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WELCOME TO PRAGMATIC TRAINING

Pragmatic Training endeavours to ensure a positive training experience is had by all Students. Emphasis is placed on rewarding known abilities, developing further skills and increasing knowledge to create opportunities and expand the boundaries for each individual.

We have a practical approach to education and training with our priority being designing and developing programs to give you the necessary skills to readily apply in the workplace.

Pragmatic Training aims to provide advice and support services to assist Students in achieving their personal or professional goals. Both Staff and Students are responsible for ensuring they understand and implement all legislative requirements regarding the provision of services, as well as behaving in a courteous, sensitive and non-discriminatory manner at all times.

Our dedicated staff offer many years of training experience combined with a thorough knowledge of current industry requirements that enable them to assist you through your course. Their focus is on providing a positive, supportive learning environment in response to your learning needs and expectations. Pragmatic Training seeks continuously to improve performance in all aspects of work and observe the principles and practices of adult education.

OUR VISION

Our Vision at Pragmatic Training is to:

- Be the First choice service provider to enable our students to achieve their job and career aspirations
- Be recognised as a leader in Vocational Education
- Be a place of inspiration, recognition and empowerment

OUR MISSION

We exist to provide the ultimate Vocational Education experience for our clients.

OUR VALUES

- **Our Clients** – the focus of all our efforts
- **Responsive** – we are open to feedback that will improve our systems and we respond effectively in a timely manner.
- **Empowerment** – we build confidence and the ability for people to act effectively in the community.
- **Recognition** – we provide opportunities for all team members, students and clients to feel gratitude for their efforts and achievements.
- **Engagement** – we deliver learning that engages students

Our Commitment to Outstanding Customer Service

We commit to:

- **Timeliness**
  Providing every customer with timely responses and friendly support at all stages of their experience with us
- **Your Satisfaction**
  Striving for customers to be excited about their experience and not just satisfied with our service
- **Follow up and follow through**
  Keeping in touch with prospective and past customers so that they are aware of our services
- **Courteousness**
  Being polite, patient and thorough at all times
• **Communication**
  Listening and really understanding all customer feedback to allow us to improve our service level

• **Outcomes**
  Being Pragmatic in working towards excellent customer service outcomes

**Our Campuses:**

**Melbourne CBD Campus**
31 Queen Street
Melbourne Vic 3000
**Tel:** (03) 8796 0100
**Fax:** (03) 9783 7008

**Peninsula Campus**
438 Nepean Hwy
Frankston Vic 3199
**Tel:** (03) 8796 0100
**Fax:** (03) 9783 7008

**Maroondah Campus**
227 Maroondah Hwy
Ringwood Vic 3134
**Tel:** (03) 9870 0643
**Fax:** (03) 9870 4238

**Dandenong Campuses**
50-52 McCrae Street
Dandenong Vic 3175
**Tel:** (03) 9701 3720
**Fax:** (03) 9792 1723

**Brisbane CBD Campus**
Level 11, 300 Adelaide St
Brisbane QLD 4000
**Tel:** (03) 8796 0100

**Student Enquiries**
Student who require assistance about their course, work requirements or any Pragmatic Training’s policies and procedure can contact the Reception Staff at our Peninsula Campus, on 03 8796 0100. The call will be re-directed to the appropriate staff member.
THIS HANDBOOK

This Handbook has been developed to provide the Student with an outline of the expectations and responsibilities of all those involved in the Vocational Training process: the student, the trainer and the employer (where applicable).

A collaborative approach is used by Pragmatic Training staff, so as to ensure that the student obtains the best value & outcome from their training. This involves clear and timely communication, clearly defined expectations and responsibilities, and the encouragement of students to take responsibility for their own learning outcomes.

OUR POLICIES

In our pursuit for excellence and customer satisfaction, Pragmatic Training regularly updates its policies and procedures to ensure they meet best practice requirements.

Occupational Health and Safety

In accordance with the OH&S Act 2004 and the Work Health and Safety Regulations and Codes of Practice, Pragmatic Training is committed to the implementation of the relevant policies to ensure a safe workplace for staff and a safe and healthy environment for all students.

All Training facilities and resources are maintained and in a safe and workable manner that meets WHS requirements and demonstrates our commitment to Health & Safety.

Students must report all potential or actual hazards observed to their trainer. When training is being delivered off site or at a client’s facility, the trainer will ensure a safe and healthy environment before any training is conducted.

All students and staff are responsible and must follow WHS policies and procedures when working on and off site.

Emergency and Fire Procedures

At Orientation, all staff and students are made aware of emergency procedures and evacuation points. Emergency Procedure Action Plans including Fire Evacuation Plans are located in each classroom/training room. Emergency Evacuation drills are conducted on a regular basis.

Access and Equity

Pragmatic Training provides equal opportunity for all students regardless of sex, race, colour, national origin, age, religion and physical or intellectual disability.

Trainers and consultants will assist and provide prospective and existing students with information that relates to their training, as well as any additional support services that are available and may be required by any individual to successfully complete their program.

Student Support

Pragmatic Training strives to accommodate for all student needs so that no student will be disadvantaged due to any medical condition, illness, learning difficulty or disability.

