.**

Please read the Refund information in this handbook. There is an obligation to pay any outstanding course fees even if you withdraw from the course.

### **For fees from \$1000 - \$3500**

#### **General**

Sponsors or employers of Learners are required to pay course fees through a Memorandum of Understanding (MOU). This will be signed prior to enrolment, or Learners are required to pay through Direct Debit Instalments; the Direct Debit form will be signed on enrolment.

**A non-refundable deposit of 25% of the enrolment/materials fee is payable on enrolment** then up to three equal instalments at months 2, 3 and 4 will be invoiced (MOU) or direct debited per instructions on a signed Direct Debit form. The enrolment or instalment amounts will not exceed \$1500.

**Once enrolled you are obligated to pay the full course fee.**

Please read the Refund information in this handbook. There is an obligation to pay any outstanding course fees even if you withdraw from the course.

### **For fees above \$3500**

#### **General**

Sponsors or employers of Learners are required to pay course fees through a Memorandum of Understanding (MOU). This will be signed prior to enrolment, or Learners are required to pay through Direct Debit Instalments; the Direct Debit form will be signed on enrolment.

**A non-refundable deposit of 10% of the enrolment/materials fee is payable on enrolment** then instalments may be negotiated per instructions on a signed Direct Debit form. The enrolment and materials fee must be paid in full prior to course completion or issuance of certificates. The enrolment or instalment amounts will not exceed \$1500.

**Once enrolled you are obligated to pay the full course fee.**

Please read the Refund information in this handbook. There is an obligation to pay any outstanding course fees even if you withdraw from the course.

## **NSW Smart and Skilled course fees**

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When an eligible Learner enrolls in a government-subsidised NSW course the Learner or their sponsor/employer will be required to pay the published fees unless the Learner qualifies for a fee exemption or fee concession.

### **Course fees**

The Course Fees include Tuition and Materials fees.

### **Terms**

Training and/or assessment, including Recognition, will not commence until the enrolment is complete and the required course fee is paid.

### **Exemption and Fee-Free Scholarships**

Learners who qualify for a fee exemption are Australian Aboriginal and Torres Strait Islander people, people with a disability and recipients of Fee-Free Scholarships.

For further information on NSW Smart and Skilled Fee-Free Scholarships and to check your eligibility go to

<https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships>

### **Concession**

Learners who receive a Commonwealth benefit or allowance may be eligible to pay a Concession Fee rather than the full fee.

Learners enrolled under Smart and Skilled who do not declare their disability status, concession status or Aboriginal and Torres Strait Islander at enrolment, and where a Notification of Enrolment has been undertaken and a Commitment ID has been obtained, are able to declare it any time during the course of their training.

## **VIC Skills First subsidised course fees**

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When a VIC Trainee or Apprentice or VIC Skills First Learner enrolls in a subsidised training course the Learner or their sponsor/employer will be required to pay the course fee unless the Learner qualifies for a fee exemption or fee concession.

### **Course fees**

The Course Fees include Tuition and Materials fees.

### **Terms**

Training and/or assessment, including recognition of prior learning, will not commence until the enrolment is complete and the required Course Fee is paid.

### **Concession and exemption**

Card holders

If the Learner enrolls in a course that is subsidised by the Victorian Skills First Program, at a certificate IV level or below and in skill sets, the Learner will be entitled to a concession on the tuition fees if they hold one of the following concession cards:

- Health Care Card issued by the Commonwealth.
- Pensioner Concession Card
- Veteran's Gold Card
- an alternative card or concession eligibility criterion approved by the Minister.

To claim the concession, the Learner must provide proof of eligibility at the time of enrolment. However, a grace period of four weeks may apply to allow the Learner to produce the concession.

Concession verified as part of enrolment applies to all tuition fees for the program, regardless of whether fees are charged upfront, or in parts, or if the concession expires before training starts, or the program's finished.

#### Dependants

A student who is a dependant spouse or dependant child of a card holder is also entitled to a concession.

#### Asylum seekers

Even if they don't have a concession card, Skills First students enrolled under the Asylum Seeker VET Program are entitled to a concession for training at certificate IV level or below, or in a skill set.

Under the Skills First Aboriginal access fee waiver, for enrolments in a course at any level Personnel Training must not charge a fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent.

## Other fees

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### For qualifications that require assessment in the workplace during practical work placement

Practical work placement hours are compulsory as set out in the relevant program timetable. Should a Learner be unable to attend the scheduled hours, Personnel Training will make an effort to support the Learner with alternate placement hours. Should this be unachievable, or should the Learner miss the alternate placement hours, it will be the responsibility of the Learner to arrange their own placement.

In addition to arranging their own additional placement hours with a relevant organisation, the Learner will be required to pay the costs associated with having a trainer and assessor visit them whilst on the alternate placement at a cost of \$70 per hour.

