**Disclaimer:** This Student Handbook contains information that is current at the date of publication. Changes in legislations, regulations or Pragmatic Training circumstances after this date may impact on the accuracy or currency of the information included.

Pragmatic Training takes all care to ensure that the information contained in this handbook is accurate at the time of publication, but reserves the right to vary information described in this publication without notice. Information about the organisation is provided in this Handbook and should be read prior to enrolling. Student should always refer to the version available on pt.edu.au as this would be the most current one.
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WELCOME TO PRAGMATIC TRAINING

Pragmatic Training Pty Ltd trades as Pragmatic Training Pty Ltd, National Academy of Beauty, National Academy of Technology and Australian Institute of Business Leadership, hereafter refer to as Pragmatic Training, endeavour 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
Level 13, 14, & 15
267 Flinders 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

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

Maroondah Campus
227 Maroondah Hwy
Ringwood Vic 3134
Tel: (03) 9870 0634
Fax: (03) 9870 4238

Brisbane CBD Campus
Level 23, 143 Turbot 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 redirected 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. Policies relevant to our students are available in this handbook and on our websites. Any other Policies are available upon request to privacy.officer@pt.edu.au

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 Services

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 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.

Students enrolled under the blended delivery mode 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 Services & 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 Australia

For more information regarding these Acts please refer to the Equal Opportunity and Human Rights Commission in your state.

**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 will hold a current Working with Children’s Check.

**Plagiarism & Collusion**

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.

<table>
<thead>
<tr>
<th>Pragmatic Training is committed to upholding standards of academic integrity and honesty</th>
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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 or Training Coordinator 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 National Operations Manager (NOM).
- The NOM 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.

Pragmatic Training owns or has the right of use of all course/training materials, content, assessments, online courses, handbooks, policies, procedures, business practices, and other intellectual property that all students may be provided access to throughout their courses.

All materials provided to students prior to, throughout and after enrolment with Pragmatic Training. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties at any time during training or after.
All documentation, logos, slogans, pictures, courseware and other materials that are provided by Pragmatic Training are copyrighted to the organization or one of its partners.

Students are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in. No students are to provide content to any third parties or re-produce any part of their course.

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.

Example: Kearns Karen, Austin Bev, Birth to Big School, Pearson Education, 2008

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.


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 re-joining 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 qualifications may require additional Code of Conduct requirements to be adhered to by the relevant students. These would be provided to student at Orientation.

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.
FEES & CHARGES POLICY

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

Fees & Charges are established by the organisation on an annual basis and reviewed whenever necessary.

The Schedule of Fees for all courses on offer by the organisation are published on the relevant website and provided to students during the pre-enrolment application process.

All Fees are payable in advance at the time of completing the application for enrolment.

According to the Standard for RTOs 2015, Pragmatic Training is required to provide students with protection for fees collected in advance. This applies to all students, irrespective of their funded or full-fee paying status.

1. Fee for Service Students

Fee for service students enrolling in a diploma qualification with Pragmatic Training could defer their tuition fees by accessing the Commonwealth Government VET FEE-HELP Loan Scheme. Eligibility criteria applies.

All students not accessing the VET FEE HELP Loan Scheme will be required to pay all fees in advance.

The below fees apply to all Fee for Service Students:

- **Tuition Fees**
  Tuition fees cover all costs for the provision of training including materials that are necessary to the teaching of the course and are consumed by students throughout the course.

  For students enrolled under the VET FEE HELP Loan Scheme, Tuition fees are incurred after the Census date for each Unit of Study has passed.

  Tuition Fees will be reduced by Credit Transfers for previous formal training with another RTO of equivalent units of competency in the course a student is enrolling into, where there is evidence.

- **Facilities and Amenities fee**
  The Facilities and Amenities fee is a compulsory non-refundable fee which entitles students to a range of services. These vary for each course.

- **Hire Program Fee**
  The Hire Program Fee covers essential hardware necessary to the teaching of the course and supplied to the students by the Academy. These items are on hire to the student for the duration of the course. Upon returned of the hire items in good conditions, the hire program fee is refunded to the student. The Hire Program varies for the different qualifications. Please refer to The Academy Hire Program Policy.