Pragmatic Training has intervention strategies including student support services available to enable students to complete their qualification/s within the expected time frame and at the level required by industry.
Students requiring support will be identified as early as possible through the Enrolment and Orientation processes and individual needs will be addressed promptly.

Disability support and special delivery and assessment arrangements will be provided where required. Throughout their course of study students will also be provided with additional support from their trainer face-to-face, by phone or via email.

If you feel you may require additional assistance with your course, please discuss this at the first contact with your trainer.

Distance students are provided with the following on an ongoing basis:

- Regular contact and phone training
- The answering of questions/queries/concerns whenever these arise
- Feedback on their assessments and
- Encouragement to complete their course within the set timeframe.

This support is provided via phone or email on a monthly / bi-monthly basis, depending on the course that is undertaken.

**Harassment and Discrimination**

Pragmatic Training does not tolerate harassment or discrimination of any kind.

If you feel you are being harassed or discriminated against please contact our Student Support & Privacy Officer on 03 8796 0100.

All complaints are taken seriously and fully investigated.

Pragmatic Training believes that:

- All students and staff have the right to work and study in an environment free from any harassment and/or discrimination.
- Staff and students must ensure that everyone is treated fairly and that no person is subjected to harassment or discrimination.

Pragmatic Training also ensures that complainants and witnesses are not victimised by enforcing the following Acts:

- The Equal Opportunity Act 2010 which incorporates Sexual Discrimination, Racial Discrimination and Disability Discrimination
- The Victorian Charter of Human Rights and Responsibilities which outlines the basic human rights of all people in Victoria.

For more information regarding these Acts please refer to the Equal Opportunity and Human Rights Commission in your state.
Student Academic & Non-Academic Grievance Policy & Procedure

Definitions
For the purposes of this Policy the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled in a VET course or persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students who are lodging a complaint with Pragmatic Training Pty Ltd or any of its Associated Entities.

Overview
Pragmatic Training Pty Ltd and its Associated Entities are committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students for both Academic and Non-Academic matters.

Academic matters include those matters which relate to student progress, assessment, course content, training environment or awards in a VET course of study.

Non-Academic matters include those matters which do not relate to student progress, assessment, curriculum and awards in a VET course of study and includes complaints in relation to personal information that the VET provider holds in relation to the VET student and the handling of student personal information, the behaviour or actions of a Pragmatic Training (or any of its Associated Entities) staff member and the behaviour or actions of another student.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

Responsibility
All senior management staff are responsible for the implementation of this policy and procedure and for ensuring that all staff are fully trained in its operation and that all students are made aware of its availability on the company’s website.

Informal Grievance Procedure
In the first instance students will contact their classroom or allocated Trainer to discuss any issues or concerns they may have.

If the student is dissatisfied with the outcome of their discussion with the Trainer, they can escalate the matter by sending an email to the Training Coordinator, explaining their issue or concern.

The Training Coordinator will investigate the student’s issue/concern and respond to the student within 5 Business days of the date of the student’s email.

The student will be advised of their right to access the Formal Grievance procedure, if they are still dissatisfied with the outcome at this stage.
Formal Grievance Procedure
The General principles that will apply to all stages of this grievance procedure will be adhered to by all staff at Pragmatic Training Pty Ltd and its Associated Entities. These principles are as follows:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.

- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.

- The Complainant and the respondent will not be discriminated against or victimised.

- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.

- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder only accessible to Senior Management staff members.

- A Complainant shall have access to this grievance procedure at no cost.

Stage One
Formal grievances should be submitted in writing to the Training Manager at Pragmatic Training Pty Ltd.

The Training Manager will assess the grievance and will bring the matter to the VFH Committee for a determination to be made. The Training Manager will advise the Complainant of the Committee’s decision and the outcome, in writing and within 14 days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two
If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Compliance Manager.

The Complainant’s appeal will be reviewed and determination made by the Compliance Manager who is a totally independent person not associated with the training function.

The Compliance Manager will conduct all necessary consultations with the Complainant and other relevant persons and where necessary discuss the matter with the members of the VFH Committee so as to make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 14 days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three
If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Pragmatic Training.

Pragmatic Training will source an independent mediator through LEADR – an association of Dispute Resolution specialists.
The contact details for LEADR are:

Level 1 13 – 15 Bridge Street
SYDNEY NSW 2000
Phone: 02 9251 3366
Email: leadr@leadr.com.au

Costs of such mediation will be shared equally by Pragmatic Training and the Complainant.

The parties must be available to attend mediation within 30 days.

Pragmatic Training will give due consideration to any recommendations arising from the external review within 14 days.

**Police Checks and Working with Children Checks**

A Police check may be required prior to the commencement of your placement.

For example, students undertaking their placement in an Aged Care Facility must have a National Police Check.

Early Childhood students will require a Working with Children Check before they can undertake their placement.

> These checks are the responsibility of the student and need to be organised by the student 6 weeks prior to commencement of the placement.

All Pragmatic Training staff and Trainers are required to have a National Police Check at commencement of their employment.

All Trainers and Staff working with children under the age of 18 require a current Working with Children’s Check.

**Plagiarism**

Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- Other people’s work and/or ideas are paraphrased and presented without a reference;
- Other students’ work is copied or partly copied;
- Other people’s designs, codes or images are presented as the student’s own work;
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
- Lecture notes are reproduced without due acknowledgement.

