



PT1000

Policies and Procedures Manual

Version 9.8

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Mission Statement

Precise Training aims to maintain the highest standard of excellence in training through on-going positive relations with clients. We aim to be the benchmark by which all other training providers are measured.

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Glossary of Terms

AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
CAR	Corrective Action Record
DEC NSW	Department of Education and Communities NSW
EEO	Equal Employment Opportunity
ITAB	Industry Training Advisory Body
ISC	Industry Skills Council
LL&N	Language, Literacy and Numeracy
MOU	Memorandum of Understanding
NRT	Nationally Recognised Training
National Register	training.gov.au
NSSC	National Skills Standards Council
NVR	National Vocational Education and Training Regulator
WH&S	Work Health and Safety
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SA	Service Agreement
VET	Vocational Education and Training

Code of Practice

The Code of Practice is an outcome derived from the core values of the company. The Code of Practice lists the attributes and behaviours expected from all staff. Precise Training monitors compliance to the Code of Practice via client feedback forms, customer satisfaction surveys, and annual staff appraisals. Any non-compliance is recorded in the Corrective Action Records.

The mission of Precise Training is to be a leading academic institute in Australia by providing learners with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

To accomplish this, Precise Training follows all provisions and directions of the Standards for Registered Training Organisations 2015 under the National Education and Training Regulator Act 2011, Fit and Proper Person Requirements FPPR, Data Provision Requirements DPR, Australian Quality Framework AQF, relevant legislation and all course requirements as prescribed in relevant Training Packages and Accredited Course outlines.

Precise Training staff and learners are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. All members of staff are obligated to follow the provisions of this Code of Practice.

All staff are provided with a copy of the Code of Practice which incorporates access and equity principles as part of the induction process.

Access and Equity

All forms of discrimination are prohibited including age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, participation and the achievement of suitable outcomes.

Precise Training policies, procedures and practices are designed to maximise the opportunities of all individuals and groups in terms of employment, advancement, participation and access.

In developing Precise Training's policies and procedures, access and equity principles have been taken into consideration and incorporated. When conducting strategic assessments of the services offered by Precise Training, a review of support services required to increase access for people from specific client groups is included. The need for any professional development of staff in these areas is evaluated and all staff members undergo an induction process which includes Access and Equity Principles. Precise Training actively seeks feedback from clients and ascertains their needs in access and equity issues. The Access and Equity Principles are also documented within the Learner Handbook.

(Refer to Access and Equity Policy of this manual)

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course. Learners not able to show competence after the completion of their course will have the opportunity to re-enrol in the course and complete any outstanding units.

Precise Training follows a competency based training system that identifies the learner as competent, not-yet-competent (including reasons), continuing, or withdrawn against industry competency standards. Precise Training also follows the assessment guidelines as outlined in the relevant training package or accredited course.

Under National Recognition, Precise Training accepts AQF qualifications and Statements of Attainment issued by all other Australian RTO's.

Precise Training follows Recognition of Prior Learning (RPL), Recognition of Current Competence (RCC) and Credit Transfer procedures that provide for the assessment of previous qualifications, life and/or work experience.

Assessors are required to:

- Be fair and reasonable during assessment;
- Contribute to the moderations / validation of current assessment tasks; and RPL outcomes;
- Be familiar with relevant industry standards and Work Health and Safety (WH&S) requirements and to be up to date with assessment methods and procedures appropriate for the clients and learning environment;
- Maintain flexibility with clients regarding the types of assessment, taking into account flexible delivery, Equal Employment Opportunity (EEO) and anti-discrimination principles, and the particular needs and circumstances of clients;
- Advise clients regarding RPL/RCC processes; national recognition and credit transfer processes
- Make proper assessment decisions based on explicit evidence of competency;
- Expedite assessment to avoid unnecessary delay;
- Use cost and time effective methods and materials appropriate to the assessment rigor necessary and level of risk;
- Consider the authenticity, validity, reliability, relevance to the competency units, of assessment evidence; and
- Systematically review the assessment evidence obtained.

(Refer to Learning and Assessment Policy of this manual)

E-Learning

Precise Training has developed an e-learning system to complete theory components of their courses.

Resources are available in PDF format for learner reference. Assessments are available in a format for learners to complete and submit more efficiently, which ensures effective record keeping.

Once enrolled, an authentication email will be sent to the learner for access to the online system via the Precise Training website (www.precisetraining.com.au) which includes step by step instructions to work through their course with access to all documents required; the online system also includes access to discussion forums and trainers.

Strategic and Business Plan

Precise Training has a current strategic plan and detailed business plan. The strategic plan outlines the vision, mission, board of directors and strategic directions of Precise Training. The business plan details the operational and workforce development arrangements for a 3-year period and incorporates:

- Description of the business including organisation chart, courses, locations and facilities
- Continuous improvement plan or risk management strategy
- Workforce development plan
- Student safety / security measures
- Strategic alliances with other education or service providers

The documented Business Plan is used to guide the business's operational activities. The plan covers all the services that Precise Training provides as an RTO within the scope of registration and the resources required to deliver these services.

Both plans need to be approved by the Director of Precise Training. All staff are responsible for implementing the business plan and for monitoring and evaluating performance and achievement of outcomes. Precise Training regularly obtains feedback from learners and staff and this feedback is used in the review of both, the strategic plan and the business plan.

