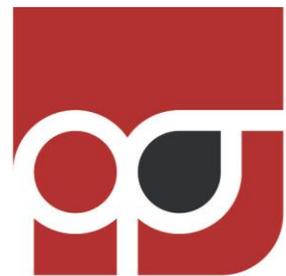


Power & Plant Training Student Handbook

power&plant
training



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A message from the director

Power and Plant Training (PPT) is a Registered Training Organisation, specialising in development of the skills of persons in the Electrical Industry. We offer accredited training courses such as High Voltage Isolation Access and Electrical Equipment in Hazardous areas and non-accredited courses such as Gas Safe Management

PPT's Trainers are experienced engineers who have worked in the industry for many years. The experience and expertise they bring is vast, including major projects in Mining and Coal, Oil and Gas, Infrastructure, Water, Rail and Power.

PPT is committed to up skilling personnel with up to date and best practices for these industries, to deliver compliant work methods and procedures and to ensure safer working conditions and reliable installations, improve efficiency and reduce risks.

Our Trainers' familiarity with major clients and projects in the industries in which you operate means that we communicate with you in your language and understand what is relevant to you when it comes to your training needs.

Your learning experience with Power & Plant Training will benefit from our familiarity with industry compliance requirements, legislative standards (AS, IEC, IEEE, ANSI and others), mining regulations, hazardous areas, and general Health Safety and Environmental (HSE) issues.

The electrical industry today places demands on experience and understanding of plant and systems design as well as power equipment, earthing and software.

Inexperience can result in safety and compliance issues or performance concerns.

Alternatively, over-design driven by lack of confidence can lead to budget overruns.

Queensland's booming Coal Seam Gas industry and LNG Plants, is set to expose a shortage of electrical contractors trained in hazardous areas (ref. Master Electricians Australia, Summer 2010).

PPT is here to assist you to be ready for and to take advantage of the opportunities your industry presents over the coming years. Our dedicated policy of small class sizes ensures that we are able to provide you with a very effective and personal training service.

Thank you for choosing Power and Plant Training.

The CEO

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Our Aim

Our aim is to promote continuous improvement and safe operations within the Electrical Industry by delivering superior education and training services.

Office hours

8.00 am – 4.00 pm Monday to Friday

Access to the training facilities is permitted only on the days or evenings stipulated or unless otherwise advised by Power & Plant Training.

Power & Plant Training reserves the right to alter or amend any course schedules wherever and whenever required.

Staff and lecturing facility

Power & Plant teaching staff are highly qualified, with recognized qualifications and significant expertise in both teaching and industry. Its fully functional facilities assist staff with maintaining their expertise, and the benefits are then passed on to our students.

Teaching methods used in our courses include face-to-face lectures, tutorials, self-paced learning, demonstration and practice. This gives students real life experience in the industry.

Facilities

Power & Plant Training utilises modern training facilities in each capital city, designed especially to provide students with a professional, comfortable and spacious environment in which to work.

Power& Plant Training is equipped with audio visual teaching materials, computers, printers, videos, library of industry journals, books and reference materials. Each course conducted is resourced appropriately.

Work Health and Safety

Power & Plant Training Pty Ltd realises its responsibilities to students and staff to ensure a safe and healthy training and work environment. The organisation operates according to appropriate Work Health and Safety Standards and procedures.

First Aid kits are located in the offices of Power & Plant Training and are accessible during training if required via your trainer or administration staff

Training needs

Power & Plant Training Pty Ltd is committed to ensuring you receive training, assessment and support services that meet your individual needs. If you at any point throughout the course feel you require assistance or support, please discuss these needs with our staff.

If you have any special needs, including language and literacy, learning, mobility, visual impairment, hearing please notify staff immediately.

Note: any information released to Power & Plant Training Pty Ltd in relation to your needs will remain confidential and only used to support you.