### Extension to Training Contracts

Learners are notified of their Training Contract completion date on their Training Plan. It is expected that all Learners will complete all required training and assessment by their completion date.

Learners may request for an extension to their Training Contract in special circumstances. The request must provide adequate reason for the request. The request can only be approved by the General Manager, or relevant Department Managers.

A request for an extension must be made at least 30 days prior to the Training Contract End Date.

### Additional fees for assessment resubmission

Learners can submit an assessment **three** times only without being charged an extra fee. If, on the third submission, the assessment is deemed to have a Not Competent (NC) result the Learner will not be able to be re-assessed without paying a \$70 re-assessment fee. If this assessment is still NC then a meeting will be held to discuss suitability for the course and another \$70 will be charged if re-assessment is conducted.

### Re-issuing a Certificate.

Current and previous Learners can apply for a re-issue of a Qualification/Certificate or Statement of Attainment. Verification of the identity of the Learner who requires the re-issue will be required.

The cost to the Learner to re-issue a Qualification/Certificate is \$35.00. The cost to the Learner to re-issue a Statement of Attainment is \$25.00.

### Fee for Service course fees

Learners who are ineligible to receive either the NSW Smart and Skilled or the Victorian Skills First government-subsidised funding may still complete a qualification on a Fee-For-Service basis. Fee-For-Service rates are listed on the Victorian and NSW Fee Schedules on our website.

## Enrolment

The Learner Handbook is provided to all Learners prior to enrolment and commencement of training. It is expected that all Learners have read and understood the Learner Handbook before enrolment is completed.

All Learners are required to complete the enrolment process, which will include the completion of a range of forms.

Please note that Personnel Training is required to provide the State of Victoria acting through the Department of Education and Training, Commonwealth VET Fee-Help Agencies, the Department of Industry, Skills and Regional Development for NSW, Australian Skills Quality Authority (ASQA) and associated organisations, with information contained in these forms for audit, planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities.

For more information in relation to how your information may be used or disclosed please contact Personnel Training's Operations Manager on 1300 874 000 or email [training@personneltraining.com.au](mailto:training@personneltraining.com.au).

### Change of details

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Please advise Personnel Training of any changes to your address, email or phone number, or employer should it change anytime throughout your training.

### Deferring or discontinuing

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Refer to the Defer or Suspend Policy in the Learner Handbook.

If a Learner indicates they wish to discontinue their training in an approved Qualification without completing the Approved Qualification, Personnel Training must ascertain the reason for discontinuing and ensure reasonable efforts are made to address any concerns. Requests to discontinue training must be made, in writing, to the General Manager, or relevant Department Manager.

### Eligibility for subsidised training

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All Learners must provide proof of identity at the time of enrolment. This may include:

- an Australian Birth Certificate (not Birth Extract)
- a current Australian Passport
- a current New Zealand Passport
- an Australian Citizenship certificate.
- a proxy declaration for individuals in exceptional circumstances
- a current green Medicare Card
- a Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross
- an Australian citizenship by descent extract
- Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND the Learner's foreign passport or ImmiCard
- proof of residential address (NSW funding only)
- an employer-issued document confirming employment (NSW funding only)

**Victorian Eligibility**

To be eligible, an individual must meet the Victorian Skills First Program requirements. An individual must be:

- a) either:
  - i) an Australian citizen
  - ii) a holder of a permanent visa; or
  - iii) a New Zealand citizen
- b) enrolling and commencing training prior to 31 December 2024
- c) either:
  - i) under 20 years of age and enrolling in nationally recognised training
  - ii) over 20 years of age and enrolling in nationally recognised training in a Foundation Skills List course
  - iii) over 20 years of age and enrolling in nationally recognised training as an Apprentice (not Trainee)
  - iv) over 20 years of age and enrolling in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior)
  - v) over 20 years of age and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training

In addition to meeting these requirements an individual is only eligible to:

- a) commence a maximum of two courses subsidised through the Skills First Program in a calendar year;
- b) undertake a maximum of two courses subsidised through the Skills First Program at any one time;
- c) commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
- d) commence a maximum of two government subsidised accredited courses with the title "Course in..." in their lifetime.

In addition, a trainee or apprentice must be:

- a) employed in Victoria in either a full time or part time capacity under an award or registered agreement;
- b) undertaking an Approved Training Scheme;
- c) a signatory to a Training Contract with their employer which is registered with the VRQA;
- d) a signatory, jointly with the employer and the RTO, to a Training Plan; and
- e) involved in paid work and Structured Training: Workplace based or Structured Training, or off-the job

Refer to the Pre-Training Eligibility Review Form for eligibility exclusions and exceptions.

**Implications of undertaking subsidised training**

If you undertake subsidised training in Victoria, please be aware that your enrolment will impact your access to further Victorian government subsidised training.

