

**PaQS People and Quality Solutions Pty Ltd**  
**NVR Registered Training Organisation 90485**  
**10417NAT Course in Advanced Safety Awareness**



# **Student Handbook**

*(including terms and conditions)*

*Advancing Safety Thinking*

# Student Handbook

## Table of Contents

	<b>Page</b>
Table of Contents	1
Registration	2
Marketing	2
WHS Responsibility	2
PaQS Code of Practice	2-3
NVR RTO Compliance	3
Responsibilities of Students	3-4
Cheating	4
Responsibilities of PaQS' NVR RTO to Students	4-5
Access and Equity	5
Anti-Discrimination	5
Student Conduct	5-6
Literacy, Numeracy and Special Needs	6
Student Records and Privacy	6
Student Training Record Access	6
Recognition of Prior Learning (RPL)	6-7
Terms and Conditions of Enrolment	7
Course Delivery	7
Qualified and Professional Staff	7
Feedback	7-8
Qualifications	8
- <i>Using a student's full name on qualifications and Statements of Attainment</i>	8
- <i>Statement of Attainment awarded</i>	8
- <i>Partial completion of qualifications</i>	8
- <i>Change of name</i>	8
- <i>Replacement certificates</i>	8
Competency Assessment Process	8-9
Complaints and Appeals Processes	10
- <i>Complaints</i>	10
- <i>Complaints Procedure</i>	10
- <i>Confidentiality of Complaints</i>	10
- <i>Appeals Process</i>	10
Credit Card Payments	10
PaQS Sustainability in Training	11
Copyright	11
Other Policies and Information	11
Contact Details	11
ComLaw Website	11
NVR RTO	11
Unique Student Identifier (USI)	12
Exemptions from USI	12
General Information	12

## **Registration**

PaQS People and Quality Solutions Pty Ltd (PaQS) is a NVR Registered Training Organisation (RTO).

PaQS' NVR RTO is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the public.

Services provided to students follow the policies and procedures developed to comply with all standards as a NVR RTO as legislated under the National Vocational Education and Training Act 2011.

## **Marketing**

PaQS will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

PaQS will not state or imply that courses other than those on the Scope of Registration are recognised by the Australian Skills Quality Authority (ASQA).

## **Work Health and Safety (WHS) Responsibility**

PaQS trainers and assessors are aware of safety legislation as it relates to the delivery of vocational education and training.

Our Client Companies conduct a training venue risk assessment.

PaQS reserves the right to exclude any student if it is deemed that the learning environment or other people's safety is at risk.

PaQS aims to protect students and others at training venues from work-caused injury and ill health and complies with all relevant safety legislation.

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means they must follow all safety rules, procedures and instructions of Course Coordinators, PaQS Accredited Safety Coaches, workplace supervisor or any other management person/s involved during your day to day training activities.

## **PaQS Code of Practice**

PaQS has policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students.

PaQS maintains a learning environment that is conducive to the success of students.

PaQS has the capacity to deliver the course/s on their Scope of Registration, and other advertised courses and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

PaQS will maintain systems for

- Recording and archiving students enrolments
- Attendance
- Completion
- Assessment outcomes
- Recognition of Prior Learning (RPL)
- Grievances
- Statements of Attainment issued

PaQS has clearly documented procedures for managing and monitoring all training operations and reviewing student's satisfaction as part of their continuous improvement strategy.

PaQS treats all personal records of clients confidentially. Please contact our NVR RTO administration personnel if you require further information on these procedures.

### **NVR RTO Compliance**

As part of our obligations as an NVR RTO, PaQS will:

- Maintain adequate and appropriate insurance, including public liability and Workcover
- Advise ASQA in writing of any change to the information contained in the application for registration
- Allow ASQA or their agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- Supply ASQA with delivery details for each course and unit in the Scope of Registration
- Resolve any grievances conveyed by students.

In the event of PaQS ceasing operations, all records of student results will be sent to ASQA for archiving.

PaQS accepts that failure to meet the obligations and conditions for registration as an NVR RTO or supporting regulatory requirements, where applicable, may have their registration as an NVR RTO withdrawn.