(Refer to PT1009 Strategic and Business Plan)

Training Allocation

Learners are allocated to training through a registration procedure at the commencement of each session.

Every attempt is made to allocate learners to their first preference; however this is subject to timetables and physical constraints.

Client Counseling / Support

Precise Training follows a client services policy which incorporates the provision for client counselling. Client counselling may involve academic, vocational, language and literacy support, which will be delivered by a suitably qualified staff member. For client counselling of a personal nature (or depending on the nature and severity of the problem), management may seek outside assistance.

All staff are to treat client counselling with confidentiality, courtesy and empathy.

Client Input and Feedback

All staff members are involved with continual client input and feedback. This input and feedback may be obtained either informally through conversation, observation or suggestion or formally through interviews, questionnaires and surveys. Precise Training collects and analyses Quality Indicator data, including employer satisfaction, learner engagement and competency completion rates, on an ongoing basis. The results form the basis of Precise Training's continuous improvement activities with the aim to attract, engage and retain learners.

It is the responsibility of management to collate and analyse this information and disseminate it to staff through meetings and professional development. Precise Training will attempt to incorporate feedback in planning and development whenever possible. Feedback forms are to be distributed and collected at the mid-point as well as at the end of each course. Clients are welcome to make appointments with staff members to discuss issues personally.

(Refer to PTNSW1499 Feedback Form – Classroom; PTNSW1023 Client Satisfaction and Requirements Survey; PTNSW1502 Feedback Form – Distance Learning; PTNSW1595 Feedback Form - RPL) PTVIC2058 Student Feedback Form for Dog Course

Compliance with Government Regulations

Precise Training complies with all relevant local, state and federal government regulations covering the provision of vocational education. Through this compliance, Precise Training assists learners' progression whilst providing the services paid for.

Copyright

The use of copyright or licensed materials is acknowledged and recorded on all duplicated materials. All materials duplicated and used at Precise Training are for academic purposes only.

(Refer to Copyright Policy within this manual)

Course / Company Information

Precise Training provides accurate, relevant and up-to-date course and company specific information to clients. All information is available on the website and on all advertising material, brochures, manuals and handbooks which can be obtained from Precise Training at all times.

This information is constantly under review and all information sources are updated regularly. Version control is incorporated in all documentation.

The course / company specific information provided includes:

- A general description of the course;
- The qualification or accreditation gained upon completion;
- Course duration;
- The teaching methods used (including any field trip or work experience requirements);
- Assessment methods used;
- Whether another provider is also involved in providing the course (when applicable) and the location of course delivery by that provider;
- Details of any arrangement with other providers for recognition of the course or completed components of the course (when applicable);
- The facilities;
- The equipment;
- The learning resources;
- Itemised list of all fees payable to the provider including cancellation and refund terms and conditions; and
- The minimum level of English language proficiency, educational qualifications and work experience required by a learner to be accepted in the course.

Document Control

Document control involves both text and electronic media. A Document Control System is in place including electronic back-up.

(Refer to Administration and Records Management Policy and Document and Version Control Policy of this manual)

Version Control

All documents carry version control. Document currency is identified by a version identification code e.g. PT1000 followed by V3 indicating that the version number is 3. All subsequent document versions carry a current version control and hence can be distinguished from out-of-date copies.

(Refer to Document and Version Control Policy of this manual)

Ethics

Precise Training undertakes at all times to act in an ethical manner. All activities will be carried out honestly, fairly and accurately so as to give value to Precise Training's clients. The highest standards of financial probity, marketing and advertising integrity will be maintained. Precise Training will only deal with bonafide clients who follow ethical standards.

Flexible Delivery and Assessment

Precise Training recognises the principles of flexible delivery and assessment and professionally develops trainers and assessors in this regard. The planning of training and assessment strategies is to emphasise a variety of strategies focusing on learner involvement. This will maximise the opportunity of all learners to learn and prove competence.

A variety of assessment methods, with minimal emphasis given to formal exam situations, is used while gathering different types of evidence.

Trainers must meet course assessment requirements and ascertain client assessment needs prior to commencement.

At Precise Training, the purpose of assessment is to allow the learner every opportunity, within the duration of their course, to provide evidence of their competency in each delivered unit of competency or module. All learners have a right to appeal any assessment result through the Complaints and Appeals Procedure.

(Refer to Learning and Assessment Policy of this manual)

Complaints and Appeals

Precise Training seeks to avoid complaints by providing an environment governed by policy and procedure and by following all legislative requirements.

However, in the event of a complaint by either a learner or a staff member, a Complaints and Appeals Policy and Procedure have been produced. Its aim is to provide a fair and conciliatory approach to finding solutions for learner and staff complaints and appeals. If satisfactory solutions cannot be found, both staff members and learners are directed to seek advice from outside bodies.

All complaints are treated seriously, investigated thoroughly and dealt with empathetically and in confidence, following freedom of information and privacy principles. All incidences are documented, with copies placed on files and provided to the parties involved.

Precise Training's Complaints Procedure does not circumscribe the client's right to pursue other legal remedies. Consequently, grievances are free to involve an independent third party at any stage of the If the complaint is not resolved to the satisfaction of the grievant, they may lodge an appeal by making arrangements for an external independent third party to resolve the issue. A learner may contact the complaints team from ASQA on 1300 701 801, or email complaintsteam@asqa.gov.au.