2. Government funded courses

The following information is applicable to eligible Victorian residents enrolled in government funded vocational education courses only.

To enrol in a government funded course students must meet the eligibility criteria.

Those students who are not eligible for government subsidised places are to be charged full fee-for-service.

The below fees apply to government funded students:

**Student Contribution Fee**

The tuition fee is set by the organisation, published on our websites and provided to students upon enquiry into the course.

Students may be eligible for a Concessional Rate. This rate is applicable to students who are either holders of (or listed as a dependant) on a current:
a) Commonwealth Health Care Card,
b) Pensioner Concession Card, or
c) Veterans Gold Card,

Indigenous students always pay the minimum tuition fee.

These fees are included in the Schedule of Fees.

Tuition Fees will be reduced by Credit Transfers for previous formal training with another RTO of equivalent units of competency in the course a student is enrolling into, where there is evidence

**Resources Fee**

This Fee includes all learning products necessary to the teaching of the course and supplied to the students by the organisation, for the purpose of the completion of such. The details of this cost appropriate to your specific course will be provided with the pre-enrolment course information.

**Collection of Fees:**

All fees are payable at the time the student completes the enrolment application documentation.

Any students provided Credit Transfer upon verification and assessment of the relevant evidence will be refunded the tuition fee for each unit/s of competency for which they have been given Credit Transfer.

Students awaiting financial approval from an external source, will be required to pay a $200 Non-Refundable Enrolment Application Fee which will provide the student 48 hours to finalise their full payment of the course fees. At this time the $200 enrolment application fee will be discounted of the total course amount.

**Protection of Students Fees paid in advance**

Pragmatic Training addresses the learner fee protection requirements of Schedule 6 of the Standards for RTOs 2015, by holding a current membership of an approved VET Tuition Assurance Scheme through Pragmatic Training’s membership with ACPET (Australian Council for Private Education and Training). This scheme ensures that, if the RTO is unable to provide services for which the learner has prepaid, the scheme will comply with the provisions of the Guidelines and any other fee protection measure approved by the VET regulator. According to the Guidelines, this includes:

- the learner being placed into an equivalent course such that:
- the new location is geographically close to where the learner had been enrolled, and
- the learner receives the full services for which they have prepaid at no additional cost to the learner

or

if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Additionally and in relation to students undertaking a course under a VET Fee-Help arrangement, the By-Laws of the ACPET VET Tuition Assurance Scheme includes the following provision:

*If a student has a FEE-HELP debt to the Commonwealth Government in respect of a course of study which an ASTAS-HE (Australian Student Tuition Assurance Scheme – Higher Education) member ceases to provide and that student chooses the student contribution/tuition repayment option, the Council will pay to the Commonwealth Government from their funds held in the ASTAS-HE any amount required to discharge the student’s liability for the FEE-HELP debt and the balance to the student or whoever has paid the fees on behalf of the student.”*

This Policy/Procedure meets Clause 7.3 of the Standards for RTOs 2015, which states that:

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

**RPL Fees**
Students applying for Recognition of Prior Learning (RPL) will be charged per unit of competency. The fee will equal that for the provision of the training of such unit of competency. This will vary according to each qualification.

**Re-issue of testamurs/certificates**
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.

**Photocopying of assessments**
Students are advised to keep copies of all written work before submitting this to their trainer. Any copies required will be charged at 50 cents per page.

**Please note that:**
Certificates/Testamurs or Statements of Attainment will not be issued until all relevant fees are paid.
REFUNDS POLICY

Definitions:

Course duration: refers to the full length of the course

Volume of learning: indicates the amount of the course delivered to the student and applies to students enrolled into a course that is not classroom based.

Commencement: refers to when the student attends/views the Course Orientation Session.

Applicant/s: refers to students, employers and Job Seeker Agencies, who want to apply for a refund of fees paid.

Scope

This procedure does not apply to Fee for Service Students who have chosen to defer their tuition fees through the VET FEE-HELP Loan Scheme.

