

Progressive Training™

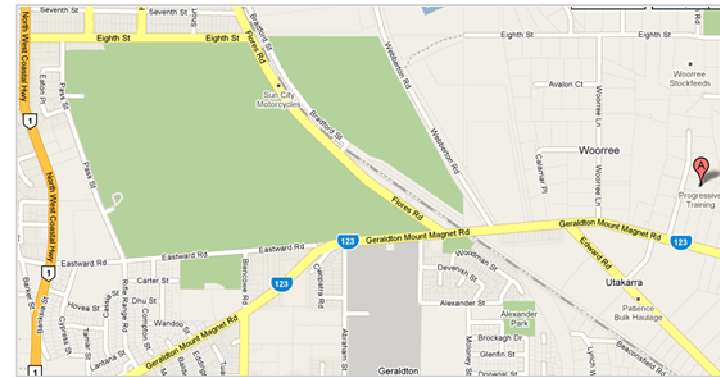
(WA) Pty Ltd

Participant Handbook

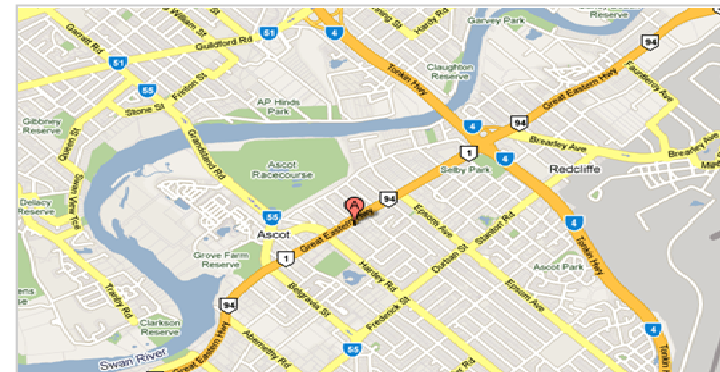


Progressive Training location maps

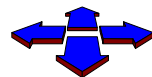
Geraldton



Perth



Progressive Training...Training from Within



Introduction

Welcome to *Progressive Training*

This participant handbook has been produced to provide information regarding facilities, services and support available.

If you require further information related to this handbook or other issues please contact your lecturer who will assist with your enquiry.

The contact details for *Progressive Training* are:

Geraldton Office

Location 8 Grosvenor Close
GERALDTON WA 6530

Phone 08 9964 9497

Fax 08 9964 9492

Perth Office

Location 265 Great Eastern Hwy
BELMONT WA 6104

Phone 08 9277 2688

Fax 08 9277 2788



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EMAIL admin@progressivetraining.com.au

WEBSITE www.progressivetraining.com.au

Progressive Training is a
Registered Training Organisation (RTO) number 5274

Authorised by: CEO
Reviewed by: RT

Policy - TA-2.2
Title: Participant Handbook

Effective Date: 29/01/10
Revision Date: 29/01/11

CONTENTS

TITLE	PAGE
Progressive Training Code of Conduct	3
Course Information	4
Participant Selection, Enrolment and Orientation	5
Fees, Charges and Refund Policy and Exemptions	6
Financial Assistance	6
Provision for Language, Literacy and Numeracy	7
Participant Support Services	7
Flexible Learning and Assessment Procedures	7
Appeals, Complaints and Grievances Procedures	8
Disciplinary Procedure	8
Staff Responsibilities for Access and Equity	9
Special Needs	9
Participant Code of Conduct	10
Safety and Health	11
First Aid	11
Emergency Evacuation	11
Useful Contact Numbers	12
Privacy and Disclosure of Information	12
Changing Your Address	12
Grades, Assessment and Results	13
Mutual Recognition	14
Library Services	15
Suggestions	15
Recognition of Prior Learning (RPL)	16-17

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Progressive Training

Code of Conduct

To meet the education, training and service needs of participants and clients, Progressive Training staff will:

- Ensure training is appropriate to participant/client needs by continual review of scope and delivery
- Provide quality education and training through well trained staff and resources of a high standard
- Maintain a friendly and helpful approach to participants/clients
- Market services accurately and professionally
- Provide services that are efficient and consistent through continuous improvement planning incorporating participant/client and staff feedback
- Provide an environment for participants/clients that promotes access and equity through proactive policies that include:
 - Appeals and Complaints - Policy SC-5.9
 - Equal Employment Opportunity - Policy SC-5.5

