



Learner Handbook

Contents

Learner Handbook	1
Locations and Contact Details.....	4
National Register and Scope.....	5
Nationally Recognised Qualifications	5
Training and Assessment.....	5
Attendance	6
Recognition	7
Recognition of Prior Learning (RPL).....	7
How do I apply for RPL?.....	7
Credit Transfer Policy and Procedure.....	7
Procedure	7
Certification	7
Enrolment and Tuition Fees.....	8
Learner Fee Protection Policy.....	8
Payment information table.....	8
NSW Smart and Skilled Course Fees.....	9
Course Fees.....	9
Terms.....	9
Exemption and Fee-Free Scholarships	9
Concession.....	10
VIC Skills First Subsidised Course Fees	10
Course Fees.....	10
Terms.....	10
Concession and Exemption.....	10
Other Fees	10
Additional fees for assessment resubmission	11
Re-issuing a Certificate	11
Change of Details.....	11
Deferring or Discontinuing	11
Eligibility for Subsidised Training	12
Access and Equity	14
Language, Literacy, and Numeracy Support	14
Disability Support	15
Learning Support	15
Learners are expected to	15
Learners must not	15
Learners are entitled to:	16
Access to Records of Participation and Progress	16
Engagement in Workplace / Practical Placement.....	16

Appeals Procedure to Challenge an Assessment Decision	16
Computer Users.....	17
Child Protection and Intervention	20
Complaints and Appeals Policy and Procedure	21
Procedure to Make a Complaint or Appeal (Steps and Actions).....	21
How Personnel Training will Respond to a Complaint or Appeal	21
Independent Review.....	22
Records and Review.....	22
Associated Documents.....	22
Assessment submissions and resubmissions	22
Extensions	22
Learner Request to Defer or Suspend Policy	22
Request to Defer or Suspend.....	22
Approved Request.....	23
Guarantee of Place.....	23
Outstanding Enrolment Fees	23
Customer Privacy and Confidentiality	23
Refund Policy	23
Requesting a Refund	24
Refund of Learner Fees.....	24
Exceptions for Victorian Learners.....	24
Work Health and Safety Policy.....	25
Plagiarism Policy and Procedure	25
Student Support & Wellbeing Guide.....	29
NCVER – Disability Supplement	31

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 [Our Training Courses | The Personnel Group](#)

RTO Registration Number: 91454

Locations and Contact Details

551 David Street

Albury NSW 2640

P: 1300 874 000

318 Urana Road

Albury NSW 2640

P: 1300 874 000

115 Hume Street

Wodonga VIC 3690

P: 1300 874 000

Email: training@personnelgroup.com.au

[Contact Us | The Personnel Group](#)

Personnel Training's obligations to Learners

Personnel Training is responsible for the quality of training and assessment provided to you in compliance with the [2025 Standards for Registered Training Organisations \(RTOs\)](#). 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

National Register and Scope

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

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. Personnel Training will confirm suitability, entry requirements and support needs through a **Pre-Training Review** prior to finalising enrolment. Prospective Learners must meet these 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

Personnel Training assesses Learners in accordance with nationally recognised training requirements and the principles of assessment (fairness, flexibility, validity and reliability) and the rules of evidence (valid, sufficient, current and authentic).

Assessment activities are outlined in the Learning Assessment Guide (LAG) for each unit of competence. Learners must follow all instructions provided in the LAG and submit assessment evidence by the due dates agreed with their trainer/assessor.

Where required, assessment may include a combination of:

- written responses
- observation of workplace tasks
- oral questioning
- third-party reports
- workplace evidence

Reasonable adjustments to assessment may be made to support individual Learners, provided the integrity of the assessment is maintained.

Personnel Training generally provides face to face and online training to all Learners. This training is focused 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 are provided in the Learner Assessment Guide (LAG) online or alternatively can be provided in a paper based form where digital provides a barrier to learning and assessment.

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.

Assessment submissions, resubmissions and extensions are available as per the Policies and Fees sections of this handbook.

