



# Participant Handbook



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## Introduction

Welcome to *Progressive Training (WA) Pty Ltd*.

*Progressive Training (WA) Pty Ltd* is a Registered Training Organisation (RTO) number 5274. Some of the training we deliver includes:

ACCREDITED	NON-ACCREDITED
<ul style="list-style-type: none"><li>● Business Services</li><li>● Health &amp; Safety</li><li>● Machinery Tickets</li><li>● WorkSafe Licences</li><li>● Resources and Infrastructure</li><li>● Training &amp; Education</li></ul>	<ul style="list-style-type: none"><li>● Safety Representatives</li><li>● IT Training (Microsoft)</li><li>● Conflict and Negotiation</li><li>● Employment Skills</li><li>● New Leadership Training</li><li>● Time Mastery</li></ul>

## Did You Know?

We also provide consultancy services such as:

- Partnering
- Resource Development
- System Auditing

Contact us for all your training and consultancy needs!

## About this Handbook

This Participant Handbook has been produced to provide information regarding facilities, services and support available to you.

If you require further information related to this handbook or other issues, please contact your trainer/assessor or administration personnel who will assist with your enquiry.

## Contact Details

**Location:** 8 Grosvenor Close WOORREE WA 6530

**Postal:** PO Box 1854 GERALDTON WA 6531

**Phone:** (08) 9964 9497

**Fax:** (08) 9964 9492

**Email:** admin@progressivetraining.com.au

**Web:** [www.progressivetraining.com.au](http://www.progressivetraining.com.au)

**NOTE:** An electronic version of this handbook can be found on our website under 'Staff & Students' and then 'Student Induction').

**Parking:** Free all-day parking is available, for participants, onsite at *Progressive Training (WA) Pty Ltd*.

**To Find Us:** Head out of town on Horwood Road, pass the cemetery and turn left onto Grosvenor Close which is just after Rover's Football Club Oval (called 'Greenough Oval' on the map below).



## *Progressive Training (WA) Pty Ltd's Code of Conduct*

In order to meet the education, training and service needs of participants and clients, *Progressive Training (WA) Pty Ltd* will:

- Ensure training is appropriate to participant/client needs by continual review of scope and delivery.
- Provide quality education and training through the use of well-trained staff, and resources of a high standard.
- In the event that *Progressive Training (WA) Pty Ltd* is not able to deliver the agreed training and/or assessment, *Progressive Training (WA) Pty Ltd* will organise either service from another RTO or a refund.
- 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 (CIP) incorporating participant/client and staff feedback.
- Provide an environment for participants/clients that promotes access and equity through proactive policies/procedures, including:
  - 'Complaints and Grievances' (**HR 4.13**)
  - 'Participant Appeals' (**TA 2.03**)
  - 'Access and Equity' (**CS 2.03**)

## Participant Code of Conduct

Participants at *Progressive Training (WA) Pty Ltd* are expected to:

- Be polite and courteous at all times.
- Respect the differences of fellow participants and staff.
- Give all class members the opportunity to listen and learn in an environment that is quiet and free from unnecessary disruption.
- Maintain punctual attendance to all classes.
- Only leave classes at scheduled times or with the permission of the trainer.
- Refrain from using inappropriate electronic devices, e.g. MP3 players, into classrooms (mobile phones should be switched off or on silent).
- Not bring dangerous or hazardous goods to the premises.
- Report hazards or unsafe practices to trainer or CEO.
- Observe safety requirements at all times.
- Not bring alcohol/prohibited substances to sessions.

**NOTE: Breaches of this Code of Conduct may result in disciplinary action or immediate suspension from your course.**

## Health and Safety

Any concerns with health and safety matters should be raised with your trainer or the CEO. All accidents, incidents or near-misses must be reported and an 'Injury, Illness and Incident Report' Form (HR 5.06.01) completed. Your trainer can assist you with this form.

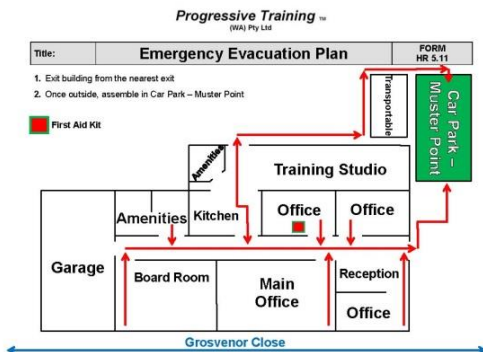
All *Progressive Training (WA) Pty Ltd* buildings are smoke-free zones. Smoker's trays are provided outside the complex.