### **NSW Eligibility**

To be eligible for training for the NSW Smart and Skilled program, an individual must:

- Be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- Be aged 15 years or older, and
- Live or work in New South Wales, and
- No longer be at school.

Aboriginal and Torres Strait Islander Learners who do not live or work in New South Wales but live in specific defined interstate NSW border areas are eligible for government subsidised training under Smart and Skilled. New South Wales apprentices and New South Wales new-entrant trainees undertaking specific traineeships are eligible for a government subsidy under Smart and Skilled for the qualification that supports their apprenticeship or traineeship.

Please note that limited exceptions to the above apply. You will need to contact Personnel Training to discuss these exceptions.

### **NSW Notification of enrolment process**

Used for new Learners **and** Learners who wish to recommence training after previously discontinuing an Approved Qualification **and** Learners who are transferring from another RTO.

- a) Personnel Training must first obtain the consent of the Prospective Learner to the Department's use of the Prospective Learner's information by:
  - i) The Prospective Learner signing the consent form that is included in Personnel Training's Smart and Skilled Eligibility Assessment and Fee Quotation Form
  - ii) The Prospective Learner verbally provides their consent provided that a consent statement is recited to the Prospective LearnerIf the Prospective Learner does not provide their consent, Personnel Training must not proceed with the Notification of Enrolment Process.
- b) If the Approved Qualification is approved by the Department to be delivered by a subcontractor, Personnel Training must notify the Prospective Learner (and any relevant employer)
- c) Personnel Training must use the Provider Calculator to validate eligibility, input details of any Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any Loadings (if applicable). Personnel Training must provide the Prospective Learner with details of the Fee chargeable
- d) Personnel Training should generate and maintain a hard copy or electronic copy of the Notification of Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.
- e) Personnel Training must confirm that the Prospective Learner has signed a declaration confirming:
  - i) all information provided by the Prospective Learner to the Provider, in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way
  - ii) the Prospective Learner is aware of any subcontracting arrangements (if applicable); and
  - iii) the Prospective Learner had been provided with the details of the Fee chargeable and the Learner Information

Successful completion of the Notification of Enrolment Process will result in the issue of a commitment ID. To be clear, the Notification of Enrolment Process may be carried out before, after or simultaneously with Personnel Training's enrolment process.

### **Implications of undertaking subsidised training**

If you undertake subsidised training in NSW the implication is generally that the enrolment fee for further studies may be increased.

# Learner Support and Welfare

Personnel Training determines the support needs of individual Learners and provides access to the education and support services necessary for the individual to meet the requirements of the training product as specified in training packages or VET accredited courses.

Personnel Training is committed to providing Learners with appropriate academic and welfare support services, information, advice, and assistance to help Learners attain academic success and improve their personal well-being whilst undertaking training at Personnel Training.

## **Equity information, assistance, and support**

Personnel Training will ensure the absence of all forms of discrimination and harassment based on gender, marital status, race and age, disability, or sexual preference in relation to all facets of Learner training and assessment.

Personnel Training staff are encouraged to be alert to the possibility of Learners needing assistance and support and may make recommendations or referrals with external health and welfare services where required.

## **Language, literacy, and numeracy support**

Personnel Training endeavors to identify any special learning requirements, prior to the commencement of training, during the pre-enrolment and enrolment process to determine if the Learner has the pre-requisite language, literacy, and numeracy skills. This may be completed through Personnel Training's app, or in hard copy.

If a Learner requires any language, literacy and/or numeracy support Personnel Training's Learner Support Officer will assess the support required and provide the appropriate assistance to help the Learner to be successful in their studies.

If your language, literacy and numeracy (LLN) check identify that you require assistance during your training, you will be required to commit and attend three sessions with Personnel Training's Learner Support Officer within the first three months of study, and a Learner Support Plan (LSP) will be developed for you.

## **Disability support**

Personnel Training is committed to providing an accessible, supportive, safe, and inclusive learning environment for Learners who have a disability. Where a Learner identifies as having a disability, impairment or a long-term condition, the enrolment officer will advise the relevant trainer and Managers.

The Managers and relevant trainer will discuss and identify a range of adjustments that will be put into place to address the effects on the Learner's ability to learn.

## **Learning support**

Personnel Training will review learning support options for Learners who may require assistance with study skills and writing assessments. Support options may include flexible learning and assessment processes, access to study areas and computers or online interactive materials, computer skills and time management skills.

Contact Personnel Training's Learner Support Officer on 1300 874 000 or email [training@personneltraining.com.au](mailto:training@personneltraining.com.au) for further information on Learner support services.

# Learner Rights and Responsibilities

When you sign your enrolment form and pay your fees you make an agreement with Personnel Training that you will follow Personnel Training regulations, including the Code of Conduct. This outlines your rights and responsibilities as an enrolled Learner.

