



STUDENT HANDBOOK

RTO: 40817





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Student Pre-Enrolment Information

This information is provided for students to ensure they have comprehensive information regarding the obligations of Pro-Lift Training and Assessment Services in relation to training and assessment, and the obligations of the student in relation to the RTO and their study.



BACKGROUND

Pro-Lift Training and Assessment Services is a Registered Training Organisation (RTO National Code 40817), which provides training and assessment within the construction, transport, mining and resource industries for both high risk and low risk work.

Pro-Lift Training and Assessment Services has adopted policies and management practices which provide the highest professional standards in the marketing and delivery of vocational education and training services.

The management system will ensure Pro-Lift Training and Assessment Services complies with the current compliancing requirements including (but not limited to): *Vocational Education, Training and Employment ACT, RTO Standards, User Choice and Certificate 3 Guarantee Policies and Work Health and Safety laws.*

This handbook outlines the RTO's roles and responsibilities in the provision of training and the support services that the RTO will provide to assist students in the successful completion of the training programs. The handbook also outlines the student/' responsibilities and expectations which will assist in achieving the best possible outcome from the training enrolment. Students and are encouraged to discuss any concerns or queries that arise with their trainer/assessor and/or a member of the Pro-Lift Training and Assessment staff.

Pro-Lift Training and Assessment Services is responsible for:

- all compliance of training and or assessment
- issuing all AQF certification
- enrolling all students
- complying with the Standards for RTOs 2015

CONTACT INFORMATION

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Health awareness and disclosure policy – COVID-19

I am aware and remain informed of the health risks imposed on myself and others associated with Covid19 including the risks associated with public gathering.

I advise that I will not attend any training facility

- After recording a temperature of 37.5 or higher
- With Cold / Virus or Influenza like symptoms
- Within 14 days of returning from travel (Interstate / Overseas)
- After recent contact with any persons with Cold / Virus or Influenza like symptoms

I advise that upon attending any training facility, I will adhere to any conditions or procedures in place that are designed to protect the health of the greater community Inc. but not limited to (relevant to state or territory advice).

- Social distancing of 1.5 m from persons in an outdoor environment
- Social distancing of 4 square metre per person for an indoor environment
- Continually wash hands following Health Warning Coronavirus (COVID -10) RTO flyers
- Cover my cough following Health Warning Coronavirus (COVID-10) RTO flyers
- Immediately advising RTO staff in the event I feel unwell and following staff direction
- If identified unwell by Pro-Lift Training and Assessment Services Trainer/Assessor or staff member agree to leave premises immediately

I acknowledge that although the RTO has implemented health & safety measures to create a safer environment, that ultimately, I am responsible for my own health and safety and assume the risk involved with attendance.

I agree that I am attending this training and assessing at my own risk.



STUDENT RULES

Students are to be considerate of others at all times and respect the Pro-Lift Training and Assessment Services commitment to provide a learning environment conducive to comfort, respect and requirements of all students for successful outcomes in training.

Mobile Phones

Mobile phones must remain switched off during classes to avoid disturbance of staff and other students during course times. Students may make and receive calls during schedule breaks. As mobile phone use is classed as a hazard when used during the use of equipment, mobile phones must not be used when using equipment at the training facility.

If employers need to contact their employee a message can be left with reception/administration to be forwarded on. Please respect others at all times.

Smoking

No smoking premises a designated area is provided. Students and staff that fail to comply with the smoking rules may potentially be fined under state legislation.

www.health.qld.gov.au/public-health/topics/atod/tobacco-laws/default.asp

Dress Code

Students are required to wear clean clothing appropriate to the course i.e., appropriate worker clothing. Students may be required to wear specific items to comply with requirements for Work Health and Safety legislation including Personal Protective Clothing (PPE). This information will be provided prior to course commencement.

Thongs or singlets are not permitted. Must have enclosed shoes at all times.

Zero Tolerance to Drugs and Alcohol

Pro-Lift Training and Assessment Services has a 'zero tolerance' to drugs and alcohol for all staff, students, and visitors on all premises including car park areas and within the training grounds.

Any students or staff members found affected by drugs or alcohol will be required to leave the premises immediately.



Medical Conditions

A student with an ongoing medical condition is required to make Pro-Lift Training and Assessment Services aware of the situation at time of enrolment. If the condition or medication has a bearing on the safe operation of vehicles and/or equipment, the student will be excluded from this activity.

If the condition is of a permanent nature, it will be necessary for the student to check with the relevant regulatory body as to whether they are entitled to the issue of an operator's Licence or accredit unit of competency.



CODE OF PRACTICE FOR TRAINING

As a Registered Training Organisation (RTO), Pro-Lift Training and Assessment Services have agreed to operate within the Standards for Registered Training Organisations 2015.

Pro-Lift Training and Assessment Services has implemented procedures which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguards the interests and welfare of our students.

Pro-Lift Training and Assessment Services employees maintain a learning environment that is beneficial to the success of the student. Pro-Lift Training and Assessment Services has the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate training and assessment methods and materials.

