



PERFORMANCE TRAINING

Registered Training Organisation



STUDENT HANDBOOK

Student Handbook

Thank you for your interest in studying with Performance Training Pty Limited. We look forward to helping you achieve your vocational goals and excellence in your chosen career.

This handbook provides information you need to know about studying with us. If you have any questions about the course you are interested in or anything in this handbook, please contact us using the contact details below.

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1 About Performance Training

1.1 Introduction

Performance Training Pty Limited (Performance Training) is a Registered Training Organisation (RTO) that is committed to providing quality training and assessment for the vocational qualifications on its RTO Scope of Registration.

These services are provided in collaboration with industry, and in accordance with the Australian Qualifications Framework (AQF) and the VET Quality Framework (VQF). To view Performance Training's scope of registration, go to: <https://training.gov.au/Organisation/Details/1718>.

Performance Training also provides non-accredited training and assessment to individuals or organisations to meet their training requirements. Delivery of Performance Training services is guided by the standards set out by the VET Quality Framework (VQF).

1.2 Educational Standards

Students in Australia's Vocational Education and Training (VET) sector should expect high-quality training that leads to a qualification that improves their knowledge and skills and career prospects. Performance Training has:

- policies and management practices that support student success and safeguard client interests during marketing and delivery of its services
- the capacity to provide adequate facilities and use appropriate methods and materials to support the delivery of its services.

Performance Training has an obligation to adhere to NVR Standards for RTOs and has a Code of Conduct that includes advice and direction on the following elements.

- **Sanctions:** Performance Training recognises that its RTO registration may be withdrawn if it does not adhere to the NVR Standards for Registered Training Organisations.
- **Quality Management:** Performance Training is committed to providing quality service with a focus on continuous improvement. To ensure a quality service, Performance Training has policies, procedures and guidelines that are guided by the VET Quality Framework (VQF) standards. Feedback from students, tutors, and industry representatives regarding Performance Training's services is always welcomed.

From time-to-time students may be asked to participate in focus groups to discuss the quality of learning resources, assessment tasks, and other matters pertaining to their experience with Performance Training.

- **Marketing and Advertising:** Performance Training will market its training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. Information provided to clients will have no false or misleading comparisons with other providers or courses. Performance Training's marketing strategies will not contravene legislation.
- **Guarantees:** Performance Training will honour all obligations outlined in its Code of Conduct.

2 Student Recruitment, Selection and Enrolment

2.1 Student Recruitment and Selection

Recruitment is responsible, ethical, and consistent with training package requirements. Performance Training is committed to non-discrimination in all forms and complies with equal opportunity and anti-discrimination legislation.

Prior to enrolment, Performance Training will ensure that applicants meet the course or qualification eligibility requirements. A pre-enrolment interview may be undertaken to ensure that the applicant:

- meets the prerequisite requirements to enrol into the qualification (e.g. prerequisite units of competency, level of experience, health, or safety requirements)
- possesses the Language, Literacy and Numeracy (LLN) skills to successfully complete the qualification (an LLN skills test may be required)
- has access to an appropriate workplace for practical assessment components.

Note that participation in training may also be subject to payment of all fees and charges.

2.2 Enrolment Into a Course

Enrolment Application Form: Performance Training's enrolment application form may be emailed, posted, or completed on the premises. The form captures the information necessary to register a student into a course. All questions should be answered, and the form must be signed and dated by the applicant.

Applicants must also have a Unique Student Identifier (USI) number. Performance Training cannot issue a qualification to a student if they do not hold a USI. A USI can be created by going to the USI website at www.usi.gov.au/students/get-a-usi.

Performance Training can obtain a USI if requested and if the required information is provided.

Applicant enrolment information is confidential and will only be accessed by the applicant, Performance Training's trainer, assessor, and authorised RTO administration staff. The form may also be accessed by State or Commonwealth agencies as part of an audit or investigation.

Induction and Orientation: Performance Training may develop a Training and Assessment Plan that is agreed to and signed by the student, Performance Training representative and the employer (if applicable). The Training and Assessment Plan will detail selected units of competency, outline how the training will be presented to the student, and the different methods used to assess knowledge and skills.