## Learners are expected to

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- Treat all staff, fellow Learners and the general public with respect, fairness and courtesy.
- Be punctual and regular in your attendance.
- Notify your trainer or the Personnel Training office within a minimum of one hour's notice if an appointment or attendance cannot be met.
- Have a positive approach to learning and participate to further your skills/knowledge base.
- Submit your **fully completed** assessment tasks by the due date.
- If your assessment is not fully completed, your trainer will send it back to you for completion (once re-submit will be used)
- Complete re-submits by the due date.
- Only three re-submits are allowed before a fee is incurred (see Fee's)
- If you require an extension, you must ask in writing at least 1 business day prior to the due date.
- A maximum of three extensions may be requested; this will be assessed on an individual basis.
- Contact your trainer if you require assistance.
- Wear appropriate clothing and footwear.
- Use protective equipment where required and follow all WHS/OHS instructions.
- Comply with Personnel Training policies and procedures.
- Make every effort to successfully complete the training and assessment tasks **to the required standard** within the timeframe outlined in the Training Plan

## Learners must not

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- Plagiarise, collude, or cheat in any assessment task.
- Install software onto Personnel Training computers.
- Smoke in any designated non-smoking areas
- Harass fellow Learners, staff, or the general public.
- Use mobile phones, pagers, or similar devices for personal reasons in class.
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Damage, steal, modify or misuse Personnel Training property.
- Be under the influence of alcohol or illegal drugs.
- Engage in behaviour that may offend, embarrass, threaten, or harm other Learners, staff or the general public – including SMS messaging or any form of cyber bullying.
- Share or distribute Personnel Training's training resources or intellectual property to any other parties, for profit or otherwise. This may include physical or digital copies of assessment details, presentations, learning resources etc. Learners must also not share or distribute any learning resources or provide passwords/links to any of Personnel Training's intellectual property.

## Learners are entitled to.

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- Be treated fairly and with respect by trainers, other staff, and Learners.
- Learn in an environment free of discrimination and harassment.
- Pursue your educational goals in a supportive and stimulating environment.
- Have your Personnel Training training records, and personal information stored and maintained in a confidential, secure and professional manner.
- Receive information about assessment procedures and progress in the course.
- If relevant, receive correspondence on your failure to meet the training and assessment timelines prior to cancellation of your enrolment.

## Access to records of participation and progress

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Personnel Training is committed to keeping Learners informed of their progress and completion of units of competence.

Learners are informed of their progress and completion of units through updating the training plan when units are successfully completed and completing a Contact Record where relevant.

Learners can access their records on request.

## **Unpaid work experience for The Design School Learners**

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The Learner has responsibility to advise Design School of any unpaid work experience they are involved in, this includes:

Employer name:  
Business name:  
Email address:  
Phone number:  
Dates and times of unpaid work:  
Location of unpaid work:

The Learner must email [design@mprtrainingandrecruitment.com.au](mailto:design@mprtrainingandrecruitment.com.au) with this information at least 7 days before the start date.

On advice from the Learner of upcoming work experience an email is sent to the employer, with the Learner copied in.

The email contents must be agreed to by the employer and Learner via return email prior to unpaid work commencing.

Learners who do not follow this process will not be covered by volunteer insurance from Design School (through Personnel Training).

## **Engagement in Workplace / Practical Placement**

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Where relevant, Learners will be informed of the workplace / practical placement hours required to be completed as part of the qualification they are undertaking. Prior to commencing placement, Learners and Workplace / Practical Placement Supervisors will be made aware of their rights and responsibilities through completing a Practical Placement Agreement.

Personnel Training will:

- Explain the placement process to the Learner.
- Complete an observation visit with the Learner on placement.
- Support the Learner and supervisor during the placement experience.
- Provide information on the Learner's requirements and studies to be completed during placement.

Further information can be located in the Practical Placement Policy.

## **Appeals Procedure to Challenge an Assessment Decision**

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Learners have the opportunity to challenge an assessment decision made by a trainer/assessor. Learners are encouraged to attempt to resolve the matter with their trainer informally through discussion and negotiation. If required, Managers will assist the process and further referral can be made as per the Complaints and Appeals Policy and Procedure.

# Learner Code of Conduct

## Alcohol and drugs

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Personnel Training does not condone or support the use, possession, cultivation or trafficking of alcohol or illicit drugs or the misuse and abuse of prescription or other medication.

In the event of a dispute, disagreement or matter of concern arising from the use, possession, cultivation or trafficking of alcohol or illicit drugs or the misuse and abuse of prescription or other medication the matter shall be referred to the General Manager for resolution. In default of a resolution within 90 days, the matter will be referred to a Mediator appointed by the President of the Law Institute of Victoria or New South Wales.