For students assessing this program the “Refund Policy for the purposes of the VET FEE-HELP Assistance Scheme” applies.

Procedure:

Students enrolling with Pragmatic Training are expected to pay all fees in full at the time of application for enrolment.

Once the student has received acceptance of their enrolment the following procedure applies:

1. **Facilities & Amenities Fees**: this fee is not refundable once students are accepted into the course.

2. **Hire Program Fee**: please refer to The Academy Hire Program Policy

3. **Tuition Fees**: Eligibility for a refund will be assessed according to the below criteria

For Skills Victoria funded & Fee for Service enrolments:

- Non-refundable administration fee: 10% of the total cost of the qualification.
- Between commencement and four weeks into the course a refund will be provided of 75% of the total tuition fees
- Between four weeks into the course and 59% of the course duration or volume of learning, a refund will be provide of 40% of the total tuition fees.
- No refund will be provided once the student has reached 60% of the course duration or volume of learning

Process

Applicant must complete an ‘Application for Refund’ form and return to the Finance Department.

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 by Pragmatic Training.

A. Finance Officer will advise training and compliance departments of request for refund and will request relevant information in relation to the progress of student in said course

B. Once all information has been gathered, Finance Officer to meet with Supervisor to discuss amount to be refunded – Supervisor to review and authorise refund.
C. Finance Officer to advise student of outcome within five (5) business days of Finance receiving the ‘Application for Refund’ form, or of progress of request if outcome not yet reached. If a refund has been approved, Finance Officer to confirm with student the method of repayment – EFT, credit card or cheque.

D. Student to be notified in writing of the outcome, including the amount and date of the refund (if applicable). Any supporting notes to be attached to the completed application.

E. Finance officer to process refund and update Student Refund log located under Z:\Coach 4 Success\Student Refunds\Student Refund Log.xls.

F. Where the student wishes to appeal for the Exceptions to the policy will be reviewed on a case by case basis.

In the event that the RTO ceases operation, please refer to the Fees & Charges Policy

**Related Policies & Forms:**

- Fees & Charges Policy
- VET Tuition Assurance
- Application for Refund Form
STUDENT ACADEMIC & NON-ACADEMIC GRIEVANCE POLICY & PROCEDURE

Definitions
For the purposes of this document 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.

We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.

We respect both privacy and natural justice considerations when handling complaints or appeals.

This policy is publically available and is published on our website and an excerpt is provided in the student handbook.

Learners may have decisions on their assessments reviewed if they feel a decision has been made in error.

All complaints and appeals will be resolved within 60 days.

If Pragmatic Training requires more than 60 days to resolve any complaint or appeal, we will write to all parties involved and explain why it requires more time and give an expected date that a resolution will be made. We will keep all parties informed during this time in writing.

Students will be notified in writing of outcomes of all formal complaints/appeals, including reasons for the decision. Outcomes will be decided based on current Government Legislation, Standards for RTOs 2015, our Policies and Procedures, Rules of Evidence, Principles of Assessment and natural justice principles.

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 allocated Trainer, Assessor or Training Coordinator 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 e-mail.

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 that will only be accessible to Senior Management.
- 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, Pragmatic Training by:
- **Post:** Training Manager, Pragmatic Training, 438 Nepean Highway, Frankston VIC 3199
- **Email:** Training Manager, **PT-TM@pt.edu.au**

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 in writing and within 14 days, of the Committee’s decision and the outcome of the grievance.

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 Quality & Compliance Manager, Pragmatic Training:
- **Post:** Quality & Compliance Manager, Pragmatic Training, 438 Nepean Highway, Frankston VIC 3199
- **Email:** Quality & Compliance Manager, **PT-compliance@pt.edu.au**

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

The Quality & 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.

**Publication**
This *Student Academic & Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with Pragmatic Training through its publication on the company’s website [pt.edu.au](http://pt.edu.au) and the Student Handbook.
STUDENT REVIEW & RE-CREDITING A FEE-HELP BALANCE POLICY & PROCEDURE

Definitions
*The Act* refers to the *Higher Education Support Act 2003*

**Student:** Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

**Census Date:** A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

**Tuition Fees:** Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Unit or VET Unit of Study:** A VET unit of study approved for VET FEE-HELP that a student may undertake with Pragmatic Training, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

**The Department:** Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003.

Incurring a VET FEE-HELP Debt

A Student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before close of business on the census date, will not incur a VET FEE-HELP debt for the tuition fees for that Unit.