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures that they:

- understand the information contained in this Student Handbook
- are familiar with facilities and resources
- have identified the key training, administration, and support people
- understand the rights and responsibilities of students in the course
- have the necessary course materials
- know course timetables
- know where to access more information.

Access and Equity Principles: Performance Training will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. Performance Training prohibits discrimination, harassment, victimisation or bullying towards any group or individual in any form.

Performance Training is committed to ensuring that people with disabilities have equal access to education and training. Student support may be required if the student has a disability, or difficulty with literacy, numeracy, English as a second language, English, computing, or communication skills. Support is provided depending on the student's individual needs and is determined before enrolment. A range of strategies can be employed and may involve tutorial support and/or mentoring, the use of adaptive technology, a sign language interpreter, note-taker, disability assistant, or access to additional funding to provide additional support to the student.

These adjustments may also apply to students who have a temporary disability. However, it should be noted that some students with disabilities may be unable to enrol in their nominated qualifications (e.g. high risk work and licencing courses).

Transition to Training Packages: To ensure only training in current courses is conducted, Performance Training manages the transition of superseded training packages and units of competency within 12 months of their publication on the National Register. Students will be notified of changes that impact them and options available to them will be provided.

3 Fees, Charges, Refund Policy, and Exemptions

Students will be advised prior to enrolment if costs will be incurred. Fees for individual Units of Competency, Full Qualifications, RPL and VOC Assessments are as detailed on the applicable enrolment application form. Unless otherwise specified, course fees include all training and assessment materials required to achieve the qualification. Fees do not include costs of services provided by other authorities, e.g. High Risk Work licence application fees, heavy equipment or vehicle hire.

3.1 RPL Fees

Due to the unknown work involved to collect and assess evidence, Recognition of Prior Learning is charged at the equivalent qualification or unit of competency cost on a case-by-case basis.

3.2 Traineeship Compulsory Fees

Compulsory administration/contribution fees apply to some students who are completing their training under a traineeship arrangement, or other Government funded program. These fees vary according to the State / Territory where the student is completing their funded training program. Concessions or full fee exemptions may apply for students who meet eligibility criteria. Refer to the specific funding contract for concession and fee exemption guidelines.

3.3 Fee for Service Fees

If a student is completing individual units of competency, or partial qualifications (e.g. Skill Sets), Performance Training will provide a written quote prior to enrolment.

3.4 Additional Fees and Charges

3.4.1 Fees for Additional Training and Assessment after Training Contract End Date

Performance Training's trainers are responsible for identifying students at risk of not completing training within the nominated timeframe so that strategies can be implemented to assist the student to complete on time to avoid additional costs/charges. If additional support is required after the agreed timeframe, Performance Training will liaise with both the student, trainer and workplace supervisor (if applicable) to ensure that additional costs and charges are explained. If, at the agreed training contract end date, the student is still Not Yet Competent (NYC) and Performance Training has met all obligations throughout the training period, additional costs will be charged for each unit of competency that remains unfinished (NYC). The additional fees will be calculated at a per-competency cost.

3.4.2 Fee for Re-Issue of Training Material

Students may receive a hard copy of the learning and assessment materials for the qualification. If the student loses this copy, a re-issue fee of \$120 will be charged.

3.4.3 Fee for Reprint of Qualification

There is a \$33 inclusive of GST reprint fee for qualifications. SiteSmart card replacement fee is \$22 inclusive of GST.

3.5 Payment of Invoices

Payment options are described on Performance Training's invoices. The preferred method of payment is via Direct Deposit. Arrangements can be made for payment using Credit Card; however, the payment will incur a 1.5% transaction fee.

3.5.1 Late Payment of Invoices

If a student cannot pay their invoice on time, they must contact Performance Training immediately so alternative payment options can be arranged. If payment of an invoice is not paid on time, and Performance Training has not been notified of difficulty or hardship, up to an additional 5% may be added to the outstanding invoice amount at the end of each month that payment is not received.

If a payment is not made towards the invoice for an ongoing period of 3 months past the original invoice date (and Performance Training has not been notified of reasons for not making payment), the student will be notified that the enrolment will be cancelled. If the student wishes to continue with their training, they must register into their nominated course again and a new invoice will be generated for the cost of the training.