Course Information

Progressive Training will ensure that correct and complete information will be given to participants prior to enrolment regarding:

- Participant selection, enrolment, and induction/ orientation procedures
- Course information including content and vocational outcomes
- Fees and charges including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assessment
- Client support, including internal and external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) arrangements
- Course information, content and vocational outcomes are provided by the lecturer of the course and are detailed on the enrolment form prior to the participant signing the form.
- Other information provided by your lecturer prior to signing includes:
 - mode of delivery available
 - what will be taught
 - how participants are assessed
 - future studies and/or employment opportunities
 - where course will be delivered and the cost

Participant Selection, Enrolment and Orientation

Participants are advised of potential courses through notices, local radio and negotiation with workplaces and communities.

Participants are selected based on likelihood of course success based:

- on appropriateness of participant qualifications in relation to course/s they wish to undertake
- availability of financial and physical resources
- community support for participants
- matching to personal need
- RPL achieved (if applicable)

All prospective participants have equal access to courses based on the above criteria.

Enrolment after selection is through completion of the “*Progressive Training Course Registration Form*” CORE- 11.7.1.

Induction to facilities and services at *Progressive Training* are conducted by your lecturer and include:

- site tour
- awareness of emergency evacuation
- amenities
- smoking areas
- tea and coffee facilities

Fees, Charges and Refund Policy and Exemptions

Fees, charges, refunds and exemptions for Publicly Funded Courses are set as per the Fees Policy provided by the Western Australian Department of Training.

Non Publicly funded courses are negotiated with the CEO of *Progressive Training* on a Fee for Service arrangement.

All students are made aware of the fees through the costing sheet provided prior to the student signing the registration form.

Refund procedure is set out in accordance with policy CORE-11.9

1. Complete Participant Refund Form CORE-11.9.1
2. Submit form to the CEO or administration
3. The CEO or delegated person will notify participant if approved or declined
4. If approved refund will be forwarded to participant through normal accounting procedure

Financial Assistance

You may be eligible for financial assistance while you are studying. Some programs include Abstudy, Austudy and Youth Allowance. If you require information about these programs please talk to your lecturer or a CEO.

Provision for Language, Literacy and Numeracy Assessment

Progressive Training has staff available to assist with language, literacy and numeracy training and assessment. *Progressive Training* is also a provider of the Certificate of General Education, which is a National program incorporating literacy and numeracy. If you require assistance in this area you should speak to your lecturer.

Participant Support and External Support Progressive Training can provide

The following support services are available:

- Participant support is generally provided through your lecturer
- External support is available through the Department for Communities www.communities.wa.gov.au

Flexible Learning and Assessment Procedures

Progressive Training lecturers are committed to assisting participants with flexible learning and assessment modes where resources are available. Flexible modes can comprise of a range of study options that gives increased flexibility to participants in their study program and enables them to study at their own pace and organise assessments around work and personal commitments. If you require assistance with flexible modes please contact your lecturer.

Appeals, Complaints and Grievance Procedures

If an issue arises please abide by the following procedure:

1. Notify the CEO who will assist you to complete the Appeals Complaints Form SC-5.9.1
2. You will be contacted within 7 days by the CEO or a Progressive Training representative to inform you of development towards resolving any issue
3. Resolution of issue will, where possible be resolved within 28 days
4. If resolution is not achieved within 28 days an independent arbitrator will be sought
5. Where a resolution fails to evolve, the CEO will enforce a solution to be implemented by all parties
6. A written report of the outcomes achieved including reasons for any decisions made will be given to the complainant on completion of process

**Students also have access to the
National Complaints Hotline on 1800 000 674**

Disciplinary Procedures

Disciplinary procedures may at the discretion of the CEO be implemented. Serious breaches however of the Student Code of Conduct located within this Handbook may result in immediate suspension from your course.

Staff Responsibilities for Access and Equity

Staff are committed to ensuring that participants are not discriminated against and are charged with the following responsibilities:

- To treat all participants with equity and fairness
- To make information freely accessible to all who require it or who are affected directly or indirectly
- To facilitate an environment free from fear, harm, favour, harassment, intimidation, bullying, discrimination, victimisation, exploitation or abuse of any kind
- To empower and support others, particularly minority groups, to help them achieve their full potential
- To care and advocate for the rights of others
- To ensure transparency in all decisions and actions affecting participants and other staff
- To be a good role model and encourage ethical behaviour
- To be responsible and reliable in all communication

Special Needs

Progressive Training is mindful that some participants may require special needs such as physical, cultural and educational needs and will do its utmost in providing for these.