## Computer users

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All internet access, email and computer usage by Learners using Personnel Training classroom computers is monitored continuously. You must not access web sites containing illegal content or materials that are obscene, violent, or discriminatory.

Internet and general computer use should be limited to course and work-related activities, and/or limited, high-quality, self-discovery activities only. If you are observed conducting activities outside these guidelines, you could lose your access or be subject to disciplinary action.

## Misconduct and misbehaviour

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Personnel Training has the ability to cancel a Learner's enrolment on the grounds of misbehaviour.

This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

### Academic misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the RTO.

A Learner may be cancelled for any of the following reasons:

- Three unauthorised absences from class/scheduled appointments
- Three failures to meet unit requirements, for example non-submission of assessments or failure to attend class.
- Failure to engage in any way, despite communication efforts by the RTO, for over 60 days.
- Learners must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
- Learners must not use another person's concepts, results or conclusions and pass them off as their own.
- Learners must not ask another person to produce an assessable item for them.

### General misconduct

General misconduct is where a Learner acts dishonestly; harasses other Learners or staff; interferes with Learners or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals RTO property or the property of others; alters/defaces the RTO documents or records; prejudices the name of the RTO, or otherwise acts in an improper manner.

Where a Learner has been identified of Academic or General Misconduct the relevant Manager shall be informed by the trainer and the Manager will correspond with the relevant parties in writing to address the misconduct. Note: Where a Learner has been identified with Academic or General Misconduct the RTO shall ensure the following:

- Learners must be treated fairly, with dignity and with due regard to their privacy.
- Past misconduct is not evidence that a Learner has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Learners are able to access the Complaints and Appeals Policy and Procedure on the Personnel Training Website if they feel that the decision for cancellation is unfair or they have other grounds to appeal the decision.

## Plagiarism

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Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them.

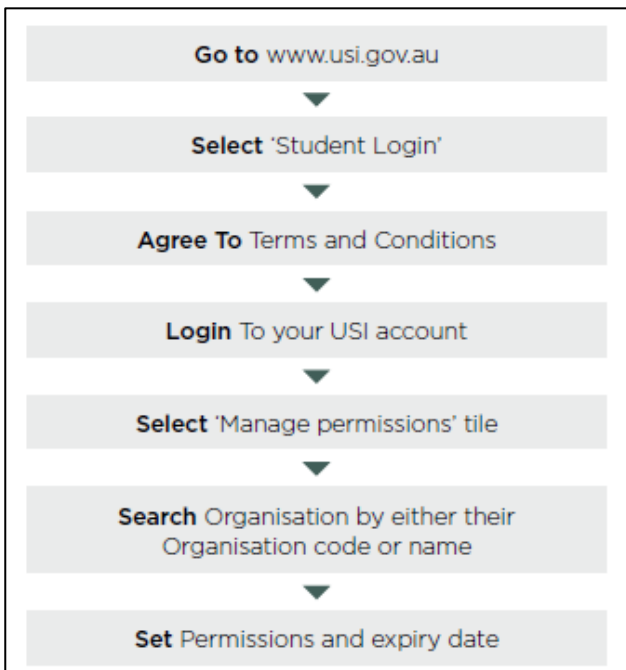
Intentional plagiarism involves the deliberate act of presenting some else's work/ideas as if you wrote it yourself. Unintentional plagiarism arises due to Learner confusion over how and where to reference and confusion over the difference between copyright and common knowledge information.

Log on <https://academicintegrity.unimelb.edu.au/#plagiarism-and-collusion> for further information on plagiarism and how to avoid plagiarism.

## Unique Student Identifier (USI)

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All Learners are required to give permission for Personnel Training or the funding body to verify their USI, and access and/or update their account as required. Refer to the flow chart below on how to manage your permissions. Learners should set the expiry date for three months.



# Policies

## Our Commitment to Child Safety

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Personnel Training is committed to child safety.

All learners under eighteen (18) years of age who are supported by Personnel Training have a right to feel and be safe. We want children to be safe, happy, and empowered. We support and respect all children. We are committed to the safety, participation, and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation, and empowerment of Aboriginal children.
- Promote the cultural safety, participation, and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations, which we follow rigorously, to contact authorities when we are concerned about a child's safety.

Personnel Training is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all RTO (Registered Training Organisation) staff and are committed to regular training and education our RTO staff on child abuse risks.

As a child safe organisation, Personnel Training:

- Has a visible culture of child safety that is part of everyday practice.
- Has strong leadership driving a culture of child safety.
- Has the safety of children as its prime consideration.
- Has well-articulated policies and procedures to implement its child safe approach.
- Actively encourages participation, empowerment and serves to protect children.
- Has actively considered risks of abuse within the organisation.
- Engages with children to create a child safe environment and empowers children to speak up if something is wrong; and
- Has inclusive approaches for children with a disability, Aboriginal children, and children from culturally and/or linguistically diverse backgrounds.