Alternatively as of the 5th of February 2015 a National Training Complaints Hotline has been established. Through the National Training Complaints Hotline, complaints will be directed to relevant authorities connecting learners with the most appropriate organisations to assist them. A learner may contact the National Training Complaints Hotline on 13 38 73, or email skilling@education.gov.au.

(Refer to Complaints and Appeals Policy and Procedure of this manual and PT1730 Complaints and appeals Process Flowchart)

Human Resource Overview

All staff are employed or contracted on the basis of having the requisite skills, qualifications, experience and aptitude for the position available. Precise Training follows any national principles and standards, industry standards and program curricula that specify essential and desired criteria for staff selection.

All vacant positions will be made public and a number of recruitment procedures, including interviews and referee checks, will be used to broaden the scope, thus enabling Precise Training to select the most appropriate person to fill the vacancy.

All positions have ascribed duties and responsibilities as outlined in the relevant Position Descriptions and the acceptance of any position obligates the staff member to abide by all Codes of Practice and Policies and Procedures.

All staff will be inducted into Precise Training and directed to the required handbooks and manuals containing Policies and Procedures. New staff must undergo an induction process in order to:

- Become familiar with the organisation, its goals and its structure;
- Be introduced to colleagues;
- Identify other staff members;
- Become familiar with premises and equipment;
- Gain instruction in organisational principles and standards; and
- Gain instruction in organisational processes and procedures.

(Refer to PT1011 Employee Induction Checklist)

Insurances

Precise Training has up to date insurances that cover all premises and facilities, workers compensation, public liability, professional indemnity and protection of student fees paid in advance.

Client Services

Precise Training follows a Client Services policy designed to maximise the level and quality of services offered to all clients.

Any legislative and regulatory requirements that are relevant to Precise Training's clients are communicated through:

- Course Advertising Information (including flyers);
- Induction sessions;
- Learner Handbook; and
- Pre-Enrolment Information, including fees, Cancellation and Refund policy

Internal Monitoring and Review

All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review occurs systematically through:

- Internal audits
- Risk Assessments
- Regular staff meetings to review current activities;
- Annual review of business plan and its implementation;
- Program records;
- Client feedback;
- Staff feedback;
- Learner Feedback; and
- Management monitoring and review.

(Refer to PT1003 Internal Audit Schedule; PT1004 Internal Audit Report; PT1005 CAR Register; PT1006 Quality Documents, Records and Materials Register; and PT1007 Corrective Action Record)

Industry Engagement

Precise Training consults with industry in an effective manner to confirm that:

- Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry;
- Staff facilities, equipment and training and assessment materials used by Precise Training are consistent with the requirements of the training package or VET accredited course and Precise Trainings own training and assessment strategies.
- Proposed courses are reflective of future industry and employment growth; and
- Training and assessment strategies are defined and informed by information collected on industry requirements and prospective employer preferences and learner needs through consultation with key stakeholders.
- Current industry skills of its trainers and assessors are relevant to the industry needs.

Effective consultation with industry occurs through:

- Industry committees, comprised of local industry representatives;
- Targeted questionnaires (industry consultation forms)
- Membership of professional, trade or industry organisations;
- Employment of training staff with industry skills and experience;
- Information and communications from Industry Skills Councils, ITABs; licensing bodies and similar groups
- Guest trainers;
- Excursions; and
- Use of local media – newspaper, magazines, journals etc. in training.
- Review of training and assessment strategies with industry key stakeholders.

(Refer to PT1368 Industry Consultation form)

Standards for Registered Training Organisations

Precise Training adheres to the Vet Quality Framework, including Standards for Registered Training Organisations. Precise Training continuously updates and improves all Policies and Procedures and completes an internal RTO audit at least on a yearly basis to reflect these principles.

(Refer to Continuous Improvement Policy within this manual)

Work Health and Safety

The safety of staff and clients is of primary importance in all activities. Precise Training observes all work health and safety legislation and copies of the relevant Acts are readily available to staff and clients. Trainers must incorporate WH&S considerations when planning and delivering training, and clients must be advised of the WH&S requirements of their programs and supervised accordingly.

It is Precise Training's policy to:

- Take all reasonable action to achieve and maintain high standards of WH&S;
- Provide and maintain a safe study/work environment;
- Develop safety awareness throughout the organisation;
- Do its utmost to minimise hazards within its premises in order to prevent accidents from occurring;
- and
- Set responsible standards of safety for all persons to follow at all times.

Information about Precise Training's security and safety measures is available to students prior to and after enrolment.

(Refer to Work Health and Safety Policy within this manual)

Physical Resources

Precise Training maintains suitable and up to date premises and equipment which comply with all relevant government legislations and regulations are kept in good order and are upgraded as necessary. Precise Training maintains administration, training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Staff and learners have access to necessary instructional and assessment facilities, materials and equipment.

Precise Training will comply with all laws relevant to the operation of the training premises including work health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation. Precise Training will ensure that training facilities, equipment and other resource materials are current, adequate and quality assured for the courses being delivered and are maintained in good order and repair.

Training facilities have:

- Accessible amenities such as toilets and drink stations;
- Adequate acoustics without disturbance from external noise;
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions;
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study;
- Clear sight and hearing from all points and to the point of presentation;
- Comfortable, ergonomic chairs, designed for use over a sustained period;
- Flexible layout options appropriate to room size, shape and furniture;
- Pleasing aesthetics;
- Sufficient power points placed appropriately;
- Suitable audio visual and presentation equipment;
- Suitable tools and equipment set up safely and securely; and
- Tables that have appropriate space for writing and training activities.