Students who have requested VET FEE-HELP Assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.

Re-crediting a FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe *special circumstances* apply in accordance with the following procedures.

**Special Circumstances**

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

The VET provider must ensure that it takes reasonable steps to ensure that Pragmatic Training will re-credit the Student’s FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student’s control, the situation should be that which a reasonable person would consider is not due to the Student’s action or inaction, either direct or indirect, and for which the
Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a Student’s incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Pragmatic Training will re-credit a person’s FEE-HELP balance with an amount equal to the amounts of VET FEE-HELP the person received for a VET unit of study if:

- the person has been enrolled in the VET unit of study with Pragmatic Training; and
- the person has not completed the requirements for the VET unit of study in the period the person undertook, or was to undertake the VET unit of study; and
- Pragmatic Training is satisfied that special circumstances apply to the person; and
- the person applies in writing to Pragmatic Training for re-crediting of the FEE-HELP balance; and
  either:
  - the application is made within 12 months of the person withdrawing from the VET unit of study or if the person has not withdrawn, within 12 months of the end of the period in which the VET unit of study was, or was to be, undertaken; or
  - Pragmatic Training waives the requirement the application be made before the end of the 12 months, on the ground that it would not be, or was not, possible for the application to be made before the end of the 12 months.

Please note: Where a provider allows a person to defer completion of their studies regarding a unit of study in issue, the 12 month period applies from the end of the extended period for the unit in issue.

Re-credit of a Student’s FEE-HELP balance - The process

Each application for re-credit of a student’s FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim by the VET FEE HELP Committee.

1. A Student must apply in writing to the VET FEE HELP Committee within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. Pragmatic Training has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

2. The application for re-crediting a FEE-HELP balance must include details of the:
   - Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
   - Special circumstances as referred to above, including supporting documentation.

Pragmatic Training will consider each application within 14 working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 21 working days.

Review of Decision

4. Where Pragmatic Training makes a decision NOT to re-credit a student’s FEE-HELP balance, that decision may be subject to review.

5. If a Student is not satisfied with the decision made by Pragmatic Training, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
• be made within 28 days of receipt of the original decision
• include the date of the original decision
• state fully the reasons for applying for the review
• include any additional relevant evidence

6. Applications should be made in writing to the Human Resources Manager, as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.

Note: The Review Officer is not involved in making the original decision to be reviewed.

7. The Review Officer will:
   • acknowledge receipt of the application for review of a decision in writing within 10 working days; and
   • inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

8. The Review Officer will then:
   • review the information from the original decision and then assess any new evidence provided by the Student
   • provide written notice to the Student of the decision, setting out the reasons for the decision
   • inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

Victoria Administrative Appeals Tribunal
Level 16, HWT Tower
Southgate
40 City Road
SOUTHBANK VIC 3006

Queensland and Northern Territory Administrative Appeals Tribunal
Level 4, Commonwealth Law Courts
Cnr North Quay & Tank Street
BRISBANE QLD 4000

Note: Full details of the application process and fees payable are available on the AAT Registry’s website: www.aat.gov.au. An application fee may have to be paid, and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.
The Secretary of The Department, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon the department’s receipt of a notification from the AAT, the department will notify Pragmatic Training that an appeal has been lodged. Upon receipt of this notification from the department, the Review Officer will provide the department with copies of all the documents that are relevant to the appeal within ten (10) business days.

**Publication**

This policy and procedure is published on the Pragmatic Training website to ensure students have up to date and accurate information publicly available to them. This procedure is also available on the Student Handbook.
RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (CT)

Students who enrol in a course at Pragmatic Training & its Associated Entities, hereafter referred to as Pragmatic Training, have the opportunity to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) for units of competency within their course of study. The policy and procedure outlines the processes in applying for RPL or Credit Transfer to the Pragmatic Training Group.