Digitally recording (images/photographs or videos) students' workplace activities for assessment purposes involving children (i.e. babies, toddlers or young children) is **not acceptable practice**. Do not include images/photographs or videos of children (identifiable or not) in your evidence. Personnel Training will remove and destroy any digital recordings in accordance with [ASQA Guidance](#) and [the National Model Code Guidelines](#).

Assessment Declarations and Electronic Signatures

Personnel Training accepts the use of **electronic signatures** for assessment-related documents, including assessment declarations, submissions, workplace evidence, and third-party reports.

When a learner submits an assessment electronically:

- the electronic signature must belong to authorised signatory;
- the signature confirms that the information provided is true and correct; and
- the learner understands that submitting an assessment using their login or electronic declaration is equivalent to signing the document.

Assessors may verify electronic signatures directly with the signatory to confirm authenticity before finalising assessment outcomes.

False, Forged or Unauthorised Declarations or Signatures

Personnel Training is committed to maintaining the integrity of assessment outcomes.

If assessment evidence includes a **false, forged, or unauthorised declaration or signature**, the evidence will be treated as **invalid**, and the assessment outcome may not be finalised.

Instances of false, forged, or unauthorised declarations or signatures may also constitute academic misconduct and are managed in accordance with the **Misconduct and Misbehaviour** section of this Handbook.

Attendance

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

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

Personnel Training issues **AQF Qualifications or Statements of Attainment** to Learners who have:

- been assessed as competent in all required units, and
- met all administrative and fee requirements, including verified USI details

Certification will be issued within **30 calendar days** of completion (subject to verified USI and completion of all course requirements).

Replacement documents can be requested at any time. Printing fees apply as outlined in the Fees section of this handbook.

Fees

Enrolment and Tuition Fees

Current fees are provided on our website at [Our Training Courses | The Personnel Group](#). You may be able to access funding from either Victoria or NSW, depending on your individual circumstances.

Fees and subsidies are subject to change in line with government requirements. Current fee information is available on our website under **Learner fee information**. Fees shown are current at the time of enrolment and will be confirmed during your Pre-Training Review and enrolment process.

Indicative fees are also displayed on the different course pages and when downloading course brochures.

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 1300 874 000.

Learner Fee Protection Policy

The Learner Fee Protection Policy meets Section 18 of the *Compliance Requirements –Standards for RTOs 2025 (CR)*, which states that:

“Where an NVR registered training organisation or third party receives prepaid fees from or on behalf of an individual in excess of \$1500 in relation to the same VET course (the **threshold prepaid fee amount**), the organisation must implement one or more of the arrangements set out in subsection 4”.

In accordance with Section 18 of the CR, Personnel Training protects Learner fees by capping Learner payments to \$1500 at any one time.

Personnel Training will not collect more than \$1,500 in prepaid fees from (or on behalf of) a learner for the same course at any time. Where total course fees exceed \$1,500, a payment schedule will be offered so that prepaid amounts do not exceed this cap.

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.

By applying the prepaid fee cap described above, Personnel Training meets the requirements of Section 18 of the Compliance Requirements.

Payment information table

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.

All payment arrangements are structured so that prepaid fees do not exceed the **\$1,500 cap** at any time.

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

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

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.

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.

Dependents

A student who is a dependent spouse or dependent 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

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 Operations Manager – training services (Operations Manager).

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

Additional fees for assessment resubmission

Where a Learner is required to resubmit an assessment after the permitted number of submissions has been exhausted, a resubmission fee of \$70 will apply.

Re-issuing a Certificate.

The printing cost to the Learner to re-issue a Qualification/Certificate is \$35.00, and printing cost 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@personnelgroup.com.au

Change of Details

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

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 Operations Manager.

Eligibility for Subsidised Training

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 the current year
- 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 Learner
 - If 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:
 - iii) 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
 - iv) 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.

Access and Equity

Personnel Training will provide inclusive services to meet the needs of all individuals, irrespective of their age, gender, disability, country of birth, socio-economic status, sexuality, language, race, creed, religion, culture, family responsibilities or other background.

Personnel Training promotes the application of inclusiveness for all its customers, team members and stakeholders by ensuring that the programs, services and the support functions take into account individual learning styles/preferences, individual work and personal needs relating to all areas of diversity.