Records and Archives

Precise Training will maintain systems for recording and archiving enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued. All personal records of clients will be treated with confidentiality. Learner records kept include:

- Enrolment details
- Learning support needs
- Attendance records
- Records of complaints and appeals
- Outcomes at unit of competency or module level and qualification level
- Licences gained as a result of training
- Statements of attainment and qualifications issued
-

Through a Records Management Policy, Precise Training ensures:

1. Security and Confidentiality of all records;
2. Archiving of all records;
3. External Reporting; and
4. Access of records by clients.

(Refer to Administration and Records Management Policy within this manual, PTNSW Learner File Cover Sheet, PTVIC Learner File Cover Sheet)

Refund Policy

Precise Training's Refund Policy, including both Learner and Precise Training default, are contained on the Enrolment form. This policy identifies in detail the terms and conditions under which refunds will be granted in the situation of both Precise Training and Learner default. As with all other Precise Training policies, the Refund Policy encourages the use of independent negotiation if required.

(Refer to Refund Policy located in PT1015 Learner Handbook)

Staff

Precise Training will ensure that the responsibility for the management and coordination of training delivery and assessment (including the recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Precise Training ensures that only trainers and assessors have current industry knowledge, skills and experience with current industry engagement as per standard 1.6 Precise Training implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of:

- Its training and assessment strategies, practices and resources; and
- The current industry skills of its trainers and assessors.

Vocational Competency

In accordance with the requirements of Standard 1.13, trainers and assessors must hold the vocational qualification to at least the level they are delivering training. Precise Training ensures that all trainers and assessors possess and maintain relevant industry knowledge and experience. Regular Professional Development activities are provided to all staff to support these requirements. Vocational competency is considered on an industry-by-industry basis and with reference to the guidance provided in the Assessment Guidelines of the relevant Training Package.

Up-to-date records of the verified qualifications and competence of all staff training and/or assessing on behalf of Precise Training are kept on file for audit purposes.

(Refer to PT1661 Trainer Assessor Skills Matrix; PT1664 Professional Development Schedule; PT1659 Professional Development Activities Register; PT1045 Professional Development Request Form)

Direct Supervision

Where a trainer does not have the appropriate training and / or assessing competencies or demonstrated equivalent competencies, they must be under the direct supervision of a qualified person as per Standard 1.17. In that case, Precise Training will appoint a supervising trainer who provides regular guidance, support and directions. All supervision activities are monitored. The level and type of supervision depends on the skills and knowledge of the trainer and is agreed between the supervising trainer and the trainer.

Direct supervision includes the following:

- Providing input to the preparation for training, including planning sessions
- Discussing strategies to support specific learners
- Assisting the trainer to locate appropriate resources
- Observing training sessions and providing feedback
- Debriefing the trainer after training sessions
- Providing regular support, guidance and monitoring

Under the Standards for Registered Training Organisations 2015, the person providing the direct supervision is accountable for the delivery. Precise Training ensures that any individual working under the supervision of a trainer under Clause 1.17:

- Holds the skill set defined in Item 4 of Schedule 1 or, prior to 1 January 2016, is able to demonstrate equivalence of competencies;
- Has vocational competencies at least to the level being delivered and assessed; and has current industry skills directly relevant to the training and assessment being provided.

Direct Supervision is managed as follows:

1. While the preferred position is for all staff training and assessing on behalf of Precise Training to have, as a minimum, the competencies as outlined in Standard 1.13, the decision to undertake the direct supervision of a trainer, who does not have the required competencies, will be determined by the Training Manager
2. The Training Manager will appoint a person who has all the required competencies to provide direct supervision to nominated staff
3. The supervisor and staff to be supervised will negotiate and document arrangements on the Direct Supervision Record Sheet. The record sheet should outline regular guidance and direction provided.
4. The supervisor and staff to be supervised will participate in the direct supervision and document contact and follow up action.
5. Records of direct supervision must be kept on file of the trainer who is being supervised.

(Refer to PT1665 Direct Supervision Record Sheet)

Qualifications and Statements of Attainment

In accordance with Schedule 5 of The Standards for Registered Training Organisations 2015, Precise Training will issue to persons who have been assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification and/or statements of attainment. Qualifications and statements of attainment will include the provider's name, the name of the person receiving the qualification, the name and number of the accredited course, the number of the qualification, the date issued and the signature of the Director. Where appropriate, modules completed and/or national competencies achieved will be identified.

All qualifications and statements of attainment meet the AQF requirements and include the NRT logo in accordance with the current conditions of service. Precise Training will recognise the qualifications and statements of attainment awarded by any other registered training organisation.

Quality Assurance and Improvement

Precise Training has clearly documented procedures for Director and monitoring all training operations and reviewing /client satisfaction.

(Refer to Quality Management Policy; PT1006 Quality Documents, Records and Materials Register; and PT1009 Strategic and Business Plan)

Marketing

Precise Training's marketing and advertising of AQF and VET qualifications to prospective clients is consistent with its scope of registration with integrity, accuracy and factual with professionalism.