Relevant Standards
This Policy and Procedure covers Standards 3.5, 4.1 and 5.1 of the VET Regulator Standards for RTOs 2015.

Definitions
Recognition of prior learning is the process of recognising an individual's current skills and competencies, which were attained through prior experience, and/or learning. This includes:

- Previous study of either a formal or informal nature
- Work experience
- General life experience
- Any combination of the above.

Credit Transfer is the process by which the RTO accepts and provides credit to learners for units of competency where these are evidenced by:

- AQF certification documentation issued by another RTO or
- AQF authorised issuing organisation such as University, OR
- Authenticated VET transcripts issued by the Registrar or

Policy
Students who believe they have prior learning, experience or knowledge related to one or more units of competency in the course they are enrolling into, are encouraged to discuss the RPL or CT application processes with their course coordinator.

Pragmatic Training’s Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes are designed to take into account all existing levels of experience, knowledge and skills that may be relevant to the unit(s) of competency in the course that a student is enrolled into. Some candidates may be eligible to apply for the assessment of one or more units of study to be conducted via the process of RPL. Pragmatic Training will contact the Issuing Organisation to verify the authenticity of the certifications. Fees for the course will be adjusted if a successful Credit Transfer is granted.

Procedure
Application for Recognition of Prior Learning (RPL)

During the enrolment process Pragmatic Training will:

1. Advise all applicants that RPL is available.
2. Provide information to all students on the RPL process through the Pragmatic Training Website and the Student Handbook.
3. Provide an RPL Package and ‘Self-Assessment’ forms when requested by a prospective student.
4. Explain the RPL process to students who indicate on their enrolment form that they are interested in obtaining RPL, on the day or prior to the face-to-face orientation.
5. Inform all students that they are able to apply to be assessed for units of competency through the process of RPL.
6. As RPL is a formal assessment process, impose a fee per unit for the assessment of all RPL applications.
Applicants who believe that they have the relevant skills, knowledge and experience to apply for RPL, will need to:

1. Contact Pragmatic Training to request the RPL Application Form and the Student RPL Assessment Tool Kit.

2. Read and understand the unit competencies before making a decision on applying for RPL.

3. Using the Self-Assessment Templates in the Student RPL Kit, assess their acquired knowledge and skills by corresponding their evidence against the requirements of each unit of competency that they are applying for RPL.

4. Gather relevant supporting material as evidence. All evidence provided is to be copied and certified as true copies of the originals. Types of evidence may include but are not limited to:
   - Statements of Attainment
   - Job references
   - Examples of work document/s
   - Certificates of Attendance in workplace education
   - Superseded qualification certificates
   - Statement/s of duties in the workplace
   - Published Achievements
   - Documents displaying supervisory skills

5. Ensure that they have sufficient evidence as outlined in the documents provided for each unit of competency in the Student RPL Kit.

6. Ensure that the evidence portfolio is clearly labelled, with each piece of evidence labelled. It is not up to the assessor to map the evidence against the unit of competency requirements.

7. Submit to their trainer the completed RPL Package (consisting of the RPL Application Form and the Student Kit) and include all supporting evidence/documentation in an easy to follow portfolio. It is important that applicants find out what supporting documentation will be required for them to submit with their application.

When the application is received, a relevant to the course Pragmatic Training Assessor will conduct the assessment, as follows:

1. The assessor will assess the completed RPL documents and the supporting documentation provided by the applicant to ascertain if the student can be granted recognition for the applicable units of competency. The Assessor will do this by:
   - checking the evidence against the Performance Criteria and the Knowledge Evidence required for each unit.
   - implementing the Principles of Assessment which entails conducting the assessment with fairness, flexibility, validity and reliability.
   - implementing the Rules of Evidence which entails evaluating the evidence provided, to ensure its validity, sufficiency, authenticity and currency.