Code of Practice

Our commitment to educational standards:

- The policies and practices of Power & Plant Training are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of students and public
- By marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems
- By ensuring that students have access to adequate orientation, counselling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of students from different backgrounds
- By acting with integrity in dealing with students, past and present, and with the general public
- By ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest standards
- By ensuring that the facilitators have the necessary qualifications, industry experience and instructional skills to effectively tutor students within specific courses
- Power& Plant Training will ensure that the content of the course syllabus is relevant to the needs of individuals and the electrical industry and that the theoretical and practical elements of the course directly relate to current industry needs

Application of Power & Plant Training conditions

These conditions apply to every student undergoing a course at Power & Plant Training.

A condition of acceptance for training is that, upon enrolment, each student is to sign a copy of these conditions. In doing so, the student undertakes to comply with the conditions whilst a student of Power & Plant Training.

The conditions have been designed to ensure that every student fairly receives the utmost benefit from Power & Plant Training. Also, the conditions are to ensure the maintenance of the high professional standards of Power& Plant Training.

The CEO of Power & Plant Training reserve the right to arbitrate on the interpretation of any Condition in case of any contention about the meaning or application of a condition.

Signing In

Students must sign in, indicating the time of their arrival at the beginning of each day and sign out, indicating the time of leaving the building, at the end of the each day. The sign in sheets are located in the training room.

Students' Code of Behaviour

Rights and Responsibility

The adult learning environment at Power & Plant Training encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

All students are expected to:

- Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency
- At all times strive to achieve a high level of proficiency through commitment to studies
- Never criticise, condemn or otherwise denigrate training staff or other students

Students' Rights

Power & Plant Training recognises that students have the right to:

- Expect to receive training of a high quality that recognises and appreciates their individual learning styles and needs,
- Have access to all Power & Plant Training services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- Appeal for a review of the results of an assessment,
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- Be treated with dignity and fairness,
- Expect Power & Plant Training will be ethical and open in their dealings, their communications and their advertising,
- Expect Power & Plant Training will observe their duty of care to them,
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.,
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at time of enrolment, and to advise Power & Plant Training of any changes to their address or phone numbers within 7 days.
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable.
- Sign in and out when attending Power & Plant Training courses
- Abide by the dress code of Power & Plant Training
- Not cheating / plagiarizing in course work/ assessments submitted for assessment
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke in designated areas
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the Power & Plant Training Staff.
- Respecting Power & Plant Training property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

Student Disciplinary Information

Power & Plant Training Pty Ltd expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and trainers

Students guilty of:

- Cheating in class tests or examination
- Intimidating other students
- Being disrespectful to staff or other students
- Being rude, discourteous to trainers, staff members or other students
- Causing disruption in class
- Having engaged in misconduct deemed unsuitable or unprofessional
- Committed malicious damage to equipment and/or steal

Will be excluded from the remainder of the course and marked Not Yet Competent

This information is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Power & Plant Training promotes an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work/learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken in accordance with Power & Plant Training policies.

Power & Plant Training reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Qualification related information

Recognition of Qualifications and Competencies Issued by other Training Providers

If the student has already completed any nationally recognised units of competency from the chosen course through another training provider, the unit(s) of competency will be recognised by Power & Plant Training after verification.

Power & Plant Training is required to sight the original Statement of Attainment, its staff will take a copy and return the original to you.

The process is very easy, and the outcome is that you are not repeating units that you have already completed.

Recognition of Prior Learning (RPL)

RPL is a process which recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences. You may be eligible to gain competency for units through this process.

Students requesting RPL must obtain and lodge an application including application fee for "Recognition of Prior Learning" with the Training Manager/CEO.

A qualified assessor organises this through either a structured evidence collection and interview process or an assessment only pathway.

If Students are requesting a Credit Transfer, they will need to provide Power & Plant Training the Statement of Attainment (a summary of competencies completed).

Power & Plant Training are required to sight the original Statement of Attainment, its staff will take a copy and return the original to you. The student will be advised of the outcome of their application.

While Power & Plant Training staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

Talk to your trainer/assessor or Power & Plant Training staff if you would like more information about RPL or if you would like to lodge an application.