Precise Training will only advertise in any way accredited courses, qualifications or units of competency that are on its scope of registration. The NRT logo will be employed only in accordance with its conditions of use.

(Refer to Marketing and Advertising Policy within this manual)

Recognition of Prior Learning

Recognition of prior learning is an assessment process that involves the assessment of an individual's relevant prior learning including formal, informal and non-formal learning to determine the credit outcomes of an individual application for credit.

Precise Training aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

(Refer to Recognition Policy of this manual)

Obligations to ASQA

All RTO's have an obligation to comply with relevant Commonwealth, State or Territory legislation and regulatory requirements. Precise Training ensures that their staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in the Vocational Education and Training industry.

Precise Training will:

- Advise the appropriate body in writing of any change to the information contained in the application for registration;
- Allow access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- Supply delivery details for each course and module in the scope of registration including information in accordance with AVETMISS requirements for all government funded training; and
- Resolve any complaints conveyed by learners equitably
- Comply with the VET Quality Framework and all other applicable conditions of registration.

Welfare and Guidance Policy

This policy outlines Precise Training's policies and procedures in the area of welfare and guidance and applies to all business units or companies which provide programs to customers in which Precise Training has an interest.

Precise Training will ensure that this policy is communicated to all participants via handbooks and provide copies when requested.

Code of Conduct

Precise Training will provide learners with quality educational opportunities which reflect both excellence and equity. Every trainer, assessor, staff member and Manager at Precise Training will:

- Demonstrate a belief that all learners can learn and reach their potential within a pluralist society;
- Give assessment tasks and engage in teaching in a manner that makes learning relevant to them;
- Respect the principles of self-determination and reconciliation as they relate to the attainment of social justice in Australian societies;
- Promote the value of education in the attainment of self-determination, reconciliation and social justice in Australian societies;
- Treat each learner fairly and equally;
- Promote a safe and positive learning environment;
- Be a good adult role model;
- Exhibit a caring, honest, and professional attitude;
- Maintain professional growth and development;
- Communicate with community members in an open and informative manner;
- Recognise the community as a partner in educating learners;
- Maintain confidentiality; and
- Abide by all policies and regulations as set down from time to time by Precise Training.

Statement of Principles

- There is a moral and economic imperative for public education in a democratic society.
- Our democracy is predicated on the right of diversity of racial and ethnic origins.
- All people have inherent value and worth.
- Every learner can learn if presented the appropriate opportunity.
- Learners must be active participants in the learning process.
- A quality and equitable education in a safe, orderly environment is the right of all learners.
- A learner is the most important person in the Precise Training setting and all educational decisions place the learner first.
- All learners have a right to instruction by teachers who believe that everyone can learn.
- Curriculum/Training Package content and staffing patterns have a direct relationship to racial, ethnic, and gender identity development and ultimately to achievement.
- High expectations yield positive self-esteem, acceptable behaviours and optimal performance.
- A learner-centred environment values uniqueness as a resource.
- Learner performance increases when strategic decisions are made at the site where teaching and learning take place.
- The pursuit of life-long learning is the responsibility of all.
- By expanding the capabilities of all individuals, organisational improvement should occur. Learners involved in extracurricular activities generally perform better academically.
- Learner performance improves when the community is actively involved in the education of their own community.

Risk Assessment – (National Vocational Education and Training Regulator)

The Risk Assessment Framework is made under section 190 of the National Education and Training Regulation Act 2011.

In assessing compliance risks, four types of risk categories are defined:

1. People/staff;
2. Documents/paperwork;
3. Processes/procedures; and
4. Facilities.

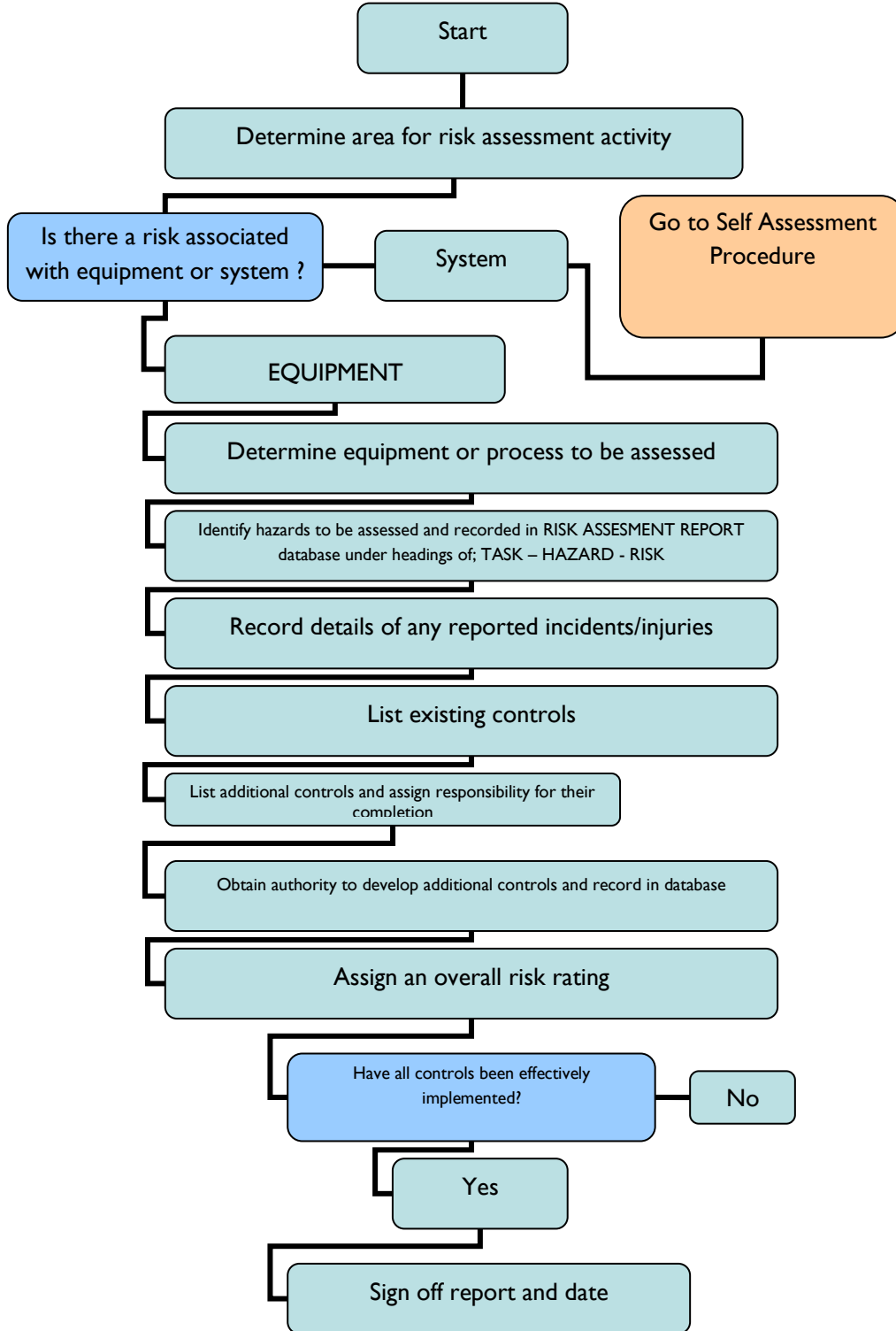
After identifying a compliance risk, an appropriate compliance control is applied to manage the risk. In most instances compliance controls are documented and referenced. All details of risks and non-compliances are recorded in Internal Audit Reports and tabled at Strategic Management Meetings.

If a corrective or preventive measure is required to ensure compliance with the SNR Standards and requirements, these are recorded on the Corrective Action Record (CAR). Each CAR is given a unique number and the reason for raising the CAR is identified. The reason and cause of the corrective/preventive action is then documented along with action to be taken, by whom and by when. When the corrective/preventive action is complete, the CAR is verified as effective and that compliance has been achieved/maintained and then signed off. A Corrective Action Register comprises all CARs raised and provides a summary of current status. The register is reviewed at Management Reviews and audits to monitor any problems that keep arising and to ensure that corrective/preventive actions have been implemented and signed off as effective.

(Refer to PT1032 Risk Identification Matrix; PT1034 Management Review Report; PT1005 Corrective Action Register; PT1007 Corrective Action Record)

Procedure

The Risk Assessment Procedure is depicted in a flowchart below:



Continuous Improvement Policy

Precise Training carries out ongoing improvement of policies, procedures and processes based on structured reviews and other techniques in order to improve the satisfaction of staff and candidates and to enhance organisational effectiveness and productivity.

The use and development of process improvement strategies involves the outcome of management reviews, internal and external monitoring, auditing, self-assessment and performance measurement in the areas of learner and employee service and satisfaction and the productivity of education, training and assessment services.

Opportunity for Improvement forms are analysed and the information is used regularly in strategic planning, product development, service delivery changes and in the implementation of process improvement activities.

Employees and learners are encouraged to formally present their feedback in writing on the Opportunity for Improvement forms. Management encourages every employee to take ownership and responsibility for their position and to analyse their position descriptions and suggest improvements.

Feedback can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

(Refer to PT1627 Opportunity for Improvement Register; PT1054 Opportunity for Improvement form)

Continuous improvement of training and assessment

All learning and assessment materials are to be reviewed annually or when Training Packages are updated (whichever comes first).

For each assessment tool that is updated or reviewed, an Assessment Tool Validation Record must be completed to ensure it meets the Training Package requirements. Whenever a manual or assessment tool is updated, the corresponding web content is to be updated also. Where web content differs to print based materials, the resources online should be reviewed at the same time as the print materials.

All training and assessment materials developed by Precise Training are logged on the Version Control Register in accordance with the Version Control Policy to ensure currency.

Feedback relating to the learning and assessment materials is collected from learners and is analysed on an ongoing basis. Any problems identified are fixed as required.

For each Training Package that is utilised, an annual review of training and assessment strategies is undertaken by management and trainers / assessors in that field.

On an annual basis, consultations are conducted with industry for each Training Package / accredited course being utilised. Industry consultations follow the format documented on the Industry Consultation Form, are documented and the findings presented and discussed at the Management Review meeting.

(Refer to PT1625 Training Packages Status; PTNSW1061 Version Control Register; PT1055 Assessment Tool Validation Record; PT1708 Moderation and Validation; PT1368 Industry Consultation Form; PT1679 Quality Training and Assessment Resources flowchart; PT1710 Assessment Tool Development Steps flowchart)

Continuous improvement of client services

Client input and feedback is sought, analysed and disseminated in accordance with the Client Input and Feedback policy.