Language, Literacy, and Numeracy Support

Personnel Training endeavours 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 online, 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@personnelgroup.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

- 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 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

- Plagiarise, collude, or cheat, submit false or misleading information, or submit assessment evidence that includes forged, false, or unauthorised declarations or signatures.
- 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:

- 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 Learner 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

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.

Engagement in Workplace / Practical Placement

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

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 Personnel Training's Complaints and Appeals Policy and Procedure which can be found on the website [Our Training Courses | The Personnel Group](#).

Learner Code of Conduct

Alcohol and Drugs

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 Operations 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

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

Personnel Training expects all learners to behave honestly, respectfully, and in a manner that supports a safe and fair learning environment.

Personnel Training may review and, where appropriate, cancel a learner's enrolment on the grounds of academic or general misconduct, subject to review and procedural fairness.

Misconduct may include, but is not limited to, dishonest behaviour in assessment, harassment, bullying, discrimination, or conduct that disrupts learning or brings the organisation into disrepute.

Learner Responsibilities (Assessment Integrity)

Learners must:

- Personally complete all assessment tasks and submit work that is their own.
- Use appropriate referencing where required and acknowledge sources.
- Not plagiarise, collude, cheat, submit work that is not their own, submit false or misleading information, or submit assessment evidence that includes forged, false, or unauthorised declarations or signatures, including the inappropriate use of artificial intelligence (AI).
- Ensure all assessment declarations and signatures provided are accurate, authorised, and completed by the correct person.
- Seek clarification from their trainer or assessor if unsure about assessment requirements or acceptable use of resources.

Academic and General Misconduct (Definitions)

Academic misconduct refers to behaviours that undermine the integrity, fairness, or credibility of assessment and training outcomes.

Examples of academic misconduct may include, but are not limited to:

- plagiarism, collusion, or contract cheating;
- inappropriate use of artificial intelligence (AI);
- submitting assessment work that is not the learner's own;
- providing false or misleading information; or

- Submitting assessment evidence that includes forged, false, or unauthorised declarations or signatures.

General misconduct refers to behaviour that is unacceptable or inappropriate and may impact other learners, staff, the learning environment, or Personnel Training.

Examples of general misconduct may include:

- acting dishonestly or deceptively;
- harassing, threatening, or intimidating other learners or staff;
- interfering with, preventing, or disrupting learning or assessment activities;
- failing to comply with reasonable directions, contractual obligations, or legal requirements;
- misusing, damaging, or stealing property;
- altering or falsifying Personnel Training documents or records; or
- engaging in behaviour that may damage the reputation of Personnel Training.

Misconduct Escalation and Thresholds

The following are examples of **triggers or thresholds** that may lead to formal review and, where appropriate, cancellation of a learner's enrolment, subject to procedural fairness:

- Three unauthorised absences from class or scheduled appointments.
- Three failures to meet unit requirements (for example, non-submission of assessments or failure to attend required training).
- Failure to engage in training or assessment for more than 60 days despite documented communication attempts.
- Repeated or serious instances of academic or general misconduct.

Thresholds may be considered collectively and in context.

Management of Misconduct

Where academic or general misconduct is identified, the trainer will notify the relevant Manager. The Manager will then communicate with the learner and any other relevant parties in writing to address the matter.

In managing academic or general misconduct, Personnel Training will 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 outcomes determined following review, noting that subsequent instances of misconduct will generally be treated more seriously than a first instance.

Learners are able to access the Complaints and Appeals Policy and Procedure on Personnel Training website [Our Training Courses | The Personnel Group](#) if they feel that the decision for cancellation is unfair or they have other grounds to appeal the decision.

Plagiarism

Intentional plagiarism involves the deliberate act of presenting someone 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.

For tips on avoiding plagiarism, visit: <https://academicintegrity.unimelb.edu.au/#plagiarism-and-collusion> for further information on plagiarism and how to avoid plagiarism.

Plagiarism is discussed in more detail pages 25-27 of this Learner Handbook.