Pre-requisites

Any pre-requisites requirements must be met prior to the student's commencing training. Documentary evidence of the student's attainment of the relevant pre-requisite skills and knowledge must be supplied to Power & Plant Training before commencement of the course.

For any information regarding pre-requisite requirements can be found on our website, alternatively do not hesitate to contact our office.

Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

For more information go to: <http://usi.gov.au/Students>

A Registered Training Organisation will not be able to issue Statements of Attainment without a USI.

Power & Plant Training Pty Ltd has incorporated this requirement in the online application form. You will be able to access the USI website and follow the instructions to create your USI (if you do not already have one)

Course Information

Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competency in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively and consistently in the workplace.

Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students will be required to complete the required number of compulsory, elective and optional units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

Course award

On successful completion of your course, you will receive:

Full Qualification – a Certificate with the applicable qualification level

or

Partial Qualification - a Statement of Attainment

Note:

Certificates issued for Non-Accredited Short Courses will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies/qualifications will display the Nationally Recognised Training symbol.

Marketing and Recruitment

Power & Plant Training will:

- market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- draw no false or misleading comparisons with any other provider or course
- not state or imply that courses other than those within our Scope of Registration are recognised by the registering authority
- recruit students at all times in an ethical and responsible manner consistent with the requirements of courses
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed

Important Student Information

Assessment

All assessments conducted by Power & Plant Training are completed in the following manner:

- The student will be offered the opportunity for RPL.
- The student will be briefed on the assessment process.
- The trainer and the student will agree on a time and place for the assessment.
- All legal and ethical responsibilities/ outcomes will be discussed.
- The student will be advised of the outcome at the first available opportunity.
- The trainer will provide feedback on performance, and discuss the content with the student.
- The student will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this booklet).
- If a student withdraws prior to completion of the course they will not receive a Statement of Attainment for any units of competency if the course is holistic it must be completed in full.

All assessments conducted by Power and Plant will observe the following directives as required by the AQF/ASQA standards

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in ASQA standards
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess,
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- Fairness - Assessment procedures will be fair, so as not to disadvantage any learners.

Assessment procedures will:

- be equitable, culturally and linguistically appropriate
- involve procedures in which criteria for judging performance are made clear to all participants
- employ a participatory approach
- provide for students to undertake assessments at appropriate times and where required in appropriate locations
- Flexibility - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment
- Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit

Alternative Arrangements

In the event Power & Plant Training ceases to trade, alternative arrangements will be made to ensure students are not disadvantaged. Wherever possible Power & Plant Training will arrange for students to complete their studies at alternative venues. In the event a refund is necessary Power & Plant maintains sufficient financial reserves to ensure all commitments are honoured.

Flexible Learning and Assessment Procedures

Power & Plant Training will offer flexible delivery and assessment options including:

- alternative course time and dates
- opportunities to achieve competency
- a range of delivery options

Assessment Criteria

Assessments should provide opportunity for students to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessments and the due dates of assessment.

Staff is available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are notified of assessment results by their trainer at the end of each session. No assessment results will be discussed over the phone in accordance with privacy requirements.

Re-assessment is available on appeal; see further details in the appeal process section.

Appealing against assessment results

Any student who believes that the outcome of an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Complaints and Appeals policy.

Academic Misconduct and Plagiarism

Refer to policy in this handbook

Attendance and Scheduling

Students are expected to attend 100% of their timetabled classes/ workshop training sessions. Failure to attend may result in a student not achieving competency or successfully completing their studies.

Absenteeism

Students are required to attend all lessons, field trips and industry placement (where applicable), with a minimum 95% attendance. More than 5% absenteeism is not permissible and could result in a student failing their course.

Students are required to produce a doctor's certificate if absence is due to illness.

In the event a student is unable to attend a class or is expected late for a lesson then staff at Power & Plant Training should be phoned prior to the class commencing. If a student is aware of any illness that will require a protracted absence from training they must notify staff at Power & Plant Training and indicate the duration of absence.