Staff is encouraged to discuss any issues, concerns or suggestions for improvement relating to client services at the monthly administrative staff meetings or as required.

Continuous improvement of operations

Employees are encouraged to formally present their feedback in writing on the Opportunity for Improvement forms. Management encourages every employee to take ownership and responsibility for their position and to analyse their position descriptions and suggest improvements. Feedback can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

Strategic management meetings are held and attended by Senior Managers on a monthly basis to monitor and improve management systems and services provided in a pro-active manner. Management review reports are produced to summarise reviewed activities, resolutions and actions required.

Staff and Managers are encouraged to regularly identify areas of professional development and further training for staff.

All staff is required to undertake annual performance reviews conducted by management. Any areas of professional development and further training are to be considered and action plans drawn up at each review.

Precise Training's Policies and Procedures manual are to be reviewed with suggestions from staff no less than once every 12 months.

All administrative staff is required to attend an annual review meeting to discuss possible improvements to operations.

Management review meetings are to be conducted annually, with attendance from the Senior Management team and will include a review of the Strategic and Business Plan. The director of Precise Training also submits an annual compliance report to monitor and review overall compliance.

(Refer to PT1006 Quality Documents, Records and Materials Register; PT1009 Strategic and Business Plan; PT1034 Management Review Report; PT1054 Opportunity for Improvement Form; PT1627 Opportunity for Improvement Register; PT1045 Professional Development Request form; PT1607 Trainer / Assessor Development update; PT1664 Professional Development Schedule; PT1659 Professional Development Activities Register; PT1663 Performance Appraisal)

Quality Management Policy

Precise Training's Policies and Procedures Manual is located in the main office. All staff completes an induction process (see Staff Recruitment, Induction and Professional Development Policy) that gives them the knowledge to consistently adhere to these and apply and implement them at all levels within the organisation. All policies and procedures are reviewed and updated as necessary on a regular basis.

Governance Arrangements

Precise Training's Director and Senior Officers are responsible for the management of the training organisation and are required to satisfy 'fit and proper' person requirements. This may be demonstrated by signing a Statutory Declaration or a national police check.

Precise Training's principal purpose is vocational education and training. To ensure high quality training and assessment outcomes, Senior Managers will have academic, industry and educational experience relevant to leading, managing and operating an RTO.

Decision making of senior management is informed by experiences of its trainers and assessors through regular meetings, feedback and systematic assessment validation and moderation processes.

It is the Director's responsibility to systematically review and approve new or updated documents prior to implementation. Copies of approved documents are to be kept on file.

Audits

Management, in liaison with all involved personnel, is responsible for conducting systematic annual management reviews concerning the processes, candidate focus, product, resources or any other subject that may detract from the standard of operation required. It also promotes strategies to correct any problem and to guard against recurrence of similar problems. Monitoring and review also occurs through regular meetings with staff.

The VET Quality Framework is in place to encourage quality management and continuous improvement in Registered Training Organisations (RTOs). Internal audits of Precise Training are conducted at least annually to ensure compliance with the VET Quality Framework and government funding agreements.

Through the scheduled internal audits, compliance is monitored by the VET Quality Framework requirements and company policies and procedures. A documented Audit Schedule has been implemented which details which activities and requirements are to be audited and at what intervals. The frequency is determined by the importance of the activity/requirements. When an activity/requirement has been audited, it is recorded in the Audit Schedule to confirm completion. Wherever possible, the staff member performing the audit is to be independent of the activity/requirement being audited. This is to ensure that staff are not auditing their own work. The audit is then conducted to review all relevant documentation, records and the actual practices that staff are using. This is compared to the organisation's Policies and Procedures and the findings are documented in an Audit Report.

Precise Training's Management Review meetings are conducted annually. These are attended by the Director and all RTO Management. These Management Review meetings are used to assess compliance to the VET Quality Framework and the ongoing effectiveness of the quality system and business practices. If business activities change significantly then Management Review meetings will be held every six months.

To assess compliance and effectiveness the following will be reviewed:

- Audit Reports;
- Corrective Action Records; and
- Policies and Procedures.

The outcomes of the internal audit will be analysed and any non-compliances with the VET Quality Framework and government funding agreements will be reported to the Director, together with a strategy and a time frame to correct these non-compliances. Audit reports also contain recommendations and opportunities for improvement which need to be followed up in a timely manner.

(Refer to PT1003 VET Quality Framework Internal Audit Schedule; PT1004 VET Quality Framework Audit Report; PT1007 Corrective Action Record; and PT1005 CAR Register)

Feedback

Stakeholder, client feedback and satisfaction data regarding the services provided by Precise Training will be regularly collected and analysed by using in-house feedback and survey forms as well as the smart system learner and employer questionnaires. All feedback will be considered and Precise Training's Policies and Procedures will be reviewed in light of the information received.

Valid and reliable feedback is collected and captured in a number of ways:

- Quality indicator data, including feedback questionnaires from employers and learners;
- Surveys and telephone interviews with key stakeholders and clients
- Internal auditing / assessment;
- Corrective / preventative actions;
- Staff feedback; and
- Management Reviews.

These feedback mechanisms allow Precise Training to monitor and make improvements to its systems on an ongoing basis. All clients and staff who provide feedback are encouraged to present a solution where possible.