## 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 trainer will be able to advise you of this information.

In the event of a fire – dial 000 and follow these steps:

1. Immediately notify a staff member or reception of your name and the exact location of the emergency.
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.





## First Aid

Location of the First Aid Kit will be made known during inductions at our training venue by relevant staff.

Where training is conducted at an alternative location (e.g. on-site), participants will be advised as to the whereabouts of the First Aid Kit.



## Useful Contact Numbers

For all **EMERGENCIES** – Dial 000

	Geraldton
Ambulance	000
St John of God Hospital	9965 8888
Geraldton Regional Hospital	9956 2222
Police	9923 4555
Fire Brigade	9956 6000



## Course Information

*Progressive Training (WA) Pty Ltd* will ensure that correct and complete information will be given to participants prior to enrolment, regarding:

- Participant selection, enrolment, induction/orientation procedures and the Unique Student Identifier (USI). \*
- Fees and charges including refund policy, reissuance costs 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 grievances procedures.
- Staff responsibilities for access and equity.
- Recognition of Prior Learning (RPL) arrangements.
- Course information, content and vocational outcomes are provided by the trainer of the course and are detailed on the registration form prior to the participant signing the form.
- Other information provided by your trainer prior to enrolment includes:
  - Mode of delivery available;
  - What will be taught;
  - How participants are assessed;
  - Future studies and/or employment opportunities;
  - Where course will be delivered.

**\*Note:** All VET Students will require a USI from January 1st, 2015. A USI can be applied for on the following webpage: <http://www.usi.gov.au>

***As a Registered Training Organisation, Progressive Training acknowledges its responsibility to provide high quality training and assessment which is compliant with the ASQA Standards for Registered Training Organisations and to issue AQF [Australian Qualifications Framework] certification documentation only to those students who have demonstrated all the skills and knowledge required for course in which they are enrolled.***

## Participant Selection, Enrolment and Orientation

Participants are advised of potential courses through email, notices, social media, local radio and/or negotiation with workplaces and communities.

Participants are selected based on likelihood of course success as per the following:

- Appropriateness of participant qualifications in relation to course/s they wish to undertake;
- Availability of financial and physical resources;
- Community support for participants;
- Ability to match to personal needs;
- Achievement of RPL (if applicable).

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

Enrolment into a course requires the completion of *Progressive Training (WA) Pty Ltd's* 'Course Registration' Form (TA 3.20).

Induction to facilities and services at *Progressive Training (WA) Pty Ltd* is conducted by your trainer and includes:

- 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 Department of Training and Workforce Development.

Non Publicly Funded courses are negotiated with the CEO of *Progressive Training (WA) Pty Ltd* on a Fee for Service arrangement.

All participants are made aware of the fees prior to the participants signing the registration form.

The refund procedure is set out in accordance with 'Financial Safeguards for Participants' Policy/Procedure (**TA 3.14**).

1. Complete 'Participant Refund' Form (**TA 3.14.01**).
2. Submit form to the CEO or administration personnel.
3. The CEO or delegated person will notify participant if a refund has been approved or declined.
4. If approved, refund will be forwarded to the participant.

## Reissue of Certification

Participants who require a reissuance of a certificate will be required to fill in the 'Reissue of Certification Request' Form (**TA 3.06.01**) that can be downloaded from our website: [www.progressivetraining.com.au](http://www.progressivetraining.com.au) under 'Staff & Students' and then 'Forms'. Alternatively, contact our helpful administration personnel at the office. Reissuance fees can be found by contacting the office.

## Staff Responsibilities for Access and Equity

*Progressive Training (WA) Pty Ltd* is committed to ensuring the access and equity rights of all clients, based on the following principles:

- **Access and Equity:** make products and services available and deliver without discrimination to what may present as a barrier to access, participation and the achievement of a suitable outcome.
- **Standard:** adhere to the Standards for Registered Training Organisations (RTO's) 2015.
- **Communication:** strive to provide quality customer service through timely response, providing appropriate information, and ensuring advice and support is given to assist in achieving positive outcomes.

When providing and/or maintaining products and services, *Progressive Training (WA) Pty Ltd* will:

1. Respond to enquiries in a timely manner;
2. Provide all relevant information to customers;
3. Maintain professional rapport with all external customers;
4. Maintain professional conduct with internal customers;
5. Uphold all contracts, agreements and Memorandum of Understandings (MOUs) in good faith;
6. Adhere to the Standards for Registered Training Organisations (RTO's) 2015 for all training services.