## Complaints and Appeals Policy and Procedure

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This policy and procedure apply to:

- Current and prospective Personnel Training Learners, or groups of Learners, clients, and employers; and
- Former Personnel Training Learners, clients, and employers up until 30 days following withdrawal or completion.

### Complaints

This policy and procedure manage and responds to allegations involving the conduct of:

- Personnel Training, its trainers, assessors, or other staff in delivering RTO training and assessment.
- A third-party providing services on Personnel Trainings behalf, its trainers, assessors, or other staff; or
- A Learner of Personnel Training.

### Appeals

This policy and procedure also manage appeals for a review of decisions, including assessment decisions, made by Personnel Training or a third-party providing services on its behalf.

### Procedure to make a complaint or appeal (Steps and actions)

- Complainants are encouraged to attempt to resolve the matter informally through discussion and negotiation. If the complainant is reluctant or unable to do so, the complaint is made to the General Manager, or relevant Department Manager, who may ask for the complaint to be put in writing.
- If unable to resolve the issue to the satisfaction of all parties, the Complainant is to record the details of the complaint on the Complaints and Appeals Form and forward to the General Manager, or relevant Department Manager.
- The General Manager, or relevant Department Manager, will contact the complainant and discuss whether to pursue the issue, organise a meeting if required to discuss the issue in further detail, and conduct investigation with all concerned parties. Where a Learner or client is under 18, the parent/guardian of a Learner or client may be contacted to inform them of the situation and explain the process.
- Complaints which cannot be resolved internally may be referred to the Australian Skills Quality Authority (ASQA) at any time.

### How Personnel Training will respond to a complaint or appeal

Personnel Training:

- Regularly updates the complainant on the progress of their complaint or appeal; and
- Informs the complainant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required.
- Ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- Resolves the matter as soon as practicable.

## **Independent Review**

If the complainant is not satisfied with the outcome of a complaint or appeal, the complainant may refer the complaint or appeal to the Company Directors, or an independent agency/third party.

## **Records and Review**

Personnel Training securely maintains records of all complaints and appeals and their outcomes. Only authorised individuals have access to complaints and appeals records.

## **Associated documents**

- Complaints and Appeals Form
- Complaints and Appeals Register

## **Learner Request to Defer or Suspend Policy**

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Where a Learner indicates that they wish to defer or suspend training, Personnel Training will make every effort to assist the Learner to continue training where possible.

### **Request to Defer or Suspend**

The Learner must request to defer or suspend their training in writing to the General Manager, or relevant Department Manager, explaining:

- Why they would like to defer or suspend.
- The length of time they would like to defer or suspend their training.

Personnel Training is only able to temporarily defer or suspend training of the Learner on the grounds of compassionate or compelling circumstances.

Personnel Training may permit a deferral or suspension of no more than six months.

If the deferral or suspension is required for longer than six months, the Learner will be withdrawn from the current course and will need to reapply to enrol in the course when they wish to resume training.

The request to defer or suspend will be reviewed by the General Manager or relevant Department Manager in conjunction with the course trainer.

### **Approved Request**

Where a request to defer or suspend is approved the Learner will be advised in writing.

The Learner must make contact with the General Manager, or relevant Department Manager, prior to the end of the period of deferral or suspension and provide confirmation of their intention to recommence training.

The Learner's enrolment in the course will be cancelled if contact is not made prior to the end of the deferral or suspension period.

When the Learner is recommencing training, they will need to:

- Join in the specified class at the point they were currently up to (if relevant)
- Complete a new Training Plan
- Provide other specified documentation as requested.

## **Guarantee of Place**

Personnel Training cannot guarantee a place will be available for the Learner due to unforeseen circumstances, including the course not being available or no longer running, at the end of the deferral or suspension.

## **Outstanding Enrolment Fees**

Learners must refer to Personnel Training's Refund Policy when considering deferring or suspending training.

## **Privacy**

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This policy describes how personal, sensitive and health related information is handled by Personnel Training to ensure privacy is maintained consistent with legislative requirements.

Personnel Training is committed to meeting all of the legal obligations expressed in legislation relating to privacy, personal information, student identifiers, audit, freedom of information, health records and personal data.

Personnel Training will store, use and disclose personal, sensitive and health information collected about Learners in accordance with the Australian Privacy Principles and prescribed legislation.

Personnel Training only collects personal information that is necessary for, or directly related to, one or more of Personnel Training's functions or activities. Personal information that Personnel Training collects includes:

- Names and other related contact details
- Learner identification numbers
- Email address/es
- Emergency contacts
- Photographic identification
- Qualifications, history, and progress
- Information relating to entitlements and fee payments.
- Complaints or misconduct details or information
- Working with Children Checks or National Police Checks (if relevant a course or training program)
- Other related personal information required for contractual obligations.