Unique Student Identifier (USI)

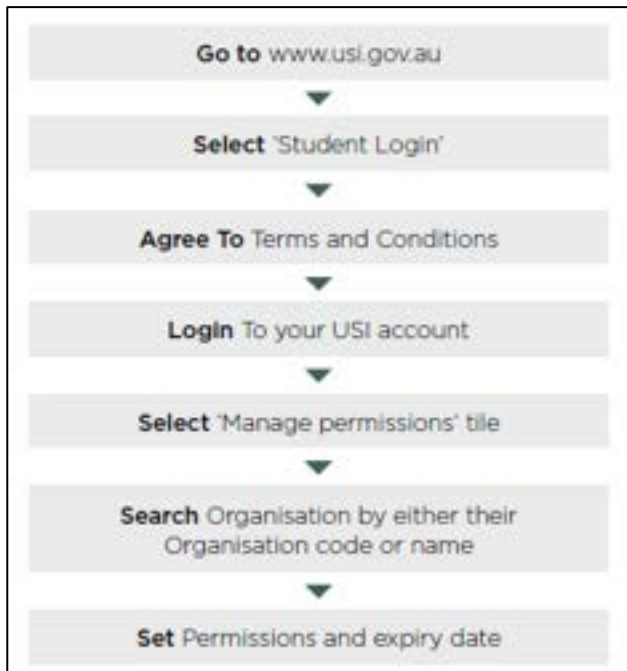
All Learners are required to hold a **Unique Student Identifier (USI)**.

Learners must provide consent for Personnel Training (including relevant funding bodies) to:

- verify their USI, and
- access and update their USI record as required

Without a verified USI, Personnel Training **cannot issue AQF certification**.

Learners should ensure their USI permissions remain active for the duration of their training and certification period.



Policies

Child Protection and Intervention

Personnel Training is committed to ensuring that the safety, welfare and wellbeing of children are maintained at all times and aims to promote a safe environment for all children and to assist all team members to recognise child abuse and neglect. Personnel Training upholds the National Principles for Child Safe Organisations and completes required annual Child Safety declarations as required by contracts.

Personnel Training believes that ALL children deserve to be raised in a nurturing and loving environment.

Child abuse can be defined as causing or permitting any harmful or offensive contact on a child's body and any communication or transaction of any kind which humiliates, shames, or frightens the child. Child abuse is also defined as any act or omission which fails to nurture the upbringing of the children.

Neglect occurs when adults do not meet the emotional, health and educational needs of a child. This can cause serious and long-term damage.

Reporting child safety concerns is the first step in stopping the abuse and protecting children from harm. A child is any person aged from birth to 18 years (UNICEF).

Personnel Training is obligated and in some cases may be bound by mandatory reporting to report any incidents where we believe a participant of the organisation or a work colleague is responsible for abusing a child, or where information received from any source suggests that a child is at risk.

Where information is gained during an interview with a participant, the rights of the child overrides the rights of the participant or work colleague.

Personnel Training will be pro-active in its role to protect children and encourage an open environment that allows employees and members to be aware of their rights and responsibilities within the organisation. Annual Child Safety training is undertaken by all employees with further training provided to employees with mandatory reporting requirements. All new employees also receive training within their first month of employment.

Where concerns of child safety are raised, team members are to, within 24 hours, complete the Child Safety Reporting Checklist and raise their concern with their Operations Manager. It is the responsibility of the Operations Manager to review the information provided, and make a determination based on the relevant legislation if a report is required.

To ensure confidentiality and proper process, Personnel Training's Chief Executive Officer is designated as Personnel Training's Child Protection Officer and is to be advised of all reports made.

The Child Protection Officer or delegate is responsible for reporting any allegations of child abuse that occur to Police services in the applicable State and where required, the corresponding Government Departments:

- The Department of Community Services (DoCS) in NSW
- The Department of Human Services (DHS) in Victoria
- The Department of Communities in Western Australia
- The Community Service Directorate in ACT

Some incidents may seem minor, however, they may in fact reveal more serious concerns of misconduct or a pattern of behaviour that requires further scrutiny. All people associated within our organisation should be aware of the indicators for child abuse and sexual abuse so that they may make an informed decision on what to report.

Team Members must uphold a child and their family's confidentiality at all times and treat all information disclosed as well as any follow up actions as private and confidential.

Complaints and Appeals Policy and Procedure

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.