## Participant Support

*Progressive Training (WA) Pty Ltd* is mindful that some participants may have special needs such as physical, cultural and educational needs. Please let administration personnel and/or your trainer know about these needs prior to enrolling into a course.

If your trainer knows about these needs, they will be able to apply reasonable adjustment to the training and assessment/s.

## Language, Literacy and Numeracy

*Progressive Training (WA) Pty Ltd* has staff available to assist with language, literacy and numeracy needs during training and assessment. If you require assistance in this area, please speak to your trainer/assessor.

Alternatively, the 'Reading, Writing, Hotline (Australia)' may be able to assist:

**Website:** [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au).

**Phone:** 1300 6555 06



## Library Services

*Progressive Training (WA) Pty Ltd* has a small library and may be able to supply some information required by participants. Alternatively, Geraldton has a great public library with fast internet access.

### **Geraldton Regional Library 37 Marine Terrace**



## Flexible Learning and Assessment Procedures

*Progressive Training (WA) Pty Ltd's* trainer/assessors are committed to assisting participants with flexible learning and assessment modes where we are equipped and believe that learning will not be impeded by this mode of training.

### Benefits of Flexible Mode Training

- Increased flexibility to participants in their study program;
- The ability for participants to study at their own pace and to organise assessments around work and personal commitments.

If you require assistance with flexible modes, please contact your trainer/assessor.

## National Recognition

*Progressive Training (WA) Pty Ltd*, as stated in the Standards for Registered Training Organisations (RTO's) 2015, "...maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records." (Standard 3). This ensures national acceptance of the Certification awarded by RTOs throughout Australia.

Therefore, all AQF and VET qualifications and VET statements of attainment issued by other RTOs will be fully recognised by *Progressive Training (WA) Pty Ltd*. Assessment or reassessment, in such cases, infringes a participant's national recognition rights and is non-compliant with Standard 3.

To apply for National Recognition, follow the procedure below:

1. Participant/client to make a request for National Recognition.
2. Participant/client to be supplied with our 'National Recognition' Form (**TA 3.02.01**) for completion (staff are available to assist if required).
3. Participant/client to supply a certified copy of their certificate or statement of attainment.
4. Participant/client to sign form.
5. Quality assurance personnel to check and verify the application and, when satisfied that the claim is accurate, forward to administration personnel for processing.
6. Please note: A fee may be required for this process and an invoice will be issued



## Recognition of 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.

Having your 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 to build on these skills.

This means that you do not have to repeat learning that you have already completed 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 trainer for the course that you are enrolling in, and asking for advice and support. Even if you are not sure whether or not to apply, discussing it with your trainer will often help your decision.

You will need to complete a form to apply for RPL. Your trainer will be able to assist you with this.

**REMEMBER: You will need to provide evidence to show that you have the skills and/or knowledge that you are applying for!**

(Continued)

## What evidence could I use?

### **Evidence might include:**

- Letters or references on official letterheads describing the things you have previously done.
- Samples of work that show your competence, e.g. assignments, tables, typed documents, etc.
- 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 upon request, by contacting us at the office.

## Can I appeal an RPL decision?

If you apply for RPL and are not successful, you may appeal the decision within 14 days. See the 'Appeals, Complaints and Grievances' section of this Handbook.

## Assessment Submission

Some courses will require you to complete assessments or projects outside of class time. In these cases, once you have completed your assessment, you can submit it in person, by email, mail or fax, or by uploading it through our website: [www.progressivetraining.com.au](http://www.progressivetraining.com.au) by going to 'Staff & Students' and clicking on 'Submit Work'.

The screenshot shows the 'Submit Your Work' form on the Progressive Training website. The navigation bar at the top includes links for HOME, ABOUT, NEWS, CONSULTANCY, TRAINING, CONTACT, and STAFF & STUDENTS. The 'STAFF & STUDENTS' dropdown menu is open, showing options: Forms, Staff Login (External), Student Induction, Partner Login, and Submit Work. The main form area is titled 'Submit Work' and contains several input fields: Name (with first and last name sub-fields), Email, Phone Number, Unit / Course, Trainer / Lecturer, and Description of work being uploaded. On the right side of the form, there are three 'Upload File' buttons, each with a 'Choose File' button and a 'No file chosen' status.

