

Progressive Training™

(WA) Pty Ltd

RTO 5274

ABN 49 115 478 003

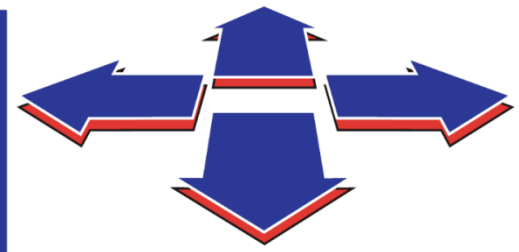


Training from within

Our Mission

**To provide the knowledge, skills and attitudes
that facilitate a culture of
*"Training from Within"***





Progressive Training (WA) Pty Ltd is a quality endorsed Registered Training Organisation (RTO) located in Geraldton that provides a national consultancy and training service to a wide range of clients from sectors such as:

- Mining
- Employment, Education & Training
- Not-for-profit Organisations
- Public Sector
- Private
- Individuals





Progressive Training's Code of Conduct

To meet the training and service needs of participants/clients, *Progressive Training* will:

- Ensure training is appropriate to participant/client needs
- Provide quality education and training through well trained staff and resources of a high standard
- In the event that *Progressive Training* is not able to fulfil its obligations to you, you will receive a refund
- Maintain a friendly and helpful approach to participants/clients
- Market services accurately and professionally
- Provide services that are efficient and consistent
- Provide an environment for participants/clients that promotes access and equity





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.
- Fees for non Publicly funded courses for corporate or group bookings can be negotiated with the Finance Manager of *Progressive Training* on a Fee for Service arrangement.
- Refunds are set out in accordance with *Progressive Training's* policy.
- Fees apply to reissuance of certificates and cards. The form is available on the website.

Client Rights Regarding Access to Records

- All clients of *Progressive Training* have the right to gain access to their training records/information.
- Those who wish to gain access are to make contact with *Progressive Training's* Administration and make a formal request in writing declaring their reason for wishing to gain access to records with a form of ID e.g. drivers license to:

admin@progressivetraining.com.au



Assessment and Results

- ❑ In most courses, some form of assessment is required. The trainer will advise participants on how they will be assessed.
- ❑ Participants will be given an assessment result of either:

Competent

or

Not Yet Competent

- ❑ Official notification of results (Statement of Attainment or certificate) is forwarded to participants.
- ❑ Participants have the right to appeal against assessment methods and/or results issued.
- ❑ Participants should contact the trainer or the CEO to lodge an appeal or complaint.





Have you got your USI (Unique Student Identifier)?

- From 1 January 2015 as per Government Regulations, all Vocational Education and Training (VET) students are required to have a USI. A USI will be required before qualifications and statements of attainment can be issued by a Registered Training Organisation. The USI will be collected by *Progressive Training* at the point of enrolment/registration.
- Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

For further information on how to apply for your USI please visit the website:

<http://www.usi.gov.au>



What if you cannot apply for your USI?

- Not a problem. We can apply on your behalf. Just make sure you give us consent by filling in the USI application form and reading the privacy notice. Don't forget to attach a copy of one form of ID from the list below:
- **Driver's Licence**
- **Medicare Card**
- **Australian Passport**
- **Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient**
- **Certificate Of Registration By Descent**
- **Citizenship Certificate**
- **ImmiCard**





Suggestions

- In order to maintain a high level of service, *Progressive Training* relies on feedback from participants
- If at any time you are not satisfied or would like to let us know how we can improve, please talk your trainer or the CEO.

For further information please visit our website:

www.progressivetraining.com.au