



**PaQS People and Quality Solutions Pty Ltd
NVR Registered Training Organisation 90485**

Student Information Handbook

advancing safety thinking

Student Information Handbook

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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).

WHS Responsibility

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

Our trainers and assessors conduct a training venue risk assessment prior to undertaking any training session.

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 Current Competency (RCC)
- 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.

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 actively supports and encourages people of all abilities to participate in our training courses.

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

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

PaQS is an Equal Opportunity Employer

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.

Sexual Harassment

In accordance with sexual harassment legislation, harassment, bullying and intimidation will not be accepted in the workplace, or in the training environment.

For further information and legislation regarding anti-discrimination and sexual harassment you can contact the Australian Human Rights Commission at 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. 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 your 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 Current Competency (RCC)

RCC 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 RCC application form and supply further documentation, which may include evidence such as:

- A certified copy of your qualification/s.

The RCC application form can be obtained by contacting the NVR RTO Compliance Officer.

Enrolment Fee and Refund Policy

Students are expected to pay for the course in accordance with payment requirements, as detailed in our payment section on our website.

Upon enrolment students are agreeing to the following refund policy:

The enrolment fee is non-refundable except in the event that PaQS is unable to deliver a course for which a student has enrolled. In such a case, it is fully refundable.

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 and ASQA 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 RCC), 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)**.

Assessment Processes

All courses will be assessed against the competency standards set out for that course.

Competency Assessment Processes

You will be assessed as Competent or Not Yet Competent. If a student is deemed Not Yet Competent they are given every opportunity to become Competent. Should there be a need for retraining or reassessment a fee may apply.

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 compliance officer.

Complaints Procedure

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

The NVR RTO Compliance Officer at PaQS, 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 Compliance Officer 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.

You can contact The Australian Skills Quality Authority (ASQA), Australia's national regulator for vocational education and training if unable to resolve the complaint or appeal.

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.

You can obtain further information on legislation pertaining to vocational education and training by visiting the Australian Government ComLaw website

www.comlaw.gov.au

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.

NVR RTO Compliance Officer

Email: rto@paqs.com.au

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