### **Responsibilities of Students**

As a student you will be required to take responsibility for:

- Reading all relevant course and training information
- Advising your PaQS Accredited Safety Coach if you have previous skills and knowledge and seeking recognition of this prior learning
- Monitoring your progress by self assessing your skills and knowledge against the competency standards in your qualification

- Attending all training sessions as required
- Handing in all assessment tasks as per requirements unless otherwise discussed with your PaQS Accredited Safety Coach
- Ensuring all work is students own
- Retaining evidence of your assessments and any other documents in your portfolio of evidence and presenting this for assessment
- Discussing any concerns regarding the training course, session activities and your ability to learn with your Course Coordinator or PaQS Accredited Safety Coach
- Advising your Course Coordinator or PaQS Accredited Safety Coach if you require any special adaptive equipment or support for the training course
- Participating in course evaluation and providing feedback.

## **Cheating**

Cheating means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned. Some examples of cheating are submitting someone else's work as your own; submitting another author's work without proper acknowledgement of the author; or allowing someone else to submit your work as theirs. If evidence of cheating is established you will be contacted to outline the concerns with your submitted work. You will then have an opportunity to respond to any allegations of cheating or plagiarism. If it is established that you have engaged in cheating or plagiarism you will be asked to resubmit the assessment work or your enrolment will be terminated in which case all fees paid are forfeited and non-refundable

## **Responsibilities of PaQS' NVR RTO to Students**

PaQS will:

- Provide you with a safe and healthy learning environment
- Provide you with a training and assessment schedule
- Provide you with the appropriate unit of competency details included on your training plan
- Treat you with respect
- Follow all legislation affecting the learning environment
- Provide opportunities to practice the skills and knowledge required
- Deliver and record training and assessment outcomes
- Provide you with access to your file records if requested
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan
- Provide training materials and recommend other resources for further learning opportunities
- Advise you where, when and how assessment will occur and what to bring
- Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose
- If required, provide further assessment on documents presented in an evidence portfolio
- Give feedback to you on your progress
- Provide results and review the assessment process after assessment

- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

## **Access and Equity**

PaQS is committed to providing opportunities to all people regardless of their background. We support government policy initiatives and provide training access to all those seeking to undertake it. We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. If you do have any learning difficulties you are encouraged to discuss these with a trainer / assessor prior to course commencement by calling +61 2 4949 4500 Monday to Friday, between 9.00am and 4.00pm.

PaQS ensures access and equity principles and practices are applied when dealing with students and clients.

As an Equal Opportunity Employer, PaQS and its staff will treat every student fairly and without discrimination in the training environment and/or in the workplace.

Training services will be offered to people from all backgrounds regardless of cultural differences. Staff will be professional and supportive at all times in their approaches to students.

## **Anti-Discrimination**

Staff and clients are bound by anti-discrimination legislation and any other relevant State or Commonwealth legislation.

Training services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available for employers and clients.

## **Student Conduct**

Students may not engage in harassment or discriminatory conduct during training. Discrimination is when a student treats another person less favourably than another because of gender, age, race, religion, marital status, disability, nationality, ethnicity, or national origin. Harassment is when a student engages in behaviour that is unwelcome or which offends, humiliates or intimidates. Examples of harassment include continued; racist comments or jokes; spreading rumours; comments or jokes about a person's disability, pregnancy, sexuality, age religion, etc.; threats, insults or abuse; or offensive or obscene language. Any breaches of these standards the student will be warned. Further breaches may result in a student's enrolment being terminated, in which case all fees paid are forfeited and non-refundable.

For further information and legislation regarding anti-discrimination and sexual harassment you can contact the Australian Human Rights Commission at [www.hreoc.gov.au](http://www.hreoc.gov.au)

## **Literacy, Numeracy and Special Needs**

PaQS are committed to assisting students with differing abilities to succeed.

Students individual needs will be assessed prior to training. Requirements such as alternative formats, adaptive technology and adjustments for other disabilities will be identified and provided where practicable.

Should you require any special assistance such as literacy or numeracy assistance, disability access or other physical or learning needs, please contact your Course Coordinator or PaQS Accredited Safety Coach.

## **Student Records and Privacy**

In accordance with relevant State and Commonwealth Privacy Acts, PaQS is committed to protecting your privacy and your personal information.

It is necessary for PaQS to collect personal information about you with your consent. PaQS' NVR RTO keeps enrolment forms, training schedules and records of your assessment on file stored confidentially. Australian Skills Quality Authority (ASQA), The National Centre for Vocational Education Research (NCVER) and PaQS will use the information gathered for statistical and reporting purposes. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without student consent.