CLIENT SERVICES OVERVIEW

Pro-Lift Training and Assessment Services has sound and stable management practices to ensure effective client service. In particular, we will ensure timely issue of assessment results, qualifications and statements of attainment. These will be appropriate to the competence achieved and issued in accordance with AQF guidelines.

Our quality focus includes; Access and Equity, Recognition of Prior Learning, Credit Transfers, Equal Opportunity, Harassment and Discrimination, a fair and equitable Refund Procedure, Complaints and Appeal Procedures, and student and apprentice support and guidance.

Arrangements may be available for those students requiring language, literacy or numeracy support. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our student and apprentice information advice will ensure that all fees and charges are known to students before enrolment (including any outside support services fees), that course content and assessment procedures are explained and that vocational outcomes are outlined.

If training and assessment is conducted by a Third-Party Non-RTO, Pro-Lift Training and Assessment Services will inform the student of the details of this arrangement. Students and will also be informed, in a timely manner, of any changes to the operations or services of Pro-Lift Training and Assessment Services, or any Third-Party Non-RTO arrangements.



ACCESS AND EQUITY

Pro-Lift Training and Assessment Services, is committed to integrating Access and Equity principles within all our services that we provide. All staff recognises the rights of students, and clients and provides information, advice and support that are consistent with our Core Business Values and this Code of Practice.

Access and Equity principles allow equity for all people through the fair allocation of resources, allow equality of opportunity to ensure access for all people to appropriate, quality vocational education and training programs and services.

These principles aim to increase participation within the vocational education and training system for people in underrepresented groups and the development of support services to enhance clients' chances to achieve positive outcomes.

EQUAL OPPORTUNITY, DISCRIMINATION AND HARRASSMENT

Pro-Lift Training and Assessment Services complies with current equal employment, opportunity and anti-discrimination legislation.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our equal opportunity, harassment and discrimination procedure ensures that students, and clients are treated with respect.

Regardless of cultural background, gender, sexuality, disability or age, all students have the right to be treated in a fair and considerate manner while studying in an environment that is free from discrimination and harassment.

Discrimination or harassment of staff, student or, by any member of the training and learning environment, is unacceptable, and contrary to the values we uphold. All members of Pro-Lift Training and Assessment Services are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in training.

In accordance with the current *Anti-Discrimination Act*, the learning and working environment will be free from discrimination, harassment, victimisation and bullying. Any grievances of this nature or any other form of discrimination or harassment will not be tolerated - and proven to be true - will result in disciplinary action being taken. For further information please request a copy of Pro-Lift Training and Assessment Service's 'Equal Opportunity, Harassment and Discrimination Policy'.



STUDENT FEEDBACK

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a "Student feedback form" and will be issued by the Trainer/Assessor at the end of each individual unit session. Also, an AQTF feedback form.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

Pro-Lift Training and Assessment Services does not guarantee:

- that a learner will successfully complete a training product
- that a learner can complete a training product in a manner not compliant with Clauses 1.1 or 1.2
- that a learner will obtain a particular employment outcome unless this is in the control of the RTO



APPEALS AND COMPLAINTS PROCEDURES

Pro-Lift Training and Assessment Services aims to address all complaints and appeals within a reasonable timeframe as to not disadvantage the client or Pro-Lift Training and Assessment Services.

At any time, should an academic appeal or complaint arise, the 'Complaints and Appeals Policy and Procedures' will outline necessary details to assist in rectifying or solving the issue raised and follow the same procedures as outlined below.

What is a complaint:

A complaint arises when a client/student is not satisfied with an aspect of Pro-Lift Training and Assessment Services, services and requests action to be taken to resolve the matter.

The person making the complaint ("the complainant") will have to be identified to the person complained about ("the respondent"), unless the facts of the complaint are not disputed.

What is an appeal:

An Appeal arises when a client/student is not satisfied with a decision that Pro-Lift Training and Assessment Services has made. An Appeal can relate to assessment decisions but they can also relate to other decisions such as a decision to exclude a learner from a program.

The person making the appeal ("the appellant") will have to be identified to the person complained about ("the respondent"), unless the facts of the appeal are not disputed.

Outcomes of the Appeal and Complaint Resolution Process:

Clients/Student's will receive written advice of the outcome, recommendations and reasons for decisions of their complaint/appeal. The outcome will be in keeping with the seriousness of the incident which was the basis of the complaint/appeal, and outcomes will be applied consistently across NVR R.T.O. PRO-LIFT. Some of the possible outcomes of a client/ student complaint/appeal include:

- Through the resolution process the client/student gains a better understanding of the situation so that his/her concerns are addressed.
- The student is given the opportunity to be re-assessed in the disputed competency or competencies.



- A mutually acceptable resolution is reached through conciliation or mediation.
- The client/student receives an apology, and/or the issue or behaviour that was the basis of the complaint/appeal is modified.
- In some cases, the complaint/appeal cannot be substantiated and no further action will result.
- In more serious cases, PRO-LIFT's formal disciplinary processes will be invoked. Any disciplinary action will be undertaken in accordance with the processes prescribed in the policy. The most serious breaches may result in expulsion (for student's) or dismissal (for employee's/contractors/partners).
- All outcomes and recommendations from the date of the initial complaint through to the final outcomes of the appeals process will be documented in writing and a copy will be given to the complainant and a copy will be filed in the student's records.