Pragmatic Training is committed to upholding standards of academic integrity and honesty

Plagiarism in any form is unacceptable and will be treated seriously.

- Students will be advised at the beginning of their course about plagiarism to ensure the student understands that work submitted for assessment is the work of the student concerned.
- A student found to have plagiarised will be provided with the opportunity to respond.
- A staff member who suspects that plagiarism has occurred must produce evidence (through identifying the source) to support their allegation. The Team Leader must decide whether or not they believe that plagiarism was likely to have been intentional or unintentional. If the student is unable to provide a satisfactory explanation of the correspondence between the student’s work and the sources identified by the staff member, the Team Leader may infer that plagiarism was done with intention to cheat.
- If the failure to acknowledge the ideas of others was not intentional, the only offence the student has committed is the academic misdemeanor of failing to reference a source correctly. Penalties may be applied.
- If the Team Leader is reasonably satisfied that the plagiarism was, more likely than not, done with the intention to obtain an unfair advantage in assessment, the matter must be reported as suspected cheating to the Corporate Services Manager (CSM).
- The CSM will determine the final outcome. If the student is found to have plagiarised with the intention to cheat, the student may face serious penalties. If the student is found to continue to plagiarise, the student may be withdrawn from their course.
- Trainers will take steps to detect plagiarism by comparing work submitted for assessment against various databases, which may include the World Wide Web, electronic reference materials and other students’ work submitted for assessment.

A student’s involvement in alleged plagiarism will be retained and staff will have access to this information when considering any subsequent allegations of plagiarism.

**Mobile Phones**
Participants are asked to turn off all mobile phones prior to the commencement of a training session.

**Personal Property**
It is advised that students **do not** bring items of value to training sessions or to placements, as Pragmatic Training takes **no responsibility** for lost or stolen items. Please ensure all your personal property is secure and not left unattended.

**Smoke Free Policy**
Pragmatic Training is a smoke free workplace. If you choose to smoke you must go outside and use the smoking bins provided.

**Social Networking**
The use of photos taken at Pragmatic Training involving images of Students and/or staff onto social networking sites such as Facebook, MySpace, MSN, Flicker or any other site is **strictly prohibited**.

**Student Class-Free Days**
No classes will be conducted on Public Holidays, during Pragmatic Training closure for the Christmas period and in the second week of School Holidays in each State. Students will be advised of these dates in their Timetable.
STUDENT CODE OF CONDUCT

Education is a positive experience that empowers the individual and raises self-esteem. To enable students achieve the best experience at Pragmatic Training we require all students to abide by our Student Code of Conduct. The Student Code of Conduct outlines the expected behaviour of students.

- Each person’s rights are respected
- Every Student has the right to be heard and taken seriously
- Every Student has the right to open and honest communication
- Every Student has the responsibility to be prompt and not disrupt the learning environment
- Every Student has the responsibility to complete the assessments given to him or her
- Every Student has the responsibility to ensure that their assessments are their own work and they are not copied or plagiarised
- Every student has the responsibility for his or her own behaviour
- When attending placements, Students must behave in a manner that reflects the organisations’ philosophy, mission and vision
- Pragmatic Training reserves the right to refuse training to a Student who is disruptive, aggressive, behaving inappropriately or under the influence of drugs and/or alcohol
- Pragmatic Training reserves the right to cancel an enrolment if allocated training fees have not been paid prior to commencement of training (where applicable)
- Students who are dismissed from class must exit that class immediately and refrain from rejoining the class until their position has been presented in writing and a negotiated agreement reached with Pragmatic Training management
- Pragmatic Training reserves the right to cancel an enrolment if a student makes no attempt to fulfil their course requirements and/or does not progress appropriately after written notification is issued

Some classroom based qualifications may require additional Code of Conduct requirements to be adhered to by the relevant students.

Codes of Conduct ensure that all students are provided with the right and opportunity to learn in optimum conditions and that failure to adhere to the guidelines could result in counselling and in extreme circumstances removal from the class and termination of the enrolment.
COMPETENCY BASED TRAINING

All Pragmatic Training programs are delivered and assessed under the principles of competency based training. This means that all accredited courses are built on “Units of Competency”.

Competency based training includes the learning of skills and tasks required in the workplace. When you are being assessed you will be required to perform activities to the level required in the workplace.

Qualifications Pathways

Pragmatic Training will ensure it maximises the credit that students can gain for learning already undertaken, by enhancing student progression into and between AQF qualifications and recognising the multiple pathways that students take to gain AQF qualifications.

Pragmatic Training will support the development of pathways in qualifications design.

Qualifications

All Students participating in training with Pragmatic Training shall be issued with either a:

- Full AQF Qualification, or
- Statement of Attainment, or
- Statement of Attendance where required (e.g. where units were not fully completed and for Non Accredited Training that is not linked to a unit of competency)

All qualifications will be issued within 6 weeks from the completion of a course.

Qualifications will not be issued until fees are paid in full.

Partial Completion of Studies

All Students who wish to exit from Vocational Education and Training (VET) Accredited Courses prior to completion will be issued with a Statement of Attainment for all units of competency successfully completed - provided that appropriate fees have been paid.