If at any stage your personal details change throughout the course of your training, inform your Course Coordinator or PaQS Accredited Safety Coach so that your details can be amended. You have the right to access the personal information recorded at any time and provide any necessary corrections.

For further information please refer to our Privacy Statement on our website.

## **Student Training Record Access**

All students have the right to have access to their personal training records for the purpose of ensuring accuracy of content.

## **Recognition of Prior Learning (RPL)**

RPL is the acknowledgment of the full range of an individual's skills and knowledge. It includes competencies gained through formal study.

PaQS aims to ensure that an individual's prior learning is recognised.

To apply you will be required to complete an RPL application form and supply further documentation, which may include evidence such as:

- A certified copy of your qualification/s.
- Proof of training completed
- Portfolios

The RPL application form can be obtained by contacting the NVR RTO at [rto@paqs.com.au](mailto:rto@paqs.com.au) .

### **Terms and Conditions of Enrolment**

Students who plan to complete our online courses and pay direct by credit card are subject to our Terms and Conditions of Enrolment policy. This policy can be viewed and downloaded on the PayPal payment page prior to enrolment.

Statement of Attainments will not be issued until all fees owing are paid.

### **Course Delivery**

PaQS ensures that training and assessment occurs in accordance with the requirements of the course guidelines.

Delivery methods are integrated to enhance learning in order to achieve the best possible outcome for students.

PaQS complies with all relevant State and Commonwealth laws relevant to the operation of the training premises, including WHS and fire safety regulations and ensures that training premises have adequate heating, cooling, lighting and ventilation.

PaQS ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

### **Qualified and Professional Staff**

All trainers and assessors have:

- Demonstrated competencies at least to the level of those being delivered
- PaQS Safety Coach accreditation.

PaQS will ensure that the responsibility for the management and co-ordination of training delivery and assessment (including RPL), is undertaken by a person or persons with relevant qualifications and experience.

### **Feedback**

As PaQS is continuously striving to improve the quality of training and assessment it is extremely useful to receive feedback from students.

Reviews will be undertaken during training and an evaluation form will be provided to you for completion.

As an NVR RTO, PaQS is audited from time to time by ASQA. Please feel free to offer your genuine feedback should you be contacted by a representative from (ASQA). Do not



be concerned by this contact as a random sample of clients is selected for a brief telephone audit.

Please be assured that any evaluation of services is confidential and is only used for the purposes of improving the quality of our service to students.

## **Qualifications**

### ***Using a student's full name on qualifications and Statements of Attainment***

The NVR RTO must verify the person's identity on enrolment and when issuing or re-issuing any certification to them (i.e. qualification, Statement of Attainment or transcript of results).

The NVR RTO must record the person's full name, as well as the details of the identification they provided on enrolment (e.g. birth certificate, driver's licence number) in its student records.

### ***Statement of Attainment awarded***

On successful completion of your course PaQS will issue a Statement of Attainment or Statement of Attendance, whichever is relevant for the course you are completing.

### ***Partial completion of qualifications***

If you are unable to achieve the full Statement of Attainment or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved.

### ***Change of name***

If you have changed your name and wish to reflect this on your Statement of Attainment you should return your previous Statement of Attainment together with proof of your change of name and the application form. Accepted forms of proof include certified copies of; birth certificate, marriage certificate, divorce decree, passport or change of name decree.

### ***Replacement certificates***

Qualifications are issued under and recognised within the Australian Qualifications Framework.

Replacement Statement of Attainments are available on request and incur an administration fee of **\$25.00 (GST Free)**.

## **Competency Assessment Processes**

'Assessment' is the process of collecting evidence and making judgements on whether competency has been achieved. To be assessed as competent (C) you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required course standard. An assessment of 'Not Yet Competent' (NYC) is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required. Our

Assessors will provide feedback to guide your resubmission and are available for contact if required. Assessment is criterion referenced, which means that it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Our assessment turnaround time is two working days. This means that we will make an assessment decision within two days from receipt at our office of your assessment work and, if your assessment result is 'Competent', we will post your original Statement of Attainment.

On enrolment you have three (3) months to complete each online course unit of competence and submit your assessments. In the face to face delivery of our course in Advanced Safety and Quality Awareness completion of course units of competency are linked to course levels and completion times negotiated with your employer.