Personnel Training's Records Management Policy and Records Management Procedures explains how Personnel Training handles personal information, including how it is used and potentially disclosed, how it is stored and secured, and how Learners can access and update their personal information.

## Refund Policy

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Personnel Training aims to design and deliver inspiring training programs that positively increase knowledge, skills and attitudes to enhance performance and opportunities for our Learners.

We provide high quality and flexible resources and training solutions and commit to holding places in courses booked by Learners.

Once enrolled, the Learner is obligated to pay the full course or training program fee. A non-refundable deposit is payable on enrolment.

Personnel Training cannot be responsible for changes in a Learners' circumstances. If the Learner is paying their fees via instalments options, any outstanding fees are still required to be paid regardless of the Learners continuing attendance.

Statements of Attainment will not be issued unless payment of fees is received.

### Requesting a Refund

Refunds must be requested in writing to the General Manager of Personnel Training using the Refund Request Form.

The request for refund will be reviewed by the Senior Management Team at its monthly meeting. Personnel Training will advise Learners of the outcome of their request as soon as practicable, including information on new arrangements.

### Refund of Learner Fees

Personnel Training will charge a non-refundable administration fee of \$500.00 for all courses.

All requests for refund will be processed on an individual basis.

Personnel Training may provide a refund when:

- A course or training program is cancelled by Personnel Training.
- There is a statutory cooling-off period available for Learners where unsolicited or uninformed sale of courses has occurred.

Personnel Training may provide a partial refund when:

- A Learner accessing Smart and Skilled funding is granted an RPL or Credit Transfer post enrolment.
- A Learner leaves the course and notifies Personnel Training within four weeks of commencement of the course or training program of exceptional circumstances, using the Refund Request Form
- The Registered Training Organisation (RTO) of Personnel Training closes
- An approved Third Party is delivering training and assessment for Personnel Training and is unable to fulfil its obligations.

Partial refunds will be calculated on a Learner-by-Learner basis, reflecting the progress of the Learner through the course or training program.

The term 'commencement' in this policy refers to the first day of the scheduled course or training program to be attended by the Learner.

### Exceptions for Victorian Learners

Exceptions to the refund policy apply to textbooks where a Learner has commenced their course and subsequently withdrawn either prior to course commencement or within four weeks of the course commencement. Personnel Training will not refund textbooks where a Learner has maintained ongoing enrolment in excess of this timeframe.



Personnel Training may provide a refund of a textbook in the event that:

- Notification of withdrawal from the course is provided in writing from the Learner to the Personnel Training General Manager, or relevant Department Manager, either prior to course commencement or within four weeks of the course commencement.
- The textbook is returned within five business days from the date of notification of withdrawal.
- The textbook is in a clean, unused, and undamaged condition. Personnel Training will not refund textbooks which have been partially or fully read or marked in any way. Textbooks cannot be dirty, soiled, have bent/torn pages or covers or cracked spines.

## **RTO Health and Safety (WHS/OHS) Policy**

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Personnel Training is committed to providing Learners with a safe and appropriate environment whilst undertaking training with Personnel Training. Effective WHS/OHS practices are crucial to the operation of our organisation and the wellbeing of our Learners, clients, and staff.

### The Trainers/Assessor should:

- Identify any WHS hazards in the training environment prior to commencing any training.
- Identify hazards that require the risk to be eliminated or reduced to an acceptable level and must address these before training commences. The risk assessment must be carried out in a timely way, ensuring sufficient time for remedial action.
- Learners should be advised of WHS issues at the commencement of training and reminders should be given at appropriate times over the duration of the training. If particular activities involve special WHS advice, then Learners should be briefed before that activity commences.
- Identify any areas for improvement that need to be addressed for a safe training/learning environment.
- Assess any potential hazard and take appropriate measures to eliminate or reduce the risk.

### Workplace Supervisors should:

- Understand WHS/OHS legislation and standards relevant to conduct under state law and comply with these laws and standards with respect to the learner.
- Identify hazards relevant to the conduct of undertakings and assess and control all related risks. Notify Personnel Training prior to work placement commencing if these hazards have not been controlled.
- Provide required induction and safe systems of work to the learner to maintain a safe and healthy work placement at all times.
- Provide appropriate information, training, instruction, and supervision to the learner complying with WHS/OHS. Provide equipment or clothing which is required to comply with duty of care toward the learner.

Learners should:

- Carry out all lawful directions of Personnel Training and the placement facility.
- Comply with all reasonable Personnel Training and facility rules and requirements governing safety and behaviour.
- Immediately inform an Personnel Training Representative and the facility of any accident, injury or incident that may occur, as well as any WHS/OHS concerns.
- Undertake a WHS/OHS induction and abide by all facility WHS/OHS standards and regulations.
- Take due care to ensure that themselves and others remain safe at all times.