Note: Invoices are generated based on course costs at that point in time, so fees may have changed from the original invoice if course costs have increased or decreased in that period.

3.6 Refund Policy

If a student requests a refund, the request must be in writing stating the reasons for the request. Written requests received before the release of training and assessment material will be refunded in full. If the student withdraws from the course within 4 weeks of registration and training materials have been issued, the student will be eligible for a 50% refund of the course cost. Refunds will not be granted after this period (except for extenuating circumstances). Refunds due to extenuating circumstances are at the discretion of Performance Training's CEO.

4 Student Support

4.1 Rights and Responsibilities

All persons are obliged to be responsible for the safety and health of themselves and others during training and assessment.

All students have the right to:

- be treated fairly and with respect by all students and staff
- learn in a supportive and safe environment, free of discrimination, harassment, and victimisation
- have existing skills and knowledge recognised (RPL)
- be given information about assessment requirements at the beginning of study
- respectfully challenge directions or decisions if they appear to be unlawful or endanger health or safety
- have personal records kept private, subject to statutory requirements
- have access to their personal records on request
- receive feedback on academic progress
- appeal academic or procedural matters
- have complaints dealt with fairly, promptly confidentially and without retribution
- have access to counselling and support services
- provide feedback to Performance Training on the training, assessment, and support services they receive.

All students have the following responsibilities when interacting with Performance Training staff, their employer, or fellow students:

- make true statements regarding their status, representation, and entitlements
- treat all people with respect and fairness
- show respect for others by not using obscenities or making offensive gestures

- not do anything that could offend, embarrass, threaten, bully, harass or disrupt others in the performance of their duties or studies
- not take photographs or post information online of students or staff without their permission
- not record conversations or trainer presentations without permission
- not possess drugs, alcohol, weapons or be under the influence of drugs or alcohol
- respect and not damage or steal property of other persons
- follow safety practices and directions, whether written or spoken
- do not do any task unless confident it is safe to do so
- report bullying, intimidation, discrimination, violence, abuse of power and harassment so that the appropriate action can be taken
- prepare appropriately for all assessments tasks, visits, and training sessions
- notify Performance Training at least 12 hours beforehand if unable to attend a training or assessment session
- make payments for training within agreed timeframes, where relevant.

The following apply to all persons, students, and RTO staff:

- look after one's own possessions as Performance Training does not accept responsibility for personal property lost or stolen at training sessions
- nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind
- no aggressive physical contact or verbal abuse is to occur between any persons
- smoking is not permitted inside training facilities
- drinking alcohol is not permitted inside training facilities
- eating or drinking is not permitted in any space other than the designated areas
- clothing and behaviour should be appropriate and not cause offence to anyone
- mobile phones are to be turned off during classes and in study areas.

4.2 Language, Literacy and Numeracy Support

Students may be assessed to ascertain if their literacy and numeracy skills are sufficient to successfully undertake the training program. This can be via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the student's responsibility.

4.3 Student Services, Welfare and Guidance

Performance Training uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training, assessment, results, and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file. Performance Training:

- has student welfare and guidance services relevant to its training products
- informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences

Performance Training's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of Performance Training's expertise or control, Performance Training will make every attempt to refer the student to the relevant agency or expert.

If a student:

- requires additional support for learning during the training program, they are required to indicate this on the enrolment application form. If during the course, a student feels that they are having difficulties with learning or assessment tasks, they should talk to their trainer/assessor who will either provide additional support or refer the student to an external support agency
- is experiencing personal problems, or issues that they feel may be affecting participation in the training program, they should contact their training coordinator for referral to an external welfare service.

4.3.1 Procedure for Student Support/Counselling

Performance Training is at all times concerned with the welfare of its students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. Performance Training staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. Note that a list of support services is provided on the last page of this handbook.

4.4 Discipline Policy

Students must maintain appropriate behaviour in accordance with Performance Training's student rules and responsibilities outlined on the enrolment application. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given. In the case of major or repeated breaches, penalties may be imposed immediately, and the student may be requested to leave the course. All disciplinary matters will be overseen by Performance Training's CEO.

5 Flexible Learning and Assessment

5.1 Training and Assessment Standards

Trainers and assessors hold appropriate qualifications and experience to deliver the training and assessment offered by Performance Training.

Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are used to achieve the learning outcomes prescribed by the training product. Grievance and Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible, and fair.

Students are advised of assessment requirements before training commences.

5.2 Flexible Learning

Performance Training provides students with learning flexibility by taking their personal situations into consideration to maximise learning outcomes and optimise access to learning activities. Any flexible arrangements must adhere to the course assessment standards and requirements. Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation can be obtained from Performance Training's CEO.

5.3 Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Performance Training offers the option of Recognition of Prior Learning (RPL) and Credit Transfer (CT) to students on enrolment. Performance Training recognises Qualification Framework qualifications and Statements of Attainment issued by other Registered Training Organisations.

CT is the recognition of previously completed formal training and/or qualification. For CT, a student must submit a certified copy of their qualification and transcript of results, outlining the competencies they have been deemed competent in.

RPL is about turning skills and knowledge into a formal qualification. The benefits of RPL are that a student can draw on informal, formal, or international qualifications or practical experience to:

- avoid unnecessary training for skills and knowledge that they already have
- get qualified faster
- give access to courses that require formal qualifications as a prerequisite.

Note: RPL applicants are charged a fee per unit for the assessment.

RPL is a three-stage process.

Stage 1: Read and complete the Performance Training Recognition Resource and submit along with evidence to Performance Training. Examples of types of evidence are:

- formal qualifications, e.g. Certificates, Statements of Results, Statements of Attainment
- licences (e.g. High Risk Work)
- resume
- job descriptions
- workplace training records (e.g. inductions, workshops, internal courses)
- diary entries, job sheets, logbooks
- letters from referees, previous employers, supervisors, clients, or community contacts who can confirm the applicant's skills in the qualification
- workplace documentation and records (e.g. emails, reports, minutes, procedures).

Stage 2: Performance Training will review the completed Recognition Resource and the evidence provided. A qualified assessor will offer advice and guidance to the candidate during stage 2 if further evidence or training is needed to meet the qualification requirements.

Stage 3: Judgement of Competence and Issue of Qualification.

If further evidence is required, then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness, and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given, and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted and the process for issuing the qualification will be implemented.

5.4 Assessment

Assessment within the National Skills Framework is the process of collecting evidence and judging whether competency has been achieved and to confirm whether an individual can perform to the standards expected in the workplace, and as required in the relevant unit of competency.

Qualified assessors who hold a Certificate IV in Training and Assessment and can prove industry currency will be authorised by Performance Training to conduct assessment services. Assessment activities are to be conducted in accordance with the relevant Training Package Assessment Guidelines.

Information relating to the method of assessment is provided to the candidate prior to the assessment and can be in the form of a Training and Assessment Plan. Individuals have the right to have this information before they commence training.

Performance Training has robust Assessment Systems that meet the requirements of continuing registration for an RTO. Student evidence is retained in .pdf format in the Student's Folder on the RTO Server.

Assessment tasks are delivered in accordance with NVR Standards for Principles of Assessment (valid, reliable, flexible, and fair). Assessment methods used may include any of the following:

Written such as:

- tests held during training sessions
- projects to be completed during sessions, or on the job in own time
- assessment questions in a workbook.

Observation:

- assessor observations of work / class exercises / role plays being performed during training and assessment or on the job.

Verbal Questions:

- questions asked during the performance of practical activities or on the job.

Supervisor / Third Party Reports:

- written testimonials that attest to the candidate holding specific skills and knowledge.

The assessor has a responsibility to ensure that collected evidence is sufficient, authentic, and current before submitting to Performance Training for issuance of the qualification.

5.4.1 Assessment Policy

Evidence must fulfil the expectations set out in the assessment question or explanation. This means the candidate must complete the assessment using the guidelines set for content, word limit, layout, or time limit. Written assessment items must also be of an acceptable standard in terms of legibility and tidiness. Evidence items that do not meet these requirements may be marked as not satisfactory.

5.4.2 Competency Based Assessment

Performance Training delivers Competency Based Training and Assessment, which means students are either marked Competent or Not Yet Competent for each unit they complete as part of their training program. There is no Pass or Fail, and percentages are not used. Each assessment item / task is marked as Satisfactory or Not Satisfactory and once all assessment items are marked as Satisfactory, the learner can be deemed Competent.