There are four key principles that are a part of the assessment process:

- **Validity:** The assessment is seen as actually assessing what is supposed to be assessed. The assessment adequately samples the range of skills and knowledge needed to demonstrate competence. The current performance of the competencies in the workplace is assessed. The results of the assessments can be used as a pointer to the assessee's performance in the workplace.
- **Reliability:** Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from assessee to assessee and context to context.
- **Flexibility:** Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.
- **Fairness:** Assessment is fair if it does not disadvantage particular assessees. For assessments to be fair, assessees must clearly understand what is expected of them and what form the assessment will take.  
Included in the course fee are two assessment attempts available to each student. If more than the specified maximum number of attempts is required, an additional assessment fee may apply.

All students are issued a user name and password upon enrolment for our online courses. This provides access to our online enrolment and administrative tools.

### **Complaints and Appeals Processes**

## ***Complaints***

PaQS has a complaints procedure to help resolve any issues you may have in relation to your training course. If you are not happy with any part of the course you may follow the procedures set out in the PaQS Complaint Procedure. Information and relevant forms are available from the NVR RTO.

## ***Complaints Procedure***

Complaints relating directly to our courses should, in the first instance, be in writing and addressed to the company's NVR RTO. The company's Managing Director will handle the complaint process as outlined in the company's Complaint Policy.

The Managing Director, will discuss the matter with the student and either take immediate remedial action, or where required, arrange for mediation between the parties involved. In the case of failed mediation or an unsatisfactory outcome, any party subject to a complaint or a complainant not satisfied by PaQS' decision, or handling of the matter, has the right to make application in writing to the Managing Director, PaQS within 14 days of the grievance decision.

If a Student finds an assessment outcome to be unsatisfactory, they can appeal and be re-assessed. Appeals are to be forwarded to the NVR RTO at PaQS, together with the written request for re-assessment, no later than seven working days after the assessment has been made.

## ***Confidentiality of complaints***

Your concerns will be handled in the strictest confidence and, if necessary, you will be referred to expert help outside the company.

No information or documentation you have provided will be handed over to an outside organisation without your permission.

The lodging of a complaint will not affect a student's ability to continue studying or receiving other services they are eligible for from the company.

## ***Appeals Process***

Should you have any concerns about the assessment process or results you can ask for a review, and/or also have a right of appeal. Please discuss your concerns with your Course Coordinator or PaQS Accredited Safety Coach.

## **Credit Card Payments**

Our website uses PayPal a ("third party") gateway for the processing of all credit card transactions. When making payments via this facility your credit card details are directly transacted with this third party and PaQS does not at any stage have access to your credit card details. In your dealings with the third party the session or data transfer, is conducted using industry standard Secure Socket Layer (SSL) technology.

## **PaQS Sustainability in Training**

PaQS is aware of the need to adopt sustainability practices in order to create a safety, healthier environment for now and into the future.

We promote awareness of sustainability and environmental issues during the presentation of this course by:

- Use USB stick for resources
- Use online course rather than paper and pencil
- Using electricity in sustainable ways making sure power points are switched off when not in use
- Put all waste paper into recycle bin
- Conduct presentation in an eco-friendly venue
- Presenter modeling sustainability work practices (conservation of resources)

Other suggestions that could be used would be:

- Use non-disposable mugs and cutlery
- Use fair-trade/green coffee
- Limit water usage where possible

## **Copyright**

PaQS adhere to the Copyright Act.

All course materials and software are owned by PaQS.

## **Other Policies and Information**

Copies of PaQS policies are available on request.

Please advise your Course Coordinator or PaQS Accredited Safety Coach if you require any further information.

## **Contact Details:**

Please contact your Course Coordinator or PaQS Accredited Safety Coach responsible for your course, should you have any queries about any aspect of your training.

## **ComLaw Website**

[www.comlaw.gov.au](http://www.comlaw.gov.au)

## **NVR RTO**

Email: [rto@paqs.com.au](mailto:rto@paqs.com.au)

## **Unique Student Identifier (USI)**

A USI is a reference number that is needed when enrolling or completing any nationally recognised training after the 1 January 2015. The USI will give students access to their USI account, where they can view their training results completed after that date.

## **Exemptions from USI**

Overseas student studying offshore, who do not hold an Australia passport or visa will not be required to have a USI and their results will not be available through the USI scheme.

## **General Information**

For further information on PaQS RTO or general information about PaQS People and Quality Solutions Pty Ltd:

Phone: +61 2 4949 4500

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