Procedure: (Contact Pro-Lift Training and Assessment Services for full details)

Our procedures for handling client/student complaints are based on confidentiality, impartiality, procedural fairness, protection from victimization and prompt resolution.

The process for clients and students who wish to make a complaint is outlined in the document.

Where appropriate, complaints will be resolved at the lowest level of management, however Pro-Lift Training and Assessment Services recognises that some complaints are most appropriately dealt with at a more senior level, e.g., complaints of victimization or unlawful discrimination or harassment, complaints that could lead to finding of misconduct or disciplinary action being taken against a staff member or student.

Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption.

Employees, Contractors and Partners have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances and complainants will be advised of the proposed timeframe for



resolution. Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter in writing. Clients and Student's should be aware that if the matter has been lodged initially at an inappropriate level of authority, it may take longer to respond to the complaint

Assessments are conducted in line with the principles of;

- Validity
- Reliability
- Fairness
- Flexibility

As a student you are encouraged to discuss any issues with the Trainer/Assessor

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form

If any Student has a complaint about their Trainer/Assessor or the delivery of training or Pro-Lift Training and Assessment Services material and resources they:

- Must complete an RTO Student Complaints/Appeal form
- This form must be either handed to your Trainer/Assessor or
- Posted direct to Pro-Lift Training and Assessment Services or
- Emailed to either Trainer/Assessor, C.E.O. or Chief Executive

The grievance/complaint can be presented in person or in writing within 14 days of the incident occurring.

**Steps to follow once completed:**

On date of receiving the complaints form, Pro-Lift Training and Assessment Services will process the form within 14 days

The complaints form is then reviewed and followed through with one of the following

1. If a complaint about the Trainer/Assessor – The Chief Executive is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The student is notified via letter from Pro-Lift Training and Assessment Services as to the outcome reached.
2. If a complaint about Pro-Lift Training and Assessment Services and resources – the Chief Executive, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implement to rectify the complaint.
3. Upon agreement of both parties Pro-Lift Training and Assessment Services will send a letter to the student of agreement reached, this letter will then be scanned, saved and filed for future records

External - Informal complaints resolution where process has taken more than 60 Calendar days

1. If a complaint cannot be resolved internally students may lodge a complaint to ASQA only after exhausting Pro-Lift Training and Assessment Services internal complaints procedures.
2. Student complaints must be lodged using ASQA's online complaint form



Reporting Documentation:

All documentation relating to complaints and appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the situation. Any material about the outcome of the complaint and appeal will be placed on the appropriate client/student and/or personnel file and will only be accessible to the authorised staff of Pro-Lift Training and Assessment Services and the individual concerned.

All outcomes and recommendations will be provided to the client/student in writing within 14 days of being made.

Procedure

1. Trainer/Assessor to provide advice and/or support for strategies to resolve the issue where necessary
2. Student to approach Administration department for a student complaint form and to send a written complaint detailing your problem to the Managing Director/C.E.O.
3. Upon receipt date of the student complaint form, being received in writing, the complaint must be resolved within 14 days with both parties reached a mutual agreement
4. Upon receiving the complaint form it is forwarded to the Compliance officer for action and review
5. The person who the complaint is against (respondent) is notified by Pro-Lift Training and Assessment Services Chief Executive of the specific allegations being made against them and all relevant information about the complaint in writing
6. The hearing rule -The respondent is given a reasonable chance to consider their position and reply in writing
7. Once Pro-Lift Training and Assessment Services receives the respondents reply
8. Case to be met - Pro-Lift Training and Assessment Services creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution



9. Both parties have A real chance to reply - Whether in writing or orally (chance to give your response before the final decision is made)
10. Pro-Lift Training and Assessment Services receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented
11. Chief Executive to issue a written agreement/letter to both parties upon agreement or resolution to complaint received.
12. Compliance Officer to save and file complaint in complaints section
13. The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to Pro-Lift Training and Assessment Services, e.g., trade unions or statutory bodies.
14. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
 - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
 - regularly update the complainant or appellant on the progress of the matter via email or written letter from the Chief Executive mailed to the student via postal address provided etc.



COURSE FEES AND CHARGES

GENERAL FEE INFORMATION

Pro-Lift Training and Assessment Services has documented and implemented systems to protect fees paid in advance. For accredited training and/or assessment, no more than \$1500 will be payable by the student prior to course commencement. Upon course commencement, the remainder of the course fees are payable by the student.

Fees may be paid by cash, direct debit, EFTPOS or credit card. Fees and charges are detailed in the fee structure information which can be obtained from administration.

Please Note: A credit card surcharge will apply to payments made by credit card.