Please indicate on the Course Registration Form CORE-11.7.1 if *Progressive Training* needs to accommodate you in any of these ways.



Participant Code of Conduct

Participants at *Progressive Training* are expected to abide by the following:

- To be polite and courteous at all times
- To respect the cultural differences of fellow participants and *Progressive Training* staff
- To give all class members the opportunity to listen and learn in an environment that is quiet and free from disruption
- To maintain punctual attendance to all classes
- To only leave classes at scheduled times or with the permission of the lecturer
- To refrain from bringing radios or electronic games into classrooms (mobile phones should be switched off)
- To not bring dangerous or hazardous goods to the premises
- To report hazards or unsafe practices to lecturers or CEO
- To observe safety requirements of *Progressive Training* at all times
- To not bring alcohol or prohibited substances to any sessions being presented by *Progressive Training*
- To wear clothing appropriate to the course being delivered

Safety and Health

Any concerns with health or safety matters should be raised with your lecturer or the CEO. All accidents, incidents or “near misses” must be reported and an Accident Incident Form completed HS-6.5.1. Your lecturer can assist you with this form.

All Progressive Training buildings are smoke-free zones. Smokers trays are provided outside the complex.

First Aid

First Aid kit locations will be made known during inductions at our training venues by relevant staff.

When training is conducted by a *Progressive Training* lecturer at another location (on-site), participants will be advised as to the whereabouts of the first aid kit.

Emergency Evacuation

It is important that you become familiar with your nearest evacuation exit and assembly area. You should also note where fire extinguishers are located. Your lecturer should be able to advise you of this information.

In the event of fire:

1. Immediately notify a staff member or reception of your name, and the exact location of the fire
2. Remain calm and do not take risks
3. Assemble at the assembly point and remain there until instructed by staff to move or return to the building

Useful Contact Numbers All Emergencies - Dial 000

	Geraldton	Perth
Ambulance	9964 1808	9334 1222
St John of God Health Care	9921 1233	9366 1111
Geraldton Regional Hospital	9956 2222	-
Police	9923 4555	9424 2700 (Belmont)
Fire Brigade	9956 6000	9323 9300

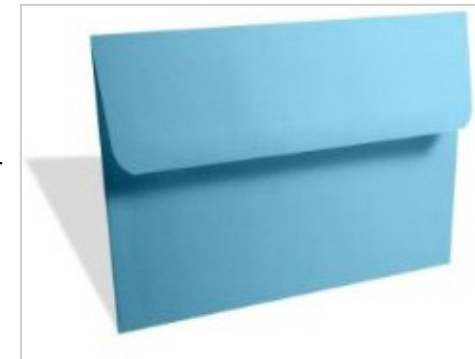
Privacy and Disclosure of Information

All information supplied by participants is kept in complete privacy for the purpose only for which it was collected. Information provided may be required by auditing bodies authorised by the Western Australian Department of Training.

It is possible for participants to gain access to their personal information however disclosure of participant information to another source can only be permitted if the participant completes a Release of Information Form CORE-11.12.1. Your lecturer will be able to supply this form to you if you require it or contact the office of Progressive Training.

Changing Your Address

If you have changed your address, please advise your lecturer or administration as soon as possible so we can ensure your Statement of Attainment, Certificate, notification of graduation, refunds etc are sent to your current address.



Grades, Assessment and Results

In most courses, some form of assessment is required. The lecturer will advise participants of how they will be assessed. Official notification of results (Statement of Attainment) is forwarded to participants by mail.

Description of results are as follows:

Result	
Code	Description
1	Assessable enrolment - successfully completed
2	Assessable enrolment - not completed
3	Non-Assessable enrolment - not completed
4	Non-Assessable enrolment - satisfactorily completed
5	Continuing Studies
6	Status or credit granted through RPL
9	Status or credit granted through credit transfer
10	Withdrawn
90	Result not available
100	Never attended or no work submitted

Participants have the right to appeal against assessment methods and/or results issued. Participants should contact the lecturer or the CEO to lodge an appeal or complaint on the Appeal Complaint Form SC-5.9.1.

Mutual Recognition

Progressive Training in accordance with AQTF2007, undertakes to recognise the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other RTO.