Practical Placement

Completing a Practical Placement and the relevant Log Book as evidence is required in some qualifications. Students are required to have the placement agreement signed by the host organisation and their trainer - as well as sign the Agreement themselves. The original must be returned to Pragmatic Training and kept on file.

The purpose of a Student Placement Agreement is to ensure that all parties understand their responsibilities in relation to having a student undertake placement at any organisation.

Placement Logbooks must be completed and kept up to date and must accurately reflect the hours and activities completed. Students will need to get their supervisor at the host organisation to sign off their entries after each shift.
ENROLMENT

Upon expression of interest, students are selected into a course according to their suitability to undertake the work involved and fulfil the requirements of the relevant industry. These requirements are discussed at the time of enrolment with the Career Consultants who will also discuss the student’s eligibility for Government funding or for VET FEE-HELP Assistance and the fees and charges involved in their chosen course.

Once an enrolment is received Pragmatic Training will endeavour to start the training process, however, some circumstances may impede this progress; for example if the student has not completed the required forms for processing the enrolment or the relevant documentary evidence has not been supplied.

When all requirements for enrolment have been fulfilled, students attending classes will be advised of the date and time of their Orientation class, by the Career Consultants.

For distance students, a Welcome Letter to confirm their enrolment will be posted or emailed. A Trainer will also contact the student and/or their Manager (where applicable) to discuss training needs and arrange for the student’s training plan to be signed.

Language, Literacy and Numeracy (LL&N)

All students will be required to complete a ‘Language, Literacy & Numeracy (LL&N)’ assessment as part of their enrolment in a course. This written assessment must be the student’s own work ie: conducted without assistance, and must be written in blue or black ink – pencil cannot be used.

The results of this assessment are used to determine if a student will require additional assistance to achieve their qualification. The trainer will provide further assistance if necessary including support for language, literacy and numeracy needs.

Students will be required to complete a further LL&N Assessment at Orientation to the course, which will specifically relate to industry requirements.

Pre Training Review

Prior to the delivery of training, students are required to complete a ‘Pre Training Review’. The Pre Training Review document is attached to the enrolment form and needs to be submitted with the rest of the enrolment documentation.

The Pre Training Review will assist your trainer to identify any competencies you may have acquired through previous training or by working in the industry.

The trainer will also identify from the Pre Training Review the learning strategies preferred by individual students and consider incorporating these in the delivery of the course.

Government Subsidised Training

At the time of the enrolment, the Career Consultants will discuss requirements and assess the student eligibility for Government Subsidised training.

If the student meets the requirements they may also be eligible for a concession or an exemption from any Tuition Fees.

Eligible students for Government Subsidised training or for an exemption from Tuition Fees will need to provide appropriate evidence that meets the specific government requirements, including evidence of receipt of a benefit, pension or allowance at the time of enrolment.

VET FEE-HELP Assistance Scheme

Some of the courses provided by Pragmatic Training are only offered under the VET FEE-HELP Assistance Scheme. Students will be assessed for their eligibility to access this scheme at the time of their enrolment. For more information on the VET FEE-HELP Assistance Scheme students should visit studyassist.gov.au
**Full Fee Payment**

Students not eligible for funding will pay the allocated course and resource fees (where these apply) under a ‘Full Fee Payment’ arrangement.

**TUITION FEES**

All Pragmatic Training Tuition Fees are published on the company’s Website.

Tuition Fees may change depending on students’ eligibility for Government subsidised training or for VET FEE-HELP Assistance.

Students undertaking their course under a ‘Full Fee Paying’ arrangement are liable for all applicable Tuition Fees.

Students will be advised of Tuition fees that apply to their chosen course of study by a Careers Consultant at the time of their enrolment.

*Please note that:*
- Certificates or Statements of Attainment will not be issued until all relevant fees are paid
- Students are not officially enrolled until fees or a deposit has been paid and/or a Payment Plan is approved

**Payment of Fees**

Government Funded students will be required to pay a $50 deposit at enrolment and prior to the commencement of their course.

‘Full Fee Paying’ students will be required to pay 20% of all Fees as a deposit - up to a maximum of $1,000.

Further instalments towards Fees will not exceed $1,500 each.

Payments can be made by Cash (Frankston Campus only), EFTPOS, Credit Card, Money Order, or Cheque.

Students can also opt to pay for their Fees through a Payment Plan.

This can be arranged with our Finance department before the commencement of the course.

Some students may be required to pay an additional fee for resources/specialised items that are relevant to their course. These fees will be disclosed to you prior to Enrolment and must be paid within a week of commencement in the course.


**Replacement of Qualifications & Statements of Attainment**

Students requiring replacement of their Certificate or Statement of Attainment will be charged an administration fee of $50.

A Request Form for Replacement of Certificates or Statements of Attainment must be lodged with the Finance department.
Refunds

Students, Employers and Job Seeker Agencies who wish to apply for a refund of fees paid must complete an ‘Application for Refund’ form and return this to the Finance Department at Pragmatic Training.

All information on the ‘Application for Refund’ form must be completed and the form must be signed in order for the request to be considered.

Eligibility for a refund will be assessed according to the following refund eligibility criteria:

Government Subsidised Enrolments
 Payments made by students who are eligible for Government Subsidised Training and who withdraw/cancel prior to completion will be non-refundable. Any payments made, will go towards covering part of the administration costs for securing and processing the enrolment.