Fees may vary depending on the:

- Course and or chosen units/Recognition of Prior Learning/CT
- Invoices must be paid in full on the day of training, unless by prior arrangement
- All payments are to be finalized before Statement of Attainment is printed and issued
- Replacement and issuing of hard copy Statement of Attainments - **\$60 Inc. GST** per
- Hard card reprint – **\$27.50 Inc. GST**
- Replacement of white card fee - **\$150 Inc. GST**
- Online booking fee @ 2 percent surcharge
- Eftpos charge - 1.5 percent
- Cheque processing fee - \$15.00
- Course fee is for training only – this does not include any licence fees payable to third parties – WorkSafe or dept of main roads



- No refunds apply unless given appropriate reasoning by the student or unless the NVR R.T.O. cancels the course. (Refer to the Refunds Policy section) – No refund of the booking fee
- Credit transfer – charge of full course applies – will depend on chosen course
- RPL fee varies between facilities. RPL per unit unless provided (if applicable to course code and requirements) RPL applications must be paid in full prior to commencement of assessment. RPL fees will depend upon the course selection.
- Administration fee -**\$50** this applies to both our Third-Party non-RTO's
- Reassessment fee –minimum of **\$250** varies between each course
- Verbal assessment fee - **\$150 per hr.**
- Additional Practical training fee - **\$150 per hr.**
- Course costing fee, including material and administration fee due is: **CLEARLY STATED ON THE WEBSITE** - both our Third-Party non-RTO's
- 24hr cooling off period otherwise no refund applies

The NVR registered training organisation may accept payment of no more than \$1500 from each individual student prior commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Enrolment Fees

For course costs, over \$1500.00 students and are required to pay a deposit of no more \$1500.00 prior to the course start date to secure their enrolment. The remainder of the course fees are payable on the first day of training.

Enrolment in any course is subject to positions being available.



Invoicing

Third- Party Non RTOS invoicing is permitted when bookings and notifications are made by employers and upon receipt of a purchase order providing details of the training course requested.

Invoice payment must be made within seven (7) days from the invoice date unless otherwise agreed upon. A late fee charge applies if the Invoice is not paid within the agreed terms of payment of seven (7) days. A purchase orders are required to secure a booking and PLT reserves the right to refuse a purchase order from a company/entity who have a history of not paying their invoices on time.

Funding

At times, some courses may attract government and/or private funding through different initiatives and schemes. Funding is not guaranteed and may be subject to specific terms and conditions. To enquire about current funding opportunities please contact the administration office.

It is the responsibility for the applicant to know all funding eligibility before the student commences training, Pro-Lift Training and Assessment and third party training providers take no responsibility for any funding claims that are rejected by the organisation offering funding. All rejected claims will result in the full fee being invoiced to the applicant. "unless otherwise agreed upon by Pro-Lift Training and assessment or the third party training providers"

FEE FOR SERVICE

Our Fee Schedule is available on request and is subject to change. Fees include administration charges, training materials, and training and assessment. Additional government charge may apply to courses which encompass Licensing requirements.

Fees are to be paid as per the invoice issued. A student is considered not eligible for the issue of any course certificate or statement of attainment until all required fees are paid.



FEES UNDER CONSTRUCTION SKILLS QUEENSLAND (CSQ)

Civil and Building Short Course Programs

Under the CSQ Civil Short Course and Building Short Course Programs, Construction Skills Queensland will provide individuals with a maximum of 8 subsidised short courses per year.

Limits apply to the below

- 3 MPO units
- 3 High risk licences

If CSQ rejects a claim due to a student overclaiming on the unit limits the cost of the rejected claim will be invoiced in full to the student

The CSQ contract starts on the 1st October and finished on the 30th September each year. *(CSQ may change this term without informing the RTO and limits per unit may change if CSQ change the contract)*

A co-contribution fee may be payable as a contribution towards the cost of training and assessment services. The fee may be paid by the student or may be paid on behalf of the student by an employer or third party. The CSQ funded amount maybe charged upfront and refunded at the time of successful completion and payment claimed through CSQ.

Student contribution fees and charges paid will depend on the short courses and the funding amount that the short courses attract. Please contact Pro-Lift Training and Assessments Services for a comprehensive list of the CSQ Civil and Building Short Courses available and the applicable fees.

All fees include administration charges, training materials, and training and assessment activities. Additional government charges may apply to courses which encompass Licensing requirements.

PAYMENT PLANS

Student may select to apply for a payment plan through HUMM Group. HUMM Group is a monthly payment plan allowing student fees of be easily managed through set monthly payments.

Please discuss this payment option or request further information from your RTO representative.



REFUND AND CANCELLATION POLICY

NVR guidelines require an R.T.O. to protect fees paid by the client...