## **Plagiarism Policy and Procedure**

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Personnel Training is committed to creating an environment that focuses on honesty and ethical learning.

Personnel Training ensures that:

- Learners are given a copy of the Learner Handbook before enrolment, that outlines what Plagiarism is as well as Personnel Training's expectations and the consequences.
- Plagiarism is discussed at the pre-training review prior to enrolment.
- Our trainers and assessors understand and check for plagiarism as part of their marking and moderation.
- At the learner induction meeting, learners will watch the video from the Learner Handbook.
- Learners will be provided with the Plagiarism Policy and Procedure

A learner must:

- Complete their Assessment with the commitment that they acknowledge the source or reference, including the:
  - Online resources
  - Textbooks
  - Journals
  - Websites
  - Handouts
- At induction agrees that they have read and understood the learner handbook, including the Plagiarism section prior to enrolment.
- Not allow others to copy their work.
- Not hand in work that is not their own.
- Discuss their LAG with the trainer and assessor if they require additional information so they understand what is being asked.
- Ensure learner commencement and completion declarations are completed correctly regarding plagiarism.

## Examples of Plagiarism

Plagiarism is unethical, is dishonest and includes:

- Direct copying of phrases, paragraphs, methods, sentences, images, a single sentence, or significant parts of a sentence, without acknowledgement of the source.
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc without changing the basic structure and/or meaning of the text, without acknowledgement of the source.
- A 'cut and paste' of statements from multiple sources.
- Copying or adapting another learner's original work into a submitted assessment item.
- Hand in someone else work as your own.
- Allowing other learners to copy your work.
- Information writing by any AI (Artificial Intelligence) programs/software

## Procedure if Plagiarism occurs.

Personnel Training needs to ensure that the assessments are being conducted with integrity and validity, including the rules of evidence and the principles of assessment.

The following steps apply regarding Plagiarism:

Step 1	Trainer and Assessor will check each Learning Assessment Guide (LAG) for Plagiarism	Trainer and Assessors will check against the learning resource and an online Plagiarism checker. This will occur during routine marking.
Step 2	<u>First</u> time that Plagiarism is found in the learner's work.	A comment will be placed on their Learning Assessment Guide (LAG) to ask the learner to place the information in their own words. A contact record will be developed to show what unit, which questions/activities and placed in the learner's file.
Step 3	<u>Second</u> time that Plagiarism is found in the learner's work.	A meeting will be held with the learner to discuss the plagiarism. This needs to be documented and signed by all parties on a Contact Record. The contact record MUST include a statement that indicated that plagiarising may lead to being withdrawn from the qualification. A copy to be given to the learner and a copy placed in the learners file. The part of the assessment that has been plagiarised MUST be rectified regardless of the unit's status. The 'Moderation Checklist' will be used by the trainer and assessor. Trainer and Assessor to check any completed and/or open units for Plagiarism.

Step 4	<p><u>Third</u> time that Plagiarism is found in the learner's work.</p>	<p>A formal letter will be sent to the Learner about the Plagiarism. The letter <b>MUST</b> include:</p> <ul style="list-style-type: none"> <li>• An explanation that plagiarism has been found.</li> <li>• A list of the questions that have been plagiarised that require rectification.</li> <li>• A statement that their position in the course may be in jeopardy.</li> <li>• A statement that questions will be checked for plagiarism for the remainder of their qualification.</li> </ul> <p>The plagiarised questions <b>MUST</b> be rectified regardless of the unit's status.</p> <p>The Trainer and Assessor will check every second question / activity for the remainder of the learner's qualification.</p>
Step 5	<p><u>Fourth</u> time that Plagiarism is found in the learner's work.</p>	<p>A meeting will be held and the learner's position in the qualification is in jeopardy. The meeting needs to be documented and signed by all parties on a Contact Record. A copy to be given to the learner and a copy placed in the learners file. The plagiarised questions need to be rectified regardless of the unit's status.</p> <p>After the meeting a decision will be made regarding either:</p> <p><u>Withdrawal from qualification</u></p> <p style="padding-left: 20px;">Follow the withdrawal procedure. Rectification needs to be completed. If learner refuses to rectify CA units, Personnel Training will follow the process for rescinding the units from VETtrak and USI register.</p> <p><u>Continue with qualification.</u></p> <p style="padding-left: 20px;">Learner to sign a 'Learner Agreement', including Plagiarism. The Trainer and Assessor will check every second question / activity for the remainder of the learner's qualification.</p>
Step 6	<p><u>Fifth</u> time that plagiarism is found in the learner's work</p>	<p>If Plagiarism is identified the learner will be withdrawn from the qualification. An e-mail will be sent to the learner (and employer if appropriate) explaining that plagiarism had been found and that they have been withdrawn. Follow the withdrawal procedure.</p>