‘Full Fee Paying’ Enrolments
 Payments made by students on a ‘Full Fee Paying’ arrangement, will be processed as follows:

- Non-refundable administration fee : $200
- Between commencement and two (2) weeks into the course a refund will be provided less $300
- Between two (2) weeks to four (4) weeks into the course a refund will be provided less $500
- No refund will be provided after four (4) weeks from commencement date of the course.
- ‘Commencement’ is deemed to be when the training plan or Orientation booklet is signed, whichever is sooner.

Payments for resources/additional specialised items that have been received by the student will be non-refundable. This will apply to all resources including textbooks, uniforms and kits.

* Exceptions to the above policy may be reviewed on a case by case basis.

Students applying for a refund will be advised of the outcome by the Finance Officer at Pragmatic Training within five (5) business days of receiving the ‘Application for Refund’ form. If an outcome has not yet been reached, the Finance Officer will advise the student of the progress of their request.

If Pragmatic Training cancels a course, students will be given a minimum of three days’ notice and an option will be provided to the student to either defer to a later intake of the same course or receive a full refund.

In the event that the RTO ceases operation, some student fees may be refunded. This will be considered on a case by case basis and will depend on the amount of fees paid, the number of units completed and the remaining period of the course.
RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (CT)

Recognition of Prior Learning (RPL)
If you have life/work experience or past formal or informal training, you may already be competent in certain areas of your course. You can have this prior knowledge recognised by applying for Recognition of Prior Learning (RPL).

RPL is a means of measuring skills acquired through prior work or life experience or through qualifications obtained from formal studies or training.

You will be provided with the opportunity to apply for RPL at enrolment and will be required to submit a portfolio of evidence to support this.

Documentation to support the RPL would include
- Examples of work document/s
- Evidence of workplace based education (certificates of attendance)
- Relevant qualification certificates and Statements of Attainment
- Statement of duties/Current Position Description
- Minutes of meetings attended or conducted
- Documents showing organisational/supervisory skills

If you wish to apply for RPL, your trainer can discuss this with you at your Orientation or your first training contact. Your Trainer will ask questions about your previous work experience, training, education, hobbies and interests. They will also provide you with the RPL Assessment Tool Kit and advise you of all fees and charges for this process to occur.

When all the required evidence has been submitted and assessed, the Assessor will make a final decision on the basis of whether the evidence is valid, current, sufficient and authentic.

The result will either be:

RPL Granted – application accepted and prior learning recognised. Study requirements may be reduced if this decision is made.

RPL Not Granted – your prior learning has not been recognised as relevant to the course. The usual study requirement of the course must be completed.

Additional Training Required – your prior learning does not totally match the module/competency content of the course. You may be required to complete an assignment, or undertake further training to gain competence in the complete unit/competency.

If you are dissatisfied with the outcome of the RPL process please refer to the Pragmatic Complaints and Appeals Process.

Credit Transfer (CT)
If you have already completed some units of competency with another provider, you may be eligible for Credit Transfer (CT).

Credit Transfer is the process of recognition of all AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) throughout Australia.

Only certificates that are Nationally Recognised bearing the Registered Training Organisation Logo and Identification Number, the Nationally Recognised Training Logo and corresponding code/s for the qualification as well as the units of competency, can be used for credit transfer.

Original documents or certified copies (i.e. a photocopy certified as true copy of the original, by a Nurse, PCA or JP) must be submitted to Pragmatic training no later than the Orientation Session.
If your Credit Transfer is successful you may finish your course earlier, reduce your study load and if you have obtained assistance through the VET FEE-HELP Assistance Scheme, reduce the amount of your loan.

When applying for RPL or CT, ensure you tick the applicable box on the enrolment form.

DELIVERY & ASSESSMENT
Pragmatic Training delivers the qualifications listed on its Scope of Registration, through various modes:
- Distance - via phone, email or on-line and
- “Face-to-Face”- within a classroom setting or in the workplace

Pragmatic Training has qualified, skilled and experienced Trainers who are experts in their industry and can deliver a consistently high standard of training.

Training staff are allocated to students or groups of students prior to their Orientation and may change depending on operational requirements; however, the standard of training will not be compromised by any staff change.

Training Plans
After determining any credit transfers or current competencies, your Trainer will develop a Training Plan for you to sign. Your Trainer will discuss the Training Plan and the relevant areas of training that would suit your personal goals.

Where face-to-face training is delivered in the workplace, the Trainer will contact you and your employer to pre-arrange a time for the signing of the training plan.

Once the Training Plan is signed by all parties, learning materials and relevant assessment tasks will be issued for you to complete throughout your course.

Training Schedules
Students attending classes at Pragmatic Training venues will receive a schedule of classes that will outline the timeline within which individual units of competency will be delivered.

For workplace training, your Trainer will contact you and your employer to discuss dates and times for your training. At these times, the Trainer will go over the learning materials, demonstrate the skills required and discuss relevant assessment tasks. At the end of training sessions, the completed assessment tasks or workbooks may be taken by the Trainer for marking and assessment.

Course Attendance
All students undertaking Classroom based training are required to attend a minimum of 90% of the face to face component of their program.

If you are unable to attend a class due to illness, you are required to inform your Trainer of the reason for your absence.