5.4.3 Assessment Results

As each unit of competency is deemed Competent, the student's Training Plan will be updated with the date that they were deemed competent. Students have the right to appeal a Not Yet Competent assessment result and request re-assessment. The process for appeal is discussed in more detail in the section: Assessment Appeal Process.

5.4.4 Submission of Assessment Items or Presentation of an Assessment Activity

Assessment items must be handed in on the due date to the trainer/assessor, or the person designated responsible for the collection of assessment items. Students must keep a copy of the assessment items, in case of accident, theft or loss. The assessor should remind the student of this prior to the assessment being submitted. If a student does not have a copy of their work or has lost their assessment, they will be required to undertake the assessment again.

5.4.5 Student Plagiarism, Cheating and Collusion

Performance Training has no tolerance for plagiarism, cheating or collusion. Students are expected to act with integrity and only submit work that is their own. If a student is found to have plagiarised, cheated or colluded, they will be given an opportunity to respond to the allegations. If the allegation is proven, Performance Training will, at a minimum, require the student to re-sit or resubmit the assessment. If the issue is ongoing, the student's enrolment may be suspended.

5.4.6 Extensions for Submission of Assessment Items

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by the trainer/assessor and will only be granted before the due date. If a student requires an extension, they will need to contact their trainer/assessor in person, by telephone, or email stating the reasons for extension. The student may be required to present a medical certificate.

5.4.7 Assessment Appeal Process

Complaints about an assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of an appeal are analysed by Performance Training's CEO and appropriate improvements will be made to prevent recurrence of the problem.

If a student is dissatisfied with the result of an assessment, they must submit their appeal in writing within 5 working days of the result being issued. If a student requires assistance with writing their appeal, an independent staff person is made available.

The student should provide as much information as possible to enable Performance Training to investigate and determine an appropriate solution. Information should include:

- identification of the issue or decision: what happened and how it affected the student
- all evidence that supports the complaint or appeal
- details about the steps the student has taken to resolve the issue
- suggestions about how the matter might be resolved.

In the instance of an assessment appeal, the assessor who originally marked the assessment will review the assessment evidence, and an independent qualified assessor will also mark the assessment to determine whether the original judgement was appropriate.

Outcomes of the Assessment Appeal process are documented and filed in the Student's Folder on Performance Training's Server. The student is notified in writing within 60 days of the results of the appeal, and evidence of this is kept in the student's file. If the student's appeal was unsuccessful, the student is advised of their rights to re-assessment. A fee may apply if re-assessment is required after completion of the Training Program.

If the appeal is still unresolved, the student will be advised of external organisations that may be able to assist, e.g. Consumer Affairs or relevant Government Departments. Students may also seek legal redress through the usual court processes if they feel dissatisfied.

5.4.8 Vocational Outcomes

When students successfully complete their studies, the completion will be recorded in Performance Training's student management system (JobReady). At the end of each calendar quarter, Performance Training will upload student data to the National Centre for Vocational Education Research (NCVER) database. This data is linked to the student's USI number. The USI number is unique to the student and enables all training records to be linked. Students can find, collate, and authenticate their VET achievements in a single transcript. The USI ensures that students' VET records are not lost.

6 Student Withdrawal from Courses

If a student wishes to withdraw from their course, they must notify Performance Training in writing. Notification can be either: emailed to info@performancetraining.com.au with the subject heading "Student Cancellation" and the student's name, for example: "Student Cancellation: Jane Doe"; posted via Australia Post; or hand-delivered to Performance Training's office. For information on refunding fees in the instance of cancellation see the section: Refund Policy.

6.1 Suspension or Withdrawal due to Special Circumstances

Performance Training acknowledges that certain circumstances beyond the student's control may lead to suspension or withdrawal from their nominated course. Special circumstances of an unexpected nature are considered those that are beyond the student's control, did not make their full impact until on or after the enrolment date, and affect the student to an extent that they are unable to meet qualification requirements in the enrolment period. Special circumstances can include:

- medical conditions / family needs / personal reasons
- change to employment / relocation.

For information relating to special circumstances see the section: Refund Policy.