Personnel Training is committed to providing Learners with access to a fair, transparent and timely complaints and appeals process.

Learners may lodge a complaint or appeal in relation to:

- training and assessment
- assessment decisions
- staff conduct
- services provided by Personnel Training

Learners are encouraged to first attempt to resolve concerns informally with their trainer or relevant staff member. If the issue cannot be resolved, a formal complaint or appeal may be submitted to the **Operations Manager**.

Complaints and appeals may be lodged:

- verbally, or
- in writing using the Complaints and Appeals Form

Where required, complaints may be escalated to an independent external body, including the **Australian Skills Quality Authority (ASQA)**.

Personnel Training ensures that:

- principles of natural justice and procedural fairness are applied
- complaints and appeals are resolved as soon as practicable
- records are maintained securely and confidentially

The Complaints and Appeals Policy and Procedure can be found on the website [Our Training Courses | The Personnel Group](#)

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 Operations Manager, who may ask for the complaint to be put in writing.
Email: training@personnelgroup.com.au
- 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 Operations Manager.
- The Operations 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

Assessment submissions and resubmissions

You may submit each assessment task up to three times (initial submission plus up to two resubmissions) at no additional cost. If you are assessed as Not Yet Competent after the third submission, a resubmission fee will apply as per the Fees section of this document.

If the Learner is again assessed as Not Competent (NC) following a fee-based resubmission, Personnel Training will meet with the Learner to discuss their suitability for the course and available options. A further resubmission may be approved.

Your trainer/assessor will provide feedback and a due date for any resubmission.

Extensions

Learners must submit their LAG by the due date provided by the trainer and assessor.

Trainers/assessors may approve extensions of up to one week. Extensions beyond one week require approval from the Operations Manager. Ongoing failure to meet agreed dates may result in a discussion about deferral, suspension, or withdrawal options.

Where the learner continues to not meet due dates, this may impact the learner's enrolment.

Learner Request to Defer or Suspend Policy

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 Operations 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 Operations Manager in conjunction with the relevant 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 Operations 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.

Customer Privacy and Confidentiality

Personnel Training is committed to protecting the privacy and confidentiality of personal information in accordance with applicable privacy legislation.

Personal information is collected for the purposes of:

- enrolment and training administration
- assessment and certification
- reporting to government agencies and regulators

Learners have the right to:

- access their personal information
- request correction of inaccurate or incomplete information

Personal information is stored securely and only accessed by authorised personnel. Further information is available in the **Privacy Policy and Procedure**.

Personal information may include contact details and other information required for enrolment, support services, funding eligibility and reporting. Where relevant, this may include information about disability or support needs.

All customers receiving services from our organisation will be assigned a unique, individual identifier that will enable the processing of required information to approved Government Departments without the need for providing names and addresses. Information sourced from customers shall be kept in a confidential and secure manner, and will be updated as provided by the customer to meet current needs. Provision of information by a customer is at the discretion of the customer to aid in service delivery.

Refund Policy

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 Operations Manager 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

A non-refundable administration fee applies to cover enrolment and course set-up costs. The administration fee is \$500 (or the course fee if the course fee is less than \$500). All refund requests are assessed on an individual basis.

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 Operations 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.

Work Health and Safety Policy

At Personnel Training the health, safety and well-being of our people is the first priority for us. We do our best to ensure that the health and safety of our team members, including contractors, participants and visitors, is at the centre of all our interactions and service delivery.

Goals and Objectives

Personnel Training will:

- Provide and maintain a work environment that is safe and without risks to Health and Safety,
- Provide safe equipment and systems of work,
- Provide written procedures and instructions to ensure safe systems of work,
- Ensure compliance with legislative requirements and current industry standards,
- Provide information, instruction, training and supervision to team members, contractors and participants to ensure their safety,
- Provide support and assistance to team members and opportunities to be involved in consultation on safety issues,
- Develop, implement and review Workplace Health and Safety (WHS) Management System on a regular basis, in consultation with all affected parties and provide appropriate resources, time and finances,
- Adopt a risk management approach to safety,
- Provide prompt and effective injury management in accordance with Accident Compensation legislation, and
- Provide prompt a Return to Work and Suitable Duties Program for all total and partial incapacity injuries.