Refunds of fees for non-government-funded courses are available under the following circumstances:

1. Cancellation of course by the Chief Executive after enrolment and commencement. (The student does not have to make an application for a refund; Pro-Lift Training and Assessment Services will process it automatically).
2. Cancellation of course by the Chief Executive due to RTO or Third-Party Non -RTO closure, after enrolment fee paid no commencement. (The student does not have to make an application for a refund; Pro-Lift Training and Assessment Services will process it automatically).
3. Cancellation by a Student after commencement of a course for special circumstances such as:
 - Illness - Medical certificate or if COVID evidence required text from Qld Health or RAT test
 - Show extreme personal hardship
 - Family difficulties
 - No refund applies, although one, reschedule will be offered at no extra charge where there is a spare place/seat available. This only applies if you have provided evidence above. Pro-Lift offers this one off re-scheduling offer at a maximum of **90 days** from your original booking date.
4. Cancellation by a Student with no special circumstances after enrolment into course:
 - No refund will be given
5. If the student does not meet Language Literacy and Numeracy level for the course booked, they will be offered options and given a referral service. The student is given **6 months** to return to Pro-Lift to complete their course as long as their LLN has increased to the level required to complete the course. No refund applies, although one, reschedule will be offered at no extra charge where there is a spare place/seat available.



6. CSQ – If a student fails to attend a funded training course you will be required to pay the total funded amount due.
e.g.
 - Course cost is \$275
 - \$25 student contribution paid at time of booking
 - funded amount is \$250
 - failure to show fee incurred \$250 payable by student
7. If a course is needing to be rescheduled within 7 business days of the course date the refund policy will come into affect
Please note: cancellation definition maybe either a student leaving mid course or a late reschedule .

The student must complete an application for a refund. (Written evidence must be provided to qualify for special circumstances) A student request an “Application for a refund form” found online. For further information please contact the office on 0477 006 082.

Course Cancellations and Disruptions

Every effort will be made to ensure courses are not cancelled. In the event that a course or session must be cancelled, Pro-Lift Training and Assessment Services will endeavour to make available another course or session within a reasonable time frame.

Students will be notified when a course is cancelled or postponed as soon as practicable and offered a full refund or the opportunity to enrol in the course at a later date. All fees paid will be transferred to the new enrolment.

In the event where a course has been disrupted at any time after commencement, arrangements will be made for the participant to complete the training at a later date. If a suitable date cannot be arranged, a partial refund will apply and will be determined by the time and duration of the disruption.

Company Refunds

Companies who advise Pro-Lift Training and Assessment Services their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:

- **14 business days** or more a full refund will be provided
- **8 to 12 business days** 50% refund, less \$50 administration fee will be provided
- **6 business days** or less no refund or reschedule will be provided

“Unless otherwise agreed upon by Pro-Lift Training and assessment or the third party non-RTO training providers”



Student Refunds

Students who advise Pro-Lift Training and Assessment Services their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:

- **7 business days** or more a full refund will be provided
- **4 to 6 business days** 50% refund, less \$50 administration fee will be provided
- **3 business days** or less no refund or reschedule will be provided

Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation.

If the student cancels a course or is prevented from completing a course due to injury, ill health, or the death of an immediate family member, a full refund minus a **\$50** administration fee will be provided, where a medical certificate or relevant documentation is supplied.

If the student wishes to postpone a course due to injury, ill health, or the death of an immediate family member any fees paid can be transferred to a new course date without the administration fee provided a medical certificate or relevant documentation is supplied.

Applicable course pre-requisites must be supplied prior to the course commencement. If the student does not provide the required pre-requisites the student may not be able to attend the course and will forfeit all fees paid.

Course Withdrawals and Transfers

If a student commences a course but withdraws part way through due to injury, ill health or the death of an immediate family member, the student will be permitted to return within **60 days** and complete the training.

If the student is unable to return to complete the training, then a refund based on the percentage of the course not completed will be provided, where a medical certificate or relevant documentation is supplied.

Transfers to a different course date will be accepted up to **7 days** prior to the course commencement. Transfers once the course has started will only be accommodated within **90 days** from the commencement of the original enrolment, after which all fees paid will be forfeited.



To cancel a course enrolment(s), participant must contact Pro-Lift Training and Assessment Services in writing, by phone or in person.

Where a student leaves before finishing a course and they do not produce a medical certificate or similar, fees paid will be forfeited, unless advised at the discretion of Pro-Lift Training and Assessment Services.

All notifications to withdraw from a course and/or refund requests must be made in writing. All refunds will be paid within **7 business days** from approval. The refund amount will be the cost of the course not any booking fees.

This information and the availability for the Appeals and Complaints processes does not remove the right of the student or apprentice to take action under Australia's consumer protection laws.

COURSE ENROLMENTS

Prior to enrolment course information can be sourced either from the website or by contacting the administration office.

LANGUAGE, LITERACY AND NUMERACY

During the enrolment process student language, literacy and numeracy skills will be evaluated. If this process identifies any areas of concern Pro-Lift Training and Assessment Services will provide options and assistance for the individual. If it is determined that the student requires external assistance, Pro-Lift Training and Assessment Services will refer the student to a relevant specialist. **Any fees associated with these services will be at the expense of the student and clearly explained in detail at the time of referral.**

Reading Writing Hotline 1300 6 555 06 or www.readingwritinghotline.edu.au

Every effort is made to enhance effective participation by all persons during training and assessing by providing support which may include access to language, literacy and numeracy programs and services where required or requested. Support may be provided in any of, or a combination of, the following formats:

- Mentoring sessions
- Coaching sessions where applicable
- Oral assessments
- Variation in training delivery
- Additional training (tutorials)
- Referrals to a learning support organisation (further details provided on request)
- IT support through emails etc



STATEMENT OF ATTAINMENT AND QUALIFICATION ISSUANCE

Once you are assessed as competent in the skills and knowledge of your specified course you will be presented with a Nationally Recognised AQF VET - Statement of Attainment (SOA) or only student who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation. Qualification and Testamur issued lists the accredited unit(s) of competency or qualification achieved.