**PLEASE NOTE:** If you do not submit any work, and we are unable to contact you within a 24 month period from the commencement of your training, you may be removed from the course.

## Plagiarism and Cheating

*Progressive Training (WA) Pty Ltd* considers plagiarism and cheating to be a serious offence. Participants, who have been deemed to intentionally plagiarise or cheat, may be suspended or immediately removed from the course.

## Assessment and Results

In most courses, some form of assessment is required. The trainer/assessor will advise participants of how they will be assessed.

Once participants have been assessed, they will be given an assessment result of either:

***Competent***

or

***Not Yet Competent***

Participants have the right to appeal against assessment methods and/or results issued. Participants should contact the trainer/assessor or the CEO to lodge an appeal on the 'Participant Appeals' Form (**TA 2.03.01**).

## Certification

An official notification of results (Statement of Attainment or Certificate and Record of Achievement) is forwarded to participants by mail once:

- You have been deemed competent;
- We receive all the relevant paperwork from you and/or your trainer/assessor; and
- We have received payment for your course.

If you would prefer to pick up your certification from our office, please let us know.

## Appeals, Complaints and Grievances

If a complaint/grievance arises, or a participant wishes to appeal an assessment decision, they should abide by the following procedure:

1. **Preliminary Dialogue:** Try to resolve complaint/grievance or appeal with the person (e.g. trainer/assessor) involved. This should occur as close to the time of the incident/result issuance as possible, but must be within 14 working days.
2. **Formal Appeals/Complaints and Grievances:** For complaints and grievances, complete 'Complaints and Grievances' Form (**HR 4.13.01**). For appeals, complete 'Participant Appeals' Form (**TA 2.03.01**).
3. **Acknowledgement:** The CEO or a Director will acknowledge all appeals/complaints and grievances within 3 working days of receipt.
4. **Process:** Resolution will, where possible, be resolved within 28 working days. If not resolved, an arbitrator may be sought. A written report of the outcomes achieved will be given to the complainant on completion of process. The complainant or appellant will be notified in writing if the process is likely to exceed 60 calendar days.
5. **External:** If, after following *Progressive Training (WA) Pty Ltd's* internal procedures, the participant still believes *Progressive Training (WA) Pty Ltd* is breaching, or has breached, its legal requirements, a complaint can be submitted to the Australian Skills Quality Authority (ASQA)

<https://www.asqa.gov.au/complaints>

Participants may also call the National Training Complaints Hotline on 1800 000 674.

## Feedback

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

During and after your learning experience, you and possibly your employer (if applicable) may be asked to participate in one of our feedback surveys. We would greatly appreciate your assistance in this process so that we may continually improve our services.

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

Feedback can also be provided through our website:

[www.progressivetraining.com.au](http://www.progressivetraining.com.au) by going to 'Contact' and then either 'Course Feedback' or 'General Feedback'.

The screenshot displays the 'CONTACT' page of the Progressive Training (WA) Pty Ltd website. The navigation bar at the top includes links for HOME, ABOUT, NEWS, CONSULTANCY, TRAINING, CONTACT, and STAFF & STUDENTS. The 'CONTACT' dropdown menu is open, showing 'Course Feedback' and 'General Feedback' options. The 'Course Feedback' option is selected, leading to the 'COURSE FEEDBACK' section. Below this, the 'Participant Feedback Form' is displayed. The form includes input fields for Name (First and Last), Company, and Email. At the bottom, there are three fields: 'Course Attended \*', 'Start Date \*', and 'Completion Date'.

COURSE FEEDBACK		
Participant Feedback Form		
Name		
First	Last	
Company		
Email		
Course Attended *	Start Date *	Completion Date

## Privacy and Disclosure of Information

All information supplied by participants is kept in complete privacy and for the purpose only for which it was collected. Information provided may be required by auditing bodies authorised by the Department of Training and Workforce Development (DTWD).

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 (**CS 2.04.02**). Your trainer will be able to supply this form to you if you require it, otherwise contact the office.

## Accessing Your Personal Information

All participants have the right to gain access to their training records/information. Those who wish to gain access must contact administration personnel and make a formal request in writing declaring their reason for wanting access to their records. A form of ID, i.e. Driver's Licence, will be required.

## Changing Your Personal Details

If you have changed your personal details (e.g. name or address), since submitting your registration form, please advise us as soon as possible so that we can ensure your certification and other relevant documentation has the correct information on it, and is sent to your current address

Last updated: July 2019

*Progressive Training (WA) Pty Ltd*



Training from within