Client Selection, Enrolment and Induction/ Orientation Procedures

Prior to enrolling into any of our courses, you are encouraged to visit the Power & Plant Training facilities and discuss your courses of interest.

Enrolment Procedure

Students who are enrolling in a course at Power & Plant Training must first read this Power & Plant Training Student Handbook. Students should also read our refund policy carefully.

Enrolment forms will not be processed unless they are accompanied by a signed copy of the Enrolment Agreement – see Appendix 2 of this handbook.

The appropriate application fee for the course being undertaken must also be included with your application.

Please complete all required fields in the online enrolment form and upload any documentation (such as certified copies of academic reports) that is required for your enrolment. Once we have received and processed your documentation, we will contact you as soon as possible to confirm your enrolment.

In the event an online enrolment cannot be completed, please fill in the enrolment agreement and return to:

By post: PO Box 606, Archerfield QLD 4108

In person: 840 Beaudesert Road, Coopers Plains Qld 4108

By fax (all pages): +61 7 3277 7243

Language, Literacy and Numeracy Assessment (LL&N)

Where necessary, adjustments to the methods of learning delivery and/or to the assessment process can be made, so the student is supported and has a reasonable chance of success in their training.

Please let your trainer know if you feel you may need assistance with language, literacy or numeracy.

Change to enrolment/ personal details

It is important that our records are accurate and up to date. Should you change your name, address or other details during your period of study, please notify Power & Plant Training staff as soon as possible.

This will ensure that any correspondence we send you is received safely.

Withdrawals and deferrals

If you wish to withdraw or defer from your course you are required to submit the request in writing to the CEO. A deferral may be awarded on an individual basis. Please contact the training manager to discuss your circumstances.

As a general rule, no refund will be payable after course has commenced, and you withdraw however, exceptions will be considered on a case-by-case basis.

Course Delivery

Power & Plant Training will:

- provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources
- ensure that a current copy of the course curriculum is available to staff and students
- ensure that training and assessment occurs in accordance with the requirements of the course
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise accredited courses
- ensure that all courses in the Scope of Registration reflect currently endorsed Training Packages

Course progress

Whether you are attending on-site classes or enrolled in a flexible blended program our staff will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the Power & Plant Training team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Feedback

Power & Plant Training believes in offering quality training. Feedback received from clients and students is essential to ensure a continuous improvement approach to this commitment.

Other forms of feedback to students

Trainers will provide various forms of feedback to students on their performance. The feedback may include one or more of the following:

- Comments on their assignment/project report/ exam paper
- A written evaluation sheet
- Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually and/ or the Director.

General Administration and Overview of Policies

General

Power & Plant Training reserves the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location.

Students will be given as much notice as possible prior to any changes via email, phone or letter.

Personal Information

Your privacy is respected by Power & Plant Training. When enrolling in a training program, you will be required to complete a number of forms.

Power & Plant Training ensures that, except as required under the National Standards for Registered Training Organisations, or by law, personal information about you will not be disclosed to a third party without your written consent.

Power & Plant Training stores personal information in both paper and electronic form with hard copy information kept under locked security. Personal information stored on computers is password protected.

Students may access their personal information at any time by writing a letter of request including proof of identity to the CEO or Training Manager of Power & Plant Training.

Parking

Parking availability is dependent on the location of training.

Protective clothing and equipment

Thongs and singlets are not considered appropriate standards of dress. Footwear shall be substantial and in good repair and provide adequate protection to the feet. Sandals, canvas shoes, platform or high heeled shoes or shoes with openings at the toe or heel shall not be worn in hazardous situations, especially practical training areas. AS/NZS 2210.1:1994 shall apply to students participating in activities in a hazardous environment.

Punctuality

Students must be ready to commence classes on time. Anyone seeking time off should consult their trainer or phone Power & Plant Training on phone 07 3121 3028 so the relevant teacher can be notified. Classes will start on time, despite the absence of any student.

Food and Drink

Food and Drink (except water) are not to be consumed during classes or in any room other than the designated student area.