AQF certification documentation is issued within 30 days of all requirements being met and all records of qualifications and statements of attainment issued, sufficient to enable reissuance, are retained for a period of 30 years.

RECOGNITION OF QUALIFICATION ISSUED BY OTHER NVR RTOs

Pro-Lift Training and Assessment Services recognises and accepts AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T. O's. They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate or Qualification please submit to Pro-Lift Training and Assessment Services for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.

RECOGNITION OF PRIOR LEARNING (RPL)

All students have the right to apply for recognition of prior learning (RPL) if they believe they have previously undertaken relevant learning through formal or informal training, work experience or similar means. RPL provides a way to formally recognise a student or apprentice's existing skills.

RPL is an assessment process whereby skills can be recognised. These skills may have been obtained in a number of ways, eg:

- Formal or informal training and education
- Work experience
- Life experiences
- Any combination of the above

Through the process of RPL, students/ can obtain formal qualifications and recognition. These qualifications are nationally recognised under the Australian Qualification Framework (AQF).

There are several ways RPL can be assessed. The methods of assessment are varied and will be determined after the person seeking RPL has submitted an application form. The methods of assessment may include, but not limited to: -

- Written or oral examination
- Practical test
- Work samples
- Interview / conversation
- Third party reference
- A variety of documents including training certificates, photos of work samples, resume etc.

RPL procedures and comprehensive RPL Kits are available upon request. To apply for RPL or request further information contact administration to discuss the options available and any associated fees.

CREDIT TRANSFER

Credit transfer means that the student holds a successful result on the same or similar course from another registered training provider or RTO. It can also mean that the student has successfully completed the same or similar course with a different code and name but the same content. As the student does not have to repeat the course or parts of the course then a Credit Transfer can be requested to recognise the previous qualification or statement of attainment.

To initiate this process students are required to complete an enrolment and application form. To support the application a copy of the certificate or statement of attainment listing the unit(s) of competency must be provided. Upon validation of the documents supplied credit will be applied.

UNIQUE STUDENT IDENTIFIER

From 1st January 2015, each student will need a Unique Student Identifier (USI) to obtain their certificate when studying nationally recognised training within Australia.

A USI gives you access to your online USI account which will help you keep all your training records together. The USI can be created either by you, the student or upon receiving permission from the student, by Pro-Lift Training and Assessment on your



behalf. Due to this new initiative, Pro-Lift Training and Assessment Services cannot issue a Statement of Attainment, Qualification or Record of Results until the USI number is provided and verified for our records.

For more information visit www.usi.gov.au or ask a Pro-Lift Training and Assessment Services staff member.

STUDENT RECORDS

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the student.

All hard records are kept safe and secure in a fire proof storage/container kept on site at Cairns and Mackay.

Transfer of student results and other records in the event that Pro-Lift Training and Assessment Services

- ceases to operate or if the RTO
- or a Third-Party Non-RTO delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

If Pro-Lift Training and Assessment Services ceases to operate, it must, within **14 days** of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be electronically and hard copy and include software details. Copies of qualifications/Statements of Attainment granted to students, and a list of the competencies/modules achieved for each student must also be included.

Retention and Safeguard of Student Results and Assessment Records Framework

All items, the description of each, the period to be retained and the number to be retained are outlined in the "Department of Employment and Training; Retention of Student Results and Assessment Records Policy"



LICENSING AND IDENTIFICATION

For students that undertake courses with a Licensing outcome the student **must be 18 years or over** when applying for the licence.

The applicant must provide a variety of documentation which supports his or her identity. The assessor must sight three (3) original Evidence of Identity (EOI) documents. Student may provide the following combination of EOI documents:

- one (1) Category A + two (2) Category B
- two (2) Category A + one (1) Category B

At least one (1) Category A document must be photographic and show a full name and date of birth. A list of the documents can be found on the following page.

Proof of Identity Documents

Category A	Category B
Australian birth certificate – full birth certificate issued by the Registrar of Births, Deaths and Marriages	Australian firearm licence (with photo)
Bicentennial birth certificate (born in 1988)	Education institution student identity document (must include photo and/or signature)
Australian citizenship certificate	Department of Veterans' Affairs/Centrelink Pensioner Concession Card (including Healthcare card)
Australian Passport (including Australian Document of Identity)	Interstate government-issued or government approved Proof of Age Card
Foreign passport – current or expired less than two years	Medicare card
Australian photo driver licence - current or expired less than two years	Australian Security Guard/Crowd Controller Licence (with photo)
Adult proof of age card (18+ Card) – issued after 01.01.1992	
Visa Evidence Card (with PLO56 Visa)	Australian Defence Force photo identify card
DIBP – ImmiCard; Temporary or Resident Visa; Document for travel to Australia. Note: Electronic Travel Authority (ETA) is not accepted. Valid up to five years after issue	Financial institute debit/credit card – original sighted (must include signature and embossed/printed name).