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

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

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 agree 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. An author may be quoted in small parts; however the overall response **must be your own words** and the author of the quote must be acknowledged.
- Paraphrasing, summarising or simply rearranging **another person's words**, ideas, concepts etc without changing the basic structure and/or meaning of the text, without acknowledgement of the source. The overall response **must be your own words** and the author's ideas etc must be acknowledged
- 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.
- Copy and paste information created by any AI (Artificial Intelligence) programs/software.

Artificial Intelligence

Acceptable Use of AI

- Generate ideas or examples, provided the content is **rewritten in your own words**.

Unacceptable Use of AI (Academic Misconduct)

- Copying and pasting AI generated information from responses for knowledge or scenario questions that are meant to assess your personal understanding. All responses must be in your own words.

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

Trainer and Assessors check each Learning Assessment Guide (LAG) for plagiarism. Trainer and Assessors check against the learning resource and an online Plagiarism checker. This occurs during routine marking.

Plagiarism Procedure

The Trainer and Assessor will check each response in the submitted 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 and during moderation.

If Plagiarism is detected during routine marking.

1. If the assessment response cannot be authenticated there are two options:

Option A: Request to re-write response in own words

- 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.

Option B: Gather Supplementary Evidence

- If some valid evidence exists, and Trainer and Assessor can reasonably confirm competency through:
 - Observation
 - Oral questioning
 - Third-party reports
 - Workplace evidence

This approach must still meet the Principles of Assessment (fair, flexible, valid, reliable) and Rules of Evidence.

2. Trainer and Assessor to check any completed and/or open units for Plagiarism.
3. The Trainer and Assessor must document everything by keeping clear records of assessor decisions, and any re-assessment or supplementary evidence collected. Trainer and Assessor to document rectification actions on a contact record, and where plagiarism was identified through moderation, document rectification actions on the moderation checklist.

A copy of the contact record to be given to the learner and a copy placed in the learners file.

4. The part of the assessment that has been plagiarised MUST be rectified regardless of the unit's status.

If Plagiarism is detected during moderation.

1. If the original assessment response cannot be authenticated, a competency judgement is invalid. If that is the case, there are two options:

Option A: **Re-Result** as Not Yet Competent

- Recommended if the original evidence is clearly invalid.
 - 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
 - Document the moderation outcome and rationale for re-resulting.

Option B: Gather Supplementary Evidence

- If some valid evidence exists, and you can reasonably confirm competency through:
 - Observation
 - Oral questioning
 - Third-party reports
 - Workplace evidence

This approach must still meet the Principles of Assessment (fair, flexible, valid, reliable) and Rules of Evidence.

2. Trainer and Assessor to check any completed and/or open units for Plagiarism.
3. The part of the assessment that has been plagiarised MUST be rectified regardless of the unit's status
4. The Trainer and Assessor must document everything by keeping clear records of moderation findings, assessor decisions, and any re-assessment or supplementary evidence collected.

Subsequent Plagiarism Procedure

The following steps apply when subsequent plagiarism is detected:

<p>The <u>second</u> time that Plagiarism is found in the learner's work.</p>	<p>A meeting will be held with the learner to discuss the plagiarism and the consequences of subsequent plagiarism.</p> <p>This meeting needs to be documented and signed by all parties on a Contact Record.</p> <p>The contact record MUST include a statement that indicated that plagiarising may lead to being withdrawn from the qualification.</p> <p>The Trainer Assessor follows the plagiarism procedures to rectify the plagiarism.</p>
<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 (and employer if appropriate) about the Plagiarism. The letter MUST include:</p> <ul style="list-style-type: none"> • An explanation that plagiarism has been found. • A list of the questions that have been plagiarised that require rectification.