If you miss a number of classes for different reasons, you will be required to attend a meeting with your Trainer and their Team Leader/Manager to discuss the options that are available to you, so you may complete your course.

If your trainer is consistently not informed of your absence and/or if we are unable to contact you to determine the reason for your non-attendance, you may be withdrawn from your course

Leave Of Absence
If you require a leave of absence from your course, training or placement due to exceptional, personal, work or professional circumstances, please ensure you notify Pragmatic Training as soon as possible.
Appropriate Progress

Pragmatic Training recognises that different students learn at differing paces. It is essential however, that you keep on track with your course to ensure that you complete your qualification within the timeframes set on your training plan.

This allows you to get your certificate promptly so you may commence work in the industry and/or undertake another qualification if you choose to do so.

If you feel you require extra support from your Trainer in order to achieve this, please contact your trainer directly so that they may provide you with guidance and assistance.

Assessment

Assessment is the process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures.

It is a process of collecting and validating evidence which must be recorded by Assessors to prove student competence.

Assessors will utilise one or a combination of assessment methods depending on the needs of the Student and the requirement of the course.

Assessment methods may include:
- Review of Portfolio of Evidence
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge Testing
- Written/Oral Assessments
- Workplace Assessment
- Observations in the workplace or in a simulated environment

Resubmitting Assessments

Students will be given the opportunity to resubmit work or to re-sit their assessment. The Trainer will advise the student why the submitted work was of an inadequate standard and any areas requiring further development/study.

Students will complete their course after all required Assessment Tasks for all units of competency listed on their training plan, have been completed satisfactorily.

You will be told if the work you have submitted is deemed satisfactory, or if additional work is required. If the work is deemed not satisfactory, you will be given feedback so that you may complete this and re-submit your work.

If this relates to a practical assessment, your trainer will provide you with information as to how you may be re-assessed.

Students are welcome to contact their trainer to discuss and clarify any problems or issues they may have with any of their Assessment Tasks.

All assessment results are entered into our student management system. Students will be notified of the results of each assessment and will have access to their assessment records through their Trainer/Assessor.

Qualifications are issued upon successful completion of all requirements in a course and according to the knowledge and skills attained.
All assessments are to be completed in **blue or black pen** or printed by electronic means:

- If completing assessment work on the computer please return the original assessment workbook with the typed pages. Typed pages will need to include the following:
  - A header on the document with the unit code and title
  - A footer on the document with your first and last name including page numbers
- All assessment information is to be presented in a neat and orderly manner
- All assessments are to include a bibliography sheet to show where you have gathered your research from (See examples below)
- All assessments are required to be completed and submitted within the timeframes specified by your trainer

**Referencing Guidelines**

Students using material found through research, need to identify in their work where the information was obtained from and acknowledge their sources.

**If material was retrieved from books the following details need to be included in the student’s work:**

- Author name (surname first, followed by first name or initials)
- Publishing company
- Place of publication (usually a town or city) – if available
- Year of publication – if no date, “nd” – not dated.

This information can usually be found on the first two pages of a book.


**Using footnotes**

Footnotes are used in text, to indicate the source of a fact, opinion or quotation and provide additional explanatory material. Footnotes are placed at the bottom of the page. Footnote numbers should continue consecutively throughout the piece of work. The same format as for a Bibliography is used, but footnotes also need to include the **page number or numbers** after all other information.

**Example:** Schlegel, N. *Research and Study Skills Guide for Senior Students*, Berri Publishing, 1990 p. 34

**EVALUATION OF TRAINING & CONTINUOUS IMPROVEMENT**

As part of our Continuous Improvement process, students will be asked to complete evaluations on the training and the overall service provided by Pragmatic Training.

In addition, students will be required to complete an Australian Quality Training Framework (AQTF) Learner Survey prior to the completion of their course.

Both these evaluations/surveys will assist us to improve our processes relating to delivery and assessment, as well as training and resource content.

These evaluations will be analysed and tabled for review and all outcomes will be implemented.

**Your assistance with the completion of these evaluations/surveys would be greatly appreciated.**

**NCVER Student Survey**

Students may be contacted by the National Centre for Vocational Education and Research (NCVER) and asked to participate in a survey evaluating their training experience with Pragmatic Training.
COURSE WITHDRAWAL

Pragmatic Training understands that life circumstances may change unexpectedly for some students putting the completion of their course at risk.

Students wishing to withdraw from their course must follow the steps below:

‘Full Fee Paying’ students under the VET FEE-HELP Assistance Scheme

Students receiving assistance under the VET FEE-HELP Scheme wishing to withdraw from units of study must:

- Contact the Privacy Officer on 03 8796 0111 or Privacyofficer@PT.edu.au
- Participate in an interview via phone or in person
- Complete and submit the below form to the Privacy Officer if required.
- Return any sets of products supplied to them by Pragmatic Training. These will need to be in a reusable state
- Pay all relevant fees

‘Government Subsidised’ & ‘Full Fee Paying’ students

Government subsidised students as well as Full Fee Paying students wishing to withdraw from their course should immediately advise their Trainer of their decision. The following procedure will apply:

- The Student will be required to complete a Withdrawal Form and have the Trainer counter sign to show they have been informed
- The withdrawal form will be reviewed by the Training Manager and the withdrawal processed

A Statement of Attainment for completed units of competency will only be issued to students when there are no outstanding Fees.