TRAINING AND ASSESMENT PROCEDURES

TRAINING

Competency based training

Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT looks at the skills and knowledge that a person needs to do a job. Assessment criteria are defined for each unit of competency. The assessment criteria describe the performance criteria to be applied and the associated skills and underpinning theory knowledge requirement.

Flexible learning

Pro-Lift Training and Assessment Services will provide flexible training delivery to meet the needs of our clients where appropriate.

ASSESSMENT

Assessment under Competency Based Training

Assessment under CBT is criteria based where a predetermined standard must be achieved. The students or' performance is compared to the standard rather than against a predetermined percentage, pass mark or other student results. This means that the system of measuring results by marks or percentages is no longer relevant. A student is assessed as either **competent** or **not competent**.

To achieve competency students must satisfactorily complete and be assessed by a qualified Trainer/Assessor as competent in meeting all the requirements of the program or course. Assessment will meet the national assessment principles (including RPL and Credit Transfer). Assessment will be conducted professionally to ensure their validity, reliability, flexibility and fairness.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the students/ prior to the commencement of a course. These methods may include:

- Written assessment
- Practical assessment
- Oral assessment
- Work logbooks



REASONABLE ADJUSTMENT

To assist a student with a disability, Pro-Lift Training and Assessment Services trainers and assessors will make reasonable adjustments to the training delivered to assist the student. Adjustments are made to ensure that students with a disability have the same learning opportunities to perform and complete assessments as students without a disability.

The purpose of reasonable adjustment is to make it possible for students and to participate fully. It is not to give students with a disability an advantage over others, to change course standards or outcomes, or guarantee success.

Students may appeal against an assessment result if they are not satisfied. Refer to Appeals and Complaints section in this handbook.

DISCIPLINARY PROCEDURE

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, the following rules will apply to all students and any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course which may result in the qualification or competency not being awarded.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- discriminatory behaviour such as harassment and bullying
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times
- willfully disobeys a lawful request of the employer/RTO
- class attendance whilst under the influence of alcohol or any non-prescriptive drugs.

The action taken will depend on the student's history and the seriousness of the alleged offence/s. Any person subject to disciplinary procedures has the right of appeal, in writing, to Pro-Lift Training and Assessment Services management who will carry out an appropriate investigation and respond per the Complaints and Appeals Policy.



STUDENT INDUCTION

Upon the first day of the course all students will complete an induction. It is compulsory for all students to sit the induction as it provides an outline of the training requirements as well as a comprehensive overview of the student rules, health and safety requirements, emergency procedures as well as the facilities and services available.

If a student arrives late or after the induction has commenced they will forfeit their booking and will need to make a new booking. Full course fee will apply to the new booking.

You can access the QLD Department of Employment, Small Business and Training and Training Apprentice and Student information fact sheets at

<https://training.qld.gov.au/hipsinfo/information-resources/information-sheets>

HEALTH AND SAFETY

Pro-Lift Training and Assessment Services accepts its legal and moral obligation as required under the current Work Health and Safety Act. Pro-Lift Training and Assessment Services is committed to ensuring the health and safety of all persons who may be affected by its operations and activities. This includes the provision of:

- workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training in topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

All students also have obligations under the Work Health and Safety Act whilst participating in training. These obligations will be outlined at the commencement of the training. Training on specific industry hazards is incorporated in the training program.

SUPPORT SERVICES

Training Services

Students are offered the following support services to assist in successful completion of training:

- RPL assessment
- options in learning
- one on one tutoring
- pre-course interviews
- training needs analysis
- information on our web site
- professional referrals



Welfare and Guidance Services

Pro-Lift Training and Assessment Services will endeavour to provide welfare and guidance to all students, and clients.

This includes:

- Work Health and Safety
- review of payment schedules when requested
- learning pathways and possible RPL & RCC opportunities
- provision for special learning needs
- provision for special cultural and religious needs

Counselling Services

If a student has a problem with any unit of competency or course, they should feel free to discuss their concerns with their trainer/assessor who may refer them to the RTO Management. If the support needs extend to a need for counseling the student will be referred to an appropriate external support agency.

Any fees associated with these services will be at the expense of the student and explained in detail at the time of referral.

Some support services and their contact numbers are listed below:

Police/Fire/Ambulance	000
Interpreting Services:	13 14 50
Beyond Blue	1300 22 4636
Mates in Construction	1300 642 111
Black Dog Institute	1300 659 467
Poisons Information Centre	13 11 26
Abortion Grief Counselling	1300 363 550
Alcohol and Drug Information Serv.	1800 177 833 (24-hour counselling and information)
Domestic Violence helpline	1800 811 811
Lifeline	131 114
Men's Line Australia	1300 789 978
Pregnancy Counselling Australia	1300 737 732
Pregnancy Help Line	1300 792 798
Quitline	13 78 48
Salvation Army	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120
Industry Specialist Mentoring for Australian Apprentice (ISMAA) Program	1800 210 210
Department of Human Services (Centrelink) -	132 850



FIRST AID

If a student requires first aid, please ask any Pro-Lift Training and Assessment Services member for assistance.