	<ul style="list-style-type: none"> • A statement that their position in the course may be in jeopardy. • A statement that questions will be checked for plagiarism for the remainder of their qualification. <p>The Trainer Assessor follows the plagiarism procedures to rectify the plagiarism.</p>
<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.</p> <p>The meeting 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.</p> <p>After the meeting a decision will be made regarding either:</p> <p>Withdrawal from qualification</p> <ul style="list-style-type: none"> • 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>Continue with qualification.</p> <ul style="list-style-type: none"> • Learner to sign a 'Learner Agreement', including Plagiarism. • The Trainer Assessor follows the plagiarism procedures to rectify the plagiarism. • The Trainer and Assessor will check every second question / activity for the remainder of the learner's qualification.
<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.</p> <p>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.</p> <p>Follow the withdrawal procedure.</p>

Student Support & Wellbeing Guide

Empowering You to Thrive in Your Learning Journey
Provided by Personnel Training – RTO ID: 91454

personnelgroup.com.au/training | 1300 874 000

We're Here for You

At Personnel Training, we understand that life can present challenges—whether they're emotional, physical, mental, or related to language, literacy, or numeracy (LLN). You're not alone. We're committed to supporting your wellbeing so you can succeed in your studies and beyond.

Our Student Support Services

- **Flexible Learning Options** – Online and face-to-face delivery to suit your lifestyle.
 - **Inclusive Training** – Support for learners with physical or intellectual disabilities.
 - **Personalised Assistance** – Help with study skills, time management, and wellbeing.
 - **Referral Pathways** – We connect you with additional services when needed.
-

Additional Services from The Personnel Group

We offer a wide range of support beyond training:

Disability Employment Services (DES) / Inclusive Employment Australia (IEA)

Helping individuals with disability, injury, or health conditions find and maintain meaningful employment:

- Job matching and placement
 - Ongoing workplace support
 - Employer engagement and education
- [Learn more](#)

NDIS Employment Services

Tailored employment support for NDIS participants:

- Individualised service agreements
 - Youth Employment Assistance (formerly SLES)
 - Ongoing coaching and mentoring
- [NDIS Employment Support](#)

Health Services

Allied health support to improve wellbeing and independence:

- Psychology and occupational therapy
 - Services for children (5+), adolescents, and adults
 - Individual therapy plans tailored to personal goals
- [Health Services](#)

Labour Hire Services

Through MP Recruitment:

- Temporary staffing solutions
 - Payroll and HR management
 - Skilled and general labour across industries
- [MP Recruitment](#)

Community Services

Support for mental health, disability, and injury-related employment challenges, helping individuals live fully and equally in their communities:

- Assisted School Travel
- Parent Pathways
- Shared Experience
- Aspire Support Services
 - Living Options
 - Lifestyle and Learning
 - Plan Management

 [Community](#)

Free National Support Services

If you or someone you know needs immediate help, call **000**.

24/7 Crisis Support

- **Lifeline** – 13 11 14 | lifeline.org.au
- **Beyond Blue** – 1300 22 4636 | beyondblue.org.au
- **Kids Helpline** – 1800 55 1800 | kidshelpline.com.au

Other Key Services

- **MensLine Australia** – 1300 789 978
 - **Suicide Call Back Service** – 1300 659 467
 - **1800RESPECT** – 1800 737 732
 - **QLife (LGBTIQ+ support)** – 1800 184 527
 - **Butterfly Foundation** – 1800 33 4673
-

State-Based Mental Health Helplines

- **VIC** – Nurse-On-Call: 1300 60 60 24
 - **NSW** – Mental Health Line: 1800 011 511
 - **ACT** – Access Mental Health: 1800 629 354
 - **QLD** – 1300 MH CALL: 1300 64 22 55
 - **SA** – Mental Health Triage: 13 14 65
 - **TAS** – Access Mental Health: 1800 332 388
 - **WA** – MHERL: 1300 555 788 | RuralLink: 1800 552 002
-

Language Support

Need help in your language?

Call **TIS National** on **131 450** for free interpreter services in over 100 languages.

Let's Talk

If you're struggling or just need someone to talk to, reach out to your trainer or contact our support team. We're here to help you succeed—academically and personally.

NCVER – Disability Supplement

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question. Note, disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 – Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 – Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 – Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 – Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 – Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 – Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 – Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 – Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

19 – Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Note: the information above has been taken from: <https://www.ncver.edu.au/rto-hub/statistical-standard-software/standard-enrolment-questions-example-form> and must be distributed to all potential students who complete an Enrolment Form