6.2 Student Non-Compliance Resulting in Withdrawal, Suspension, or Cancellation

No refund will be provided in the following cases:

- if training and assessment activities have commenced and the student has received training and assessment materials, but has withdrawn, dropped out
- student has failed to engage with their trainer/assessor throughout their enrolment period prior to withdrawal (i.e. the student is deemed to be non-compliant to the training contract).

Non-compliance is considered when Performance Training has commenced training with the student and the student has received training materials and support but fails to submit assessments and/or engage with the course coordinator during the period of their enrolment.

If a student fails to engage with their learning program / course of study and fails to engage with their trainer/assessor for an ongoing period of 3 months, their enrolment in the course will be suspended. If non-compliance continues once the enrolment has been suspended and the student fails to demonstrate commitment to their studies once the suspension has been lifted, Performance Training may cancel the student's enrolment. No refund will be given under these circumstances.

In any instance of non-compliance, it is critical that the trainer/assessor documents the attempts to contact the student and re-engage them with their training program. Records of attempts are to be filed in the student's folder on the RTO Server and brought to the attention of the RTO Manager.

7 Issuing Qualifications

Performance Training will issue certification documents within 30 days of the student being assessed as meeting the requirements of the qualification, providing that all fees the student owes for the course have been paid. Performance Training:

- retains a register of issued AQF qualifications in its student management system
- retains certification documentation records for 30 years on its student management system
- reports AQF qualifications issued to ASQA on a quarterly basis as required by ASQA
- will not issue AQF qualifications to students without being in receipt of a verified Unique Student Identifier number for that student, unless an exemption applies under the Student Identifiers Act 2014.

Qualifications are mailed using Australia Post to the student's nominated mailing address.

8 Complaints

Performance Training representatives are expected to be fair, courteous, and helpful in all dealings with students. Performance Training seeks to minimise the likelihood of complaints by ensuring students are satisfied with their training. Student feedback forms are provided to students at the end of each course. Feedback is reviewed by the trainer and other RTO staff to identify issues that are noted. In the event of a complaint students should:

- try to resolve the problem with the person concerned
- seek the assistance of their trainer
- consult Performance Training's CEO
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, Performance Training will advise students of external organisations to which they can appeal.

9 Privacy Policy

Performance Training complies with the Privacy Act 2001. Student information is only used for the purpose of delivery of Performance Training's services. The information will not be released to a third party without the consent of the student or unless Performance Training is required by law to do so. Performance Training takes all reasonable steps to protect personal information by:

- only providing RTO staff with access to personal information
- destroying information after the required retention period
- ensuring computer security by use of passwords, firewalls, and up-to-date virus protection software
- not releasing information to third parties without prior authorisation.

Students have the right to access information in their file at any point throughout their enrolment, or after they complete their course. Students can contact Performance Training's office to request access to their file. These requests require the verification of the student's identity through either sighting a photo identification document, or the correct response to questions derived from their personal file. If the information in the personal file is incorrect, the student has the right to require Performance Training to amend the information.

Performance Training may provide students with information from time to time about new courses available to them. Students' consent to this will be implied unless they notify Performance Training that they do not wish to receive this information.

Performance Training may need to source or verify information about students from a third party. Wherever practical this will be done with the student's authorisation, or if not possible, Performance Training will inform the student when such information is collected.

10 Legislation

Performance Training identifies and complies with relevant State or Territory laws including Commonwealth and State legislation:

- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Anti-Discrimination Act 1991
- Vocational Education, Training and Employment Act 2000
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 2008
- Education Services for Overseas Students (ESOS) Act 2000

The various acts are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au.

11 Support Services Contact Details

Service	Telephone	Website
Reading and Writing Hotline	1300 655 506	www.readingwritinghotline.edu.au
Centrelink – Services Australia	132 490	www.servicesaustralia.gov.au
Australian Apprenticeship Centres (AAC)	1800 020 108	www.australianapprenticeships.gov.au
Queensland Human Rights Commission	1300 130 670	www.qhrc.qld.gov.au
Legal Aid Queensland	1300 651 188	www.legalaid.qld.gov.au
Lifeline	13 11 14	www.lifeline.org.au
Fair Work Commission	1300 799 675	www.fwc.gov.au