2. Where the assessor is unable to make a judgment from the evidence presented, the assessor may undertake or request for any of the following to occur:
   - An interview to be conducted with the applicant
   - Professional conversations to be undertaken with relevant employers/industry
   - The observation of the applicant’s skills and/or oral questioning
   - Supplementary assessment tasks to be completed by the applicant
   - Work samples to be submitted by the applicant
   - Other documents to show and support skills
3. The Course assessor will then verify the evidence presented.
4. The Course assessor will make an assessment determination/judgement.
5. The Training Coordinator or the Training Manager will confirm the assessment determination/judgement.
6. The applicant will be notified of results of application for RPL assessment by letter or email and is given a copy of the RPL Assessment Result with Feedback.
7. The compliance team will record the RPL assessment outcome in the Student Management System.
8. Units granted RPL are listed on the applicant’s Certificate/Statement of Attainment at the completion of their course.

Application for Credit Transfer (CT)

As a Registered Training Organisation (RTO), the Pragmatic Training accepts formal qualifications attained by students through previous formal learning/training with another RTO and will provide Credit Transfer for equivalent units of competency in the course a student is enrolling into, where there is evidence of:

- AQF certification documentation issued by another RTO or
- AQF authorised issuing organisation such as University, OR
- Authenticated VET transcripts issued by the Registrar or

1. Students wishing to apply for Credit Transfer are required during the Enrolment process and prior to the commencement of training, to provide their course trainer/assessor with appropriate original or certified copy of documentation issued by another RTO or authorised issuing body – as mentioned above.

2. As the CEO’s delegate, the course Trainer/Assessor will make a copy of any original documentation provided by the student and verify this as a ‘true copy’ and verifies with the issuing organisation the authenticity of the Certificate/s or SOA/s provided by the student.

3. The Training Coordinator will check the units of competency on the document/testamur provided, against the qualification structure of the course offered by the Pragmatic Training and ascertain if there are any common units.

4. Where there are common units, the Training Coordinator will advise the student that they will not be required to participate in Training and Assessment for the particular unit/s of competency.

5. The Training Coordinator will update the Training Plan with the Credit Transfer hours provided.

6. A copy of the Training Plan and the supporting documentation will be passed on to Compliance for Credit Transfers to be recorded in the Student Management System.

7. Where there are no common units between the document/testamur provided by the student and the Pragmatic Training’s qualification structure in which the student is enrolling, or where the qualification completed by the student is superseded, the Training Coordinator will check against the National Register – training.gov.au –to ascertain if there is equivalency between current and obsolete units.

8. In case there is no equivalency between the units on the document/testamur and the qualification structure offered by the Pragmatic Training, the Training Coordinator will advise the student that they will need to fully participate in the Pragmatic Training’s training and assessment process for the specific units of competency.

Related policies and documents:
Student Handbook
Course RPL Package

When applying for RPL or CT, ensure you tick the applicable box on the enrolment form.
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 4 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.

Pre Training Review

All students are required to complete a Pre Training Review at enrolment. The Pre Training Review document is included in the enrolment application form and is submitted with the rest of the enrolment documentation.

The Pre-Training Review includes a ‘Language, Literacy & Numeracy (LL&N)’ assessment and a Computer Literacy assessment. These written assessments must be the student’s own work ie: conducted without assistance, and must be written in blue or black ink – pencil cannot be used. Students enrolling into the Diploma of Information Technology are require to complete a second, more comprehensive Computer Literacy Assessment as part of the Online Orientation.

The results of these assessments are used to determine if the course is suitable to the student as well as determining if additional assistance needs to be provided to the student in order to achieve the qualification. The trainer will discuss with the student how this support can be arranged.

The Pre Training Review will also 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

VET FEE-HELP is an Australian Government loan scheme that assists eligible students to pay their tuition fees for higher-level vocational education and training (VET) courses (at the diploma-level and above), at approved provider.

Pragmatic Training is an approved VET Provider.

Eligible students may be able to obtain the Australian Government student loan for all or part of their tuition fees through approved. An eligible student must be an Australian citizen or permanent humanitarian visa holder who is resident in Australia for the duration of study.

There is no age restriction on VET FEE-HELP.
There is a set maximum amount you can borrow through VET FEE-HELP (and FEE-HELP) over your lifetime. This is known as the FEE-HELP limit. This amount is reviewed each year. Please visit studyassist.com.au for the current FEE-HELP limit.