Pragmatic Training reserves the right to withhold the release of any Qualification Testamurs until all outstanding fees are paid.
LEGISLATION & REGULATIONS

Vocational Education and Training (VET) in Australia is regulated by a variety of Australian, State and Territory laws. Employment, workplace and equity issues are also covered by a range of Australian, State and Territory legislation.

As a Registered Training Organisation (RTO) in the VET sector, Pragmatic Training is required to comply with a variety of Commonwealth and State legislative and regulatory requirements.

The following legal framework applies to all students and staff at Pragmatic Training.

1. **The National Vocational Education and Training Regulator Act 2011**
   This Act and its provisions relate to the National VET Regulator (NVR) functions of:
   - registering organisations as NVR Registered Training Organizations (RTOs)
   - change of RTO’s scope of registration
   - ensuring RTO compliance with the VET Quality Framework and the conduct of audits
   - enforcing the law in relation to RTO conduct & imposing penalties to offenders

2. **Standards for NVR Registered Training Organisations 2012**
   The Standards for NVR Registered Training Organisations are the standards the Australian Skills Quality Authority (ASQA) uses to ensure nationally consistent, high-quality training and assessment is provided across Australia’s vocational education and training (VET) system. Compliance with the standards is a requirement for all ASQA registered training organisations.

3. **Data Provision Requirements 2012**
   The objectives of these requirements are to ensure that:
   - data required by the National VET Regulator (NVR) - to make a decision about registration, renewal of registration and for audit purposes - is made available, it is accurate and compliant with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) specifications
   - RTOs report against quality indicators currently found in the Australian Quality Training Framework (AQTF) surveys of clients/students and industry/employers and the RTO’s student completion rates

4. **The VET Quality Framework**
   The VET Quality Framework aims to achieve greater consistency in registering and monitoring providers, and enforcing the standards in the VET sector

5. **The Occupational Health and Safety Act 2004**
   The Act is designed to provide a broad framework for improving standards of workplace health and safety, to reduce work-related injury and illness and aims to:
   - secure the health, safety and welfare of employees and other people at work;
   - protect the public from the health and safety risks of business activities;
   - eliminate workplace risks at the source; and
   - involve employers, employees and the organisations that represent them in the formulation and implementation of health, safety and welfare standards.

6. **The Copyright Act 1968**
   The Copyright Act 1968 grants exclusive rights to copyright owners to use copyrighted material, including the right to reproduce or copy, publish, perform, communicate, translate or adapt the material. It is essential that every individual involved in the use of copyrighted material in connection with Pragmatic Training, complies with the copyright law.
7. **The Working with Children Act 2005**
   The Working with Children Act provides procedures for checking the criminal record of people who carry out child related work and to prohibit people who have been convicted or charged with certain offences from carrying out child-related work. According to this, all staff working with children (under the age of 18) must hold a current “Working with Children Check”.

8. **The Disability Act 2006**
   The Act requires that people with a disability be given information that explains their rights under the Act using the language and type of communication they are most likely to understand and where possible, be both explained to the person and given in writing.

   The Public Records Act and the Records Management Standards:
   - ensure that responsibilities for records and recordkeeping are clearly identified
   - is responsible for setting standards (advising) and Heads of Agencies are responsible for delivering good records and recordkeeping
   - provide standards that allow the consistency of practice

    Under the Freedom of Information Act 1982 (FOI Act), individuals have the right to request access to documents from Australian Government ministers and most agencies

11. **The Information Privacy Act 2000 (Victoria)**
    The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.

12. **The Electronic Transactions Act 2000 (Victoria)**
    The purpose of this Act includes the recognition of electronic communications as a valid form of transaction between parties; to permit the recording and retention of information and documents in electronic form; to determine time of dispatch and/or receipt of a communication; to be used as a binding document for its originator.

    The main purpose of this Act/Charter is to protect and promote the concept that all people are born free and equal in dignity and rights and to ensure that human rights are protected and equal opportunity is provided to all.

14. **VET Funding Contract Victorian Training Guarantee**
    Funding Contracts outline the Terms and Conditions and practices that the RTO must incorporate into its operations in order to obtain funding for the training provided to individuals or specific groups.

15. **The Skilling Australia’s Workforce Act 2005**
    Part of the objectives of this Act is to support a national system that:
    (i) is responsive to the needs of industry and employers
    (ii) ensures high quality and nationally consistent vocational education and training, including through providing flexible and accelerated training delivery; and
    (iii) operates through streamlined arrangements, is simple to access, and encourages more Australians to prefer vocational education and training options when making career choices.
Privacy and Confidentiality
As per the requirements of the Privacy Act 1988, the Information Privacy Act 2000 (Victoria) and the Australian Privacy Principles Pragmatic Training P/L & all its associated entities, respect your right to Privacy and make every effort to maintain the confidentiality of all student personal information, as well as student training records and achievements.

Collection of Information
The personal information collected and held by Pragmatic Training P/L may include:
- Name, address, telephone number(s), bank account details (if applicable), Medicare details
- Medical information
- Employment status information
- Previous Studies
- Emergency/Family contact information

If students choose not to provide us with the information above, we may not be able to consider their application for training or provide the necessary and appropriate services.