The procedure to claim mutual recognition in any course is as follows:

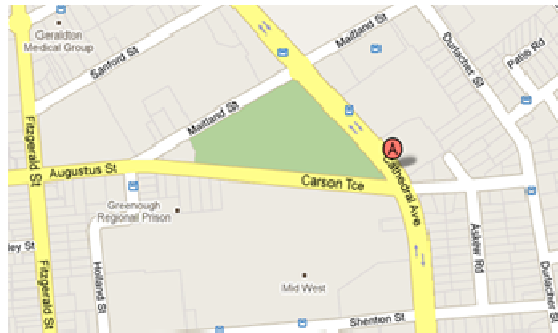
- Request is made by client for mutual recognition by another RTO
- Client is supplied with Mutual Recognition Form CORE-11.13.1 for completion (staff are available to assist if required)
- Client to sign form
- CEO or designated person checks and verifies application and when satisfied that claim is accurate, forwards to administration for processing of qualification sought.

The image shows a form titled 'Progressive Training' with a logo on the right. Below the title, it says 'MUTUAL RECOGNITION FORM' and 'Form CORE-11.13.1'. The form includes fields for 'Surname', 'First Name', 'Address', 'Post Code', 'Phone No.', 'Fax No.', 'DOB', 'Gender' (with radio buttons for Male and Female), and 'Email Address'. There is a section for 'Details of Mutual Recognition and/or Credit Transfer Being Applied For' with columns for 'Course Code', 'Transfer/Grant of Credit', and 'Issuing Organisation'. At the bottom, there are checkboxes for 'I have attached a certified copy of qualification (Certificate/Statement of Attainment) to this application' and 'I declare that the information I have provided is to the best of my knowledge a true and correct record.' followed by 'Signature' and 'Date' fields. There is also a section for 'Authorised by' and 'Reviewed by' with checkboxes for 'CEO' and 'RT'.

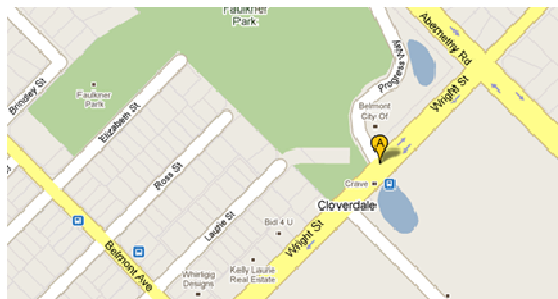
Library Services

Progressive Training has a library and may be able to supply some information required by participants. Alternatively, public libraries are located at:

Geraldton
Regional Library
Cathedral Avenue



Perth
City of Belmont
Ruth Faulkner
Public Library
215 Wright Street



Suggestions

In order to maintain a high level of service, *Progressive Training* relies on feedback from participants and others relating to courses, facilities and services.

If at any time you are not satisfied or would like to let us know how we can improve, please talk your lecturer or the CEO.

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Recognised Prior Learning (RPL)

What is RPL?

RPL is the acknowledgement of skills and knowledge gained from previous training, work or life experiences, outside the formal education and training system. These skills and knowledge are measured against the qualification you are enrolled in.

Skills and knowledge recognised can:

- Save you time and shorten the length of your course
- Save you learning things that you have already learnt
- Recognise the worth of your existing skills and help you add more skills to them

All this means is that you do not have to repeat learning that you have already done and you will be able to progress quickly by moving on to other modules/units.

How can I apply for RPL?

You can apply for RPL by contacting your lecturer for the course you are to enroll in for advice and support. Even if you are not sure whether or not to apply, discussing it with your lecturer will often help your decision.

You will need to complete a form to apply and your lecturer can assist you with this.

You will need to provide evidence to show that you have the skills you are applying for.

Continued

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RPL Continued:

Evidence might include:

- Letters or references on official letter heads describing the things you have previously done
- Samples of work that show your competence e.g. assignments, tables, typed documents
- Photos and/or Portfolio
- On-the-job assessment
- Interview and/or Demonstration

Evidence must be current, relevant, authentic and sufficient to demonstrate your competence.

What does RPL cost?

The cost of RPL is available on request. If you apply for RPL and are not successful you may appeal the decision through the following process:

Contact the CEO and have the reason for your appeal documented

1. Provide any documents or evidence related to your appeal
2. The CEO will investigate the appeal as per procedure in policy SC-5.9
3. You will receive written notification of the decision made

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