Students do not have to repay the loan until their income is above the minimum repayment threshold for compulsory repayment.

The amount you repay each year is calculated as a percentage of your repayment income. The repayment percentage increases as your income increases, but is capped at 8 per cent of your income. The ATO will calculate your compulsory repayment for the year and include it on your income tax notice of assessment. The debt is indexed each year to maintain its real value. Voluntary repayments of $500 or more receive a 5 per cent bonus.

Currently, if you are a fee paying/fee for service student you will incur a 20 per cent loan fee. This is included in your VET FEE-HELP debt.

To apply for VET FEE HELP Assistance you must complete, sign and submit the Request for VET FEE HELP Loan form to Pragmatic Training as part of your enrolment process. You will need to provide us with your tax file number to complete the form. If you access a VET FEE-HELP loan, you will have a legal obligation to the Commonwealth to repay your loan.

Pragmatic Training will assess student’s eligibility to access this scheme at 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) in advance. Please refer to the Fees & Charges Policy.

Unique Student Identifier (USI)

In order for students to have easy access to finding, collating and authenticating their VET achievements into a single transcript, the government has implemented a Unique Student Identifier (USI) initiative. A USI is effectively an account or reference number made up of 10 numbers and letters.

This initiative started on January 1st 2015 and will apply to all new and continuing students enrolled in nationally recognised training.

Students are able to create their USI by simply going onto www.usi.gov.au. Following the steps as per the attached fact sheet, the identifier will be generated at no cost to the student. Your USI will then appear on the screen and will also be sent to you via your selected contact method.

From this account an individual will have access to see all of their training results from all providers. It will also ensure that students who may misplace their certificates can obtain evidence of their achievements.

For further information refer to the contacts displayed on the fact sheet available from usi.gov.au

Once you have received your USI you are required to provide Pragmatic with this number. Pragmatic training will then be able to validate and record it in our Student Management System. This will enable us to issue you with a certificate for competent results.
To avoid possible delays in issuing certification, students are required to provide Pragmatic Training with their USI when completing their application for enrolment or as soon possible after that time. Pragmatic Training will retain evidence both digital records in regard to the VSN & the USI are securely retained and secured from unauthorised access, loss or damage.

Your USI can be provided in the form of an e-mail to PrivacyOfficer@PT.edu.au or letter addressed to the Privacy Officer, PO Box 11170, Bayside Shopping Centre, Frankston VIC 3199. Please ensure that you include your full name and student number to assist us in accurately recording against your student record.

**DELIVERY & ASSESSMENT**

Pragmatic Training delivers the qualifications listed on its Scope of Registration, through a dynamic blended delivery

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 Timetables**

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 by e-mailing the Student Services & Privacy Officer

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 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. If you are unable to inform your trainer prior to the date/s you will be absence, please e-mail the Student Services and Privacy Officer, privacyofficer@pt.edu.au who will advise your trainer.

**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.

You will be provided two opportunities for re-submitting Assessment which are deemed as Not Yet Satisfactory.
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 as follows)
- All assessments are required to be completed and submitted within the timeframes specified by your trainer.

**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 Student Services & Privacy Officer on 03 8796 0111 or Privacyofficer@PT.edu.au
- Participate in an interview via phone or in person
- Complete the Withdrawal Form and submit to the Student Services & Privacy Officer if required.

‘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 Registered Training Organisations 2015**
   The Standards for 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**
   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. **Information Privacy Act 2009 (Qld)**
The Queensland Office of the Information Commissioner receives privacy complaints under the Information Privacy Act 2009 (Qld) which covers the Queensland public sector.

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.

14. **Charter of Human Rights and Responsibilities Act 2006**
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.

15. **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.

16. **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 Student Services & 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 Student Services & Privacy Officer at Pragmatic Training – Privacyofficer@pt.edu.au

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.

Past students can request access to their records by contacting Pragmatic Training by phone on 03 8796 0111 or e-mail at info@pt.edu.au

**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.