SAFETY AND SECURITY OF ALL APPROVED THIRD-PARTY NON-RTOs

Every effort is made to ensure the safety and security of students while on Pro-Lift Training and Assessment Services premises and premises hired by Pro-Lift Training and Assessment Services this includes all approved Third-Party Non-RTOs.

All students are required to carry out directions given by Pro-Lift Training and Assessment Services staff to ensure their own safety and that of others whilst at the facilities. Information regarding emergency procedures will be provided in the induction.

Pro-Lift Training and Assessment Services does not accept responsibility for the loss of personal property or possessions. Students are urged to take suitable precautions to protect personal belongings.

Indemnity

Pro-Lift Training and Assessment Services and its staff shall not be held responsible for any personal items that are lost or damaged at Pro-Lift Training and Assessment Services. Pro-Lift Training and Assessment Services may need to obtain medical treatment for you if it is deemed necessary by a staff member acting on behalf of Pro-Lift Training and Assessment Services. Neither Pro-Lift Training and Assessment Services nor its staff will be held responsible for any expense, loss or damage or liability of whatever nature or howsoever occasioned because of authorising and arranging such emergency medical treatment.

PRIVACY

Pro-Lift Training and Assessment Services and all approved Third-Party Non-RTOs understands the importance people place on their privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and where they apply to our dealings with you the student.

Collecting general personal information is essential to be able to conduct vocational training and assessment within the guidelines of regulatory requirements. Pro-Lift Training and Assessment Services collects your personal information by means of the Enrolment



Form and survey forms. If sensitive information is gathered, it will be done so as required by the Federal and State Government Training and Employment departments.

We use the information collected only for the services we provide. No staff or client information is shared with third parties unless requested by industry governing bodies such as Department of Employment, Small Business and Training and/or funding bodies or as requested by the student.

Note: *Personal information* is any information that would allow a person to be identified. For example, an individual's name, age and physical characteristics.

THIRD-PARTY NON-RTOs

Pro-Lift Training and Assessment Services has Third Party non-RTOs arrangements in place with:

Pro-Lift Training FNQ

Mr. Graeme Pershouse

39 Moffat Street Cairns North Qld

Ph: 0429 575 468

Email: manager@proliffttraining.com.au

Website: www.proliffttrainingfnq.com.au

Prof- Lift Training

Mr. Craig Finucan

42A Commercial Avenue, Paget Mackay Qld

Ph: 07 4214 0129

Email: admin@proliffttraining.com.au

Website: www.proliffttraining.com.au

“Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements via email or phone contact “

ADDITIONAL INFORMATION

Legislative Requirements

The RTO operates within a framework that includes all relevant Commonwealth, State or Territory regulations and regulatory requirements and, the VET Quality Framework (VQF).

We are subject to a range of legislation relating to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few. There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation, follow the links to the websites of the legislation listed on the next page.

If a complaint made by a student to us involves an allegation of criminal misconduct, we will immediately refer the matter to the appropriate authority.

Pro-Lift Training and Assessment Services will meet all legislative requirements of State and Federal Government. Legislation which has been identified as being applicable to this organisation and the training it delivers include (but may not be limited to):

- Work Health and Safety Act - <https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-act-2011>
- Work Health and Safety Regulations - <https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-regulation-2011>
- Vocational Educational, Training and Employment Act - <https://www.legislation.qld.gov.au/view/pdf/2013-11-22/act-2000-023>
- Training and Employment Regulations - <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>
- Anti-Discrimination Act
<https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx>
- Disability Standards for Education 2005 - <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 – <https://www.legislation.gov.au/Series/C2004A04426>
- Human Rights and Equal Opportunity Commission Act 1986 – <https://www.humanrights.gov.au/our-work/legal/legislation>



- Racial Discrimination Act 1975 - <https://www.humanrights.gov.au/our-work/legal/legislation>
- Sex Discrimination Act 1984 - <https://www.humanrights.gov.au/our-work/legal/legislation>
- Privacy Act - <https://www.oic.qld.gov.au/about/privacy>
- Right to Information Act
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-013>
- Copyright Act - <https://www.legislation.gov.au/Series/C2004A07378>
- Skilling Australia's Workforce Act 2005 –
<https://www.legislation.gov.au/Details/C2010C00164>
- Fair Trading Act 1989 (advertising and marketing) -
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1989-084>
- Further Education and Training Act 2014 -

Some of the technical words in this handbook may be hard to understand. If you don't understand something, please ask so we can explain it to you.

Have a question we haven't covered in this handbook? Call us today and allow us to assist you with your query.

We hope that your experience with Pro-Lift Training and Assessment Services is a positive and fulfilling experience. We aim to provide a transparent service which is of a high quality for all students and stakeholders.