Use of Information
The information we obtain may be used in order to:
- Determine whether we can provide suitable training appropriate to student needs
- Manage and administer training and services including charging and collecting relevant fees and charges
- Communicate with nominated people in the event of an accident or emergency
- Report to relevant government departments and other regulatory, funding or industry bodies about training matters
- Participate in research and development projects

Accuracy of Information
Pragmatic Training will take reasonable steps to ensure that the information students provide and is stored by Pragmatic Training is accurate and up to date at all times. The accuracy of the information is dependent to a significant extent on the student’s continued cooperation and the provision of current information.

Students are responsible to advise the Privacy Officer at Pragmatic Training, as soon as possible, of:
- any errors in the information Pragmatic Training holds
- any changes to personal details and confirm all alterations to be made to information already held by Pragmatic Training

Complaints relating to Privacy matters/breaches will need to be made in writing and directed to the Privacy Officer at Pragmatic Training – Privacyofficer@pt.edu.au

A ‘Change of Details’ form will need to be completed and signed before any changes can be made

Disclosure of Information
Pragmatic Training staff will take all possible measures to ensure that privacy and confidentiality of student information is maintained at all times.

As per the legal requirements of the Privacy Act 1988, the Australian Privacy Principles and the Information Privacy Act 2000 (Victoria), student data will only be disclosed to:
- The individual student
- If under 18, to the student’s parent or legal guardian who is also the co-signatory to the enrolment
• Student representatives (a person nominated by that student with written permission for Pragmatic to do so)
• Our professional advisors, accountants and auditors
• Government funding and registering, as well as other regulatory bodies
• Related entities and other bodies with which we are affiliated and as these are outlined in the ‘Privacy Agreement/Statement’ section of the Enrolment Form

Pragmatic Training may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Pragmatic Training and its associated entities may use or disclose personal information (other than sensitive information) for direct marketing purposes unless the student has made a request that they do not wish to receive any Pragmatic Training promotional material.

All students, clients and employees have the right to access their own personal information held by Pragmatic Training.

Student information will not be released to parents, partners or any other third party without the student’s written consent.

Student information will not be provided to third parties over the phone.

Pragmatic Training staff will confirm the student’s identify prior to releasing any information over the phone.

Access of student records
Students or parents and legal guardians only, will have the right to access the student’s own hard copy records.

Requests should be made to the relevant Trainer/Team Leader and an appointment made to go through the file with the individual student.

Note: Students are advised to keep copies of all written work before submitting this to their trainer. Any copies requested after submission will incur a fee. The fee will vary according to the amount of copying that is required.

Further Information on the Australian Privacy Principles
If you require further information about the National Privacy Principles please contact the Office of the Australian Information Commissioner via email enquiries@oaic.gov.au, by telephone 1300 363 992 or by visiting their website: www.oaic.gov.au
APPRENTICESHIPS / TRAINEESHIPS

An Apprenticeship or Traineeship is a training contract arrangement between a Registered Training Organisation (RTO), an Employer and an Employee. In this arrangement, the Apprentice or Trainee learns the skills needed for a particular occupation or trade ‘on the job’ (in the workplace), as well as ‘off the job’ (the theoretical aspect provided by the RTO).

An Apprenticeship or Traineeship can be undertaken on a full-time or part-time basis and can be used as a valuable stepping stone to start a career in a specific industry.

Why start an Apprenticeship or Traineeship?

As an Apprentice or Trainee, you can:
- Learn valuable, nationally recognised job skills
- Get paid while learning
- Combine formal training with workplace-based training

What are my obligations as an apprentice or trainee?

An Apprenticeship or Traineeship involves a legal commitment. You will be required to sign a contract of training that says that you will fulfill all requirements of your contract in exactly the same way as your employer is expected to fulfill all of their commitments. If you are under 18 years of age, you will need a parent or guardian to sign the Training Contract as well.

Workplace Based Training is structured training (and assessment) organised in the workplace. This structured training takes place when the apprentice/trainee is not undertaking regular work duties.

Structured Training Requirements

Employers are required to:

- Ensure all apprentices and trainees undertaking workplace-based training at Australian Qualification Framework (AQF) Certificate III and above are withdrawn from routine work duties for a minimum of three hours per week, averaged over a four week cycle, for the purpose of undertaking off-the-job training and learning activities (pro rata for part time apprentices and trainees).

- Ensure all apprentices and trainees undertaking workplace-based training at AQF Certificates I and II are withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a two-month cycle, for the purpose of undertaking off-the-job training and learning activities. This release must occur on a regular basis.

- Ensure that the training undertaken during the period of release includes a focus on the compliance and regulatory units and the units concentrating on generic skills.

- Ensure that, if the apprentice or trainee is to receive off-the-job training at an RTO, they are allowed to attend training classes (this is paid time). As part of the requirements for a Traineeship or Apprenticeship the student must complete Structured Withdrawal from training.

- A Structured Withdrawal log will be issued to all Apprentices or Trainees. These must be completed weekly to provide evidence of structured withdrawal. Trainers will request a copy of your log each month.

- Lodge an application with the relevant Australian Apprenticeship Centre (AAC) for any variation, including the extension to the term of the Training Contract if the Apprentice/Trainee is unable to complete the Structured Training prior to the nominal completion date of the Training Contract.