Smoking and Alcohol

The consumption of alcohol is not permitted within the facilities provided by Power & Plant Training.

Students wishing to smoke are advised to partake outside the building in the smoker's area, please dispose of cigarette butts thoughtfully in the bins provided.

Mobile phones and Telephone Messages

Mobile phones are to be switched off during all training/ assessment activities.

Should a student take a phone call during these activities the phone will be required to be handed to a staff member.

ONLY URGENT phone calls for students will be accepted at reception and forwarded to the student immediately.

Materials and Texts

Course materials are provided by the Power & Plant Training to the students in relation to their studies.

Some texts and references as well as practical kits may be recommended by teaching staff for students to purchase as additional material.

Power & Plant Training does not accept responsibility for the loss or breakage of a student's personal equipment.

Intellectual Property

The student agrees that all intellectual property rights in material provided to the Student such as manuals and teaching materials belong to Power & Plant Training.

All resources provided to the students is covered by Copyright Laws, therefore, the student must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This clause shall survive the termination of this Agreement.

Emergency Evacuation Procedure

Upon hearing an alert tone sounding, students are to:

- Prepare for a possible evacuation of the building by collecting (small) personal belongings only
- The delegated staff members who are floor and stair wardens will proceed to the front reception of the building.

If the alarm changes to an evacuation Tone, students are required to:

- In a calm manner evacuate via the nearest safe fire exit. Fire exits are clearly marked
- Go to the designated assemble point and await direction by the Chief Warden
- The Chief Warden will call out all students' names to ensure all students have safely left the building.
- Wait until the all clear has been given by the Chief Warden and the fire department before re-entering the building

Policies and Procedures

Fees and Refund policy

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

Power & Plant Training has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Power & Plant Training guarantee that once a student has commenced a course the student has every opportunity to complete the course.

In the event that a course is cancelled, while in progress, due to circumstances beyond the control of Power & Plant Training the student will be provided with a refund of fees on hold or offered a transfer to another course or similar course.

Power & Plant Training will safeguard any money paid by the student in advance of your course by not using funds until the course has commenced.

Power & Plant will refund students any money paid in full in the event we cancel or discontinue a course.

If the student withdraws from a course due to illness, (verified by a medical certificate) Power & Plant Training will refund any course fees paid less the application fee of 10 % of the course cost.

Should students withdraw for any other reason other than illness; with less than two weeks' notice they will forfeit 50% of the course cost.

NOTE: Should students withdraw with more than 2 weeks' notice they will be liable to pay for subjects commenced.

If students fail to commence the course they will forfeit all monies paid.

Students who have any queries regarding eligibility for refunds should contact Power & Plant Training Staff in the first instance.

Written application for refund outlining reasons must be furnished to Power & Plant Training Pty Ltd prior to course commencement date.

Power & Plant Training will endeavour to process application for refund within 4 weeks of receiving the claim. Refund will be assessed on a case by case basis.

Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party.

- All refunds are paid electronically
- No refunds will be in cash

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see Complaints Policy. The processes in this Complaints policy do not circumscribe the student's right to pursue other legal remedies.

Fees and Charges

Payment options

No more than \$1,000 will be collected from an individual candidate prior to the commencement of the training. At the commencement of training an additional payment of up to \$1,500 be collected from the candidate. Where the total course fee exceeds \$2,500 the remaining fees will be collected on a pro-rata basis with a 'draw down' of no more than \$500 at any time to ensure that the costs associated with the training delivery are met; the candidate is not disadvantaged and the candidate's fees are safe guarded.

Payment must be received in full prior to issuance of certificates.

In the case where course fee is paid by the employer, the course fee will be paid in full prior to the commencement of the course.

Power & Plant Training has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Access and equity

Power & Plant Training will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training.

Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

Access and equity policies are incorporated into operational procedures. Power & Plant Training Pty Ltd prohibits discrimination towards any group or individuals in any form, inclusive of Gender, Pregnancy, Race, Colour, Nationality, Ethnic or Religious background, Marital status, Physical or intellectual or psychiatric disability, Homosexuality (male or female, actual or presumed), Age

Power & Plant Training are able to provide support and counselling services when necessary. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Reasonable adjustments

From time to time, Power & Plant Training will encounter students with particular needs and will make all reasonable adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training. To this end Power & Plant Training may customise certain aspects of training and assessment to permit equity.

Power & Plant Training have given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

Complaints and Appeals

Power & Plant Training will deal with any complaint in an effective and timely manner. Power & Plant Training has processes in place for all students to lodge complaints in relation to any matter.

If a student is dissatisfied with any aspect of Power & Plant Trainings services or decisions (general or assessment related) they are encouraged to speak immediately with the person in an attempt to resolve the issue. Students are to bring their complaint/appeal to the attention of the trainer within seven (7) days of the issue taking place. If the issue is not resolved, students may lodge a written submission detailing the nature of the complaint or appeal, the steps taken in an attempt to resolve it and the desired outcome. This letter should be addressed to:

The CEO
Power & Plant Training Pty. Ltd.
PO Box 606
Archerfield Q 4108

Power & Plant Training CEO will endeavour to provide the student with a response within seven (7) days of receiving complaint.

If the complaint cannot be resolved Power & Plant Training will make arrangements for an independent external Registered Training Organisation (Ascent Training Solutions Pty Ltd) to mediate towards a resolution.

Students are also able to phone the National Training Complaints Hotline on 1800 000 674 if they need to discuss with an external party.

Should the students not agree with the outcome, they have the right to take their complaint to the Australian Skills Authority (ASQA)

Complaints Team
Australian Skills Authority
GPO Box 9928
Sydney NSW2001
Ph. 1300701801

Or Submit an online complaints via www.asqa.gov.au website

This process does not negate the right of the student to other legal remedies.

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- The Power and Plant Training staff who require this information as part of their job role,
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations and funding bodies,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)
- Students wishing to access their records may do so in writing to the Director and include proof of identity.

Misconduct and Plagiarism Policy

Misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Please refer to the Harvard Referencing System for guidance on how to appropriately acknowledge sources of information that you have used in preparing your assessment tasks.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency.

Disclaimer

Policies and procedures have been developed by Power & Plant Training to ensure that any information supplied by the RTO is accurate. All care has been taken in the preparation of our resource material and the information and recommendations contained in all our training material are correct at time of release, however these resources are living documents and as such are subject to change as and when additional information or techniques are developed.

Power & Plant Training will take all reasonable steps to verify information supplied by the student when and as required, as part of the RTO's responsibilities and in accordance with regulations.

Relevant Legislation

A range of legislation and information is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

Commonwealth (Cth) Legislation:

- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)

- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulations 2011
- <http://www.deir.qld.gov.au/workplace/law/whslaws/legislation/index.htm>
- Anti-Discrimination Act 1991 - Regulations 2005
- http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

APPENDIX 1

Additional fees and charges may be incurred if applicable

Issuing a copy of Awards / Statement of Attainment	\$100.00
Application of Recognition of Prior Learning (RPL) processing fee	\$100.00

APPENDIX 2

Acknowledgement Declaration

I acknowledge that I have read and fully understand and will comply with the contents of this Student Handbook.

This handbook outlines the conditions my rights and responsibilities as a participant of Power and Plant.

Name

Signature

Date

Name of Witness

Signature of Witness

Date

To be returned to Power and Plant for attachment to your student file
(Mandatory requirement)

APPENDIX 3

Acknowledgement Declaration

If you have NOT enrolled on line this form must be completed

I acknowledge that I have read and fully understand and will comply with the contents of the Fees and Refund Policy.

This policy and information outlines the conditions, my rights and responsibilities as a participant of Power & Plant Training Pty Ltd.

Name _____

Signature _____

Date _____

Name of Witness _____

Signature of Witness _____

Date _____

To be returned to Power & Plant Training Pty Ltd for attachment to your student file

(Mandatory requirement)