Stakeholder, client feedback and satisfaction information is gathered at the mid-point and at the end of the training delivery. Confidentiality is ensured for respondents to ensure they can be open and honest in their feedback and satisfaction responses. This feedback is then collated and summarised. Summarised feedback is then analysed, reviewed and followed up on during Strategic Management meetings and Administration Staff meetings. Outcomes also provide input to new and existing Training and Assessment Strategies. Any outcomes and ensuing actions are recorded in the Management Review Report, Opportunity for Improvement and/or Corrective Action Register.

(Refer to PTNSW1499 Feedback Form – Classroom; PTNSW1023 Client Satisfaction and Requirements Survey; PT1501 Employer Feedback Survey; PTNSW1502 Feedback Form – Distance Learning; PTNSW1595 Feedback Form – RPL; PTVIC2058 Student Feedback Form; PT1034 Management Review Report; PT1627 Opportunity for Improvement Register; PT1005 CAR Register; PT1019 Exit Interview)

Product Implementation

This policy is in place to monitor and measure the development and delivery of educational products and services to ensure that results required by national standards are attained and meet the organisation's scope of registration and client requirements. Relevant documents and steps within resource development are shown in the quality Training and Assessment Resources flowchart.

Assessment tool development includes trials of draft tools prior to final implementation. Final amendments and assessment validation of tools have to be completed and authorised by Management before the product is released and incorporated into assessment and quality assurance procedures.

(Refer to PT1679 Quality Training and Assessment Resources; PT1710 Assessment Tool Development Steps)

Product Preservation

This policy controls handling of products to prevent damage or misuse during internal processing and final delivery of education. "Product" in particular, refers to courses, modules, training packages, resources and associated course materials.

The Director has the authority and responsibility to protect material from loss or damage. Electronic master copies are protected by the Records Management procedure.

Precise Training's Version Control Register must list any amendment that has been made.

Any materials of a high security nature are issued at the discretion of Management. The employee's Contract of Employment protects and restricts illegal or inappropriate use of such materials.

(Refer to PTNSW1061 Version Control Register; PT1142 Document Control Register; PTNSW1400 Document Control Register; PTVIC1401 Document Control Register)

Non-Conforming Product

This policy ensures non-conforming products and services are investigated and an effort is made to eliminate potential causes to enhance and improve the quality and efficiency of Precise Training's operations.

Should unacceptable results occur (e.g. impractical assessment tools); all staff has the responsibility to bring to the notice of Management all resource items of a non-conforming nature, using an Opportunity for Improvement form.

Any products and/or services that do not comply with the required quality are segregated and discussed with the appropriate personnel.

Client complaints may also be an indication of non-conformities. Complainants are encouraged to utilise the Grievance Procedures detailed in the Staff Handbook and the Learner Handbook.

Responsibilities

The Director has the overall responsibility of ensuring the implementation and compliance of the Quality Management Policy and Procedures.

The Training Manager and the Course Coordinator have the designated responsibility and authority for reporting and reviewing compliance with the VET Quality Framework. The review is conducted through internal audit / self-assessment and reported to the Director as a basis for continuous improvement.

In accordance with the requirements of ASQA and State training authorities, Precise Training retains written Policies and Procedures that ensure quality training and assessment criteria are consistently met and are applicable to the organisation's scope of registration and reflect its scale of operations.

To ensure these Policies and Procedures remain current and to observe all changes that are required to meet compliance with national standards and requirements for RTOs, meetings are convened throughout the year for the purpose of incorporating continuous improvement through review of current processes and procedures. These include work practices, assessment tools, training documents and all other forms of operation that affect the business.

Administration and Records Management Policy

In relation to the administration and management of records, Precise Training aims to:

- Maintain up-to-date records of the qualifications and experience of all staff employed by or contracted to Precise Training to deliver training and assessment services;
- Maintain current and accurate records of all enrolments, participation, training outcomes and qualification / statements of attainment issues;
- Ensure the confidentiality of staff and learner records;
- Assure the safety and integrity of all records;
- Ensure that all training resources, materials, forms and procedures utilised within Precise Training are current;
- Ensure that all fees received from learners are receipted and that all refunds are appropriately recorded; and
- Ensure that all certificates and statements of attainment issued by Precise Training are consistent with the requirements of the Australian Qualifications Framework.

Paper records are stored in lockable filing cabinets in the main office for 12 months. Records are then stored at a secured offsite facility. Key records are backed up onto disk and stored off-site in a fireproof safe.

Learner results are retained in the main office for 12 months and backed up on the computer. Learner results are then archived and stored in an offsite location. This will be done for a period of 30 years and will transfer records consistent with State registering body requirements in the event of closure of the RTO. Learner results are transferred electronically to the AVETMISS database. Hard copies of AVETMISS read outs are retained to provide additional records of learner results. In the event that the RTO ceases trading, these records will be transferred to ASQA.

A list of records relating to contractual and legal requirements and the requirements of the registering body has been identified. The list includes retention periods and internal/external distribution. Archiving and retrieval for these records are the same as mentioned above.

All confidential information is kept in a locked filing cabinet. There is a designated key-holder and the filing cabinet is locked each night. Access to records has to be authorised by the Course Coordinator.

Precise Training has a documented Privacy Policy, which prevents non-disclosure of client information without written consent of the client. In the event that this is required, the Course Coordinator:

- Checks with the National Training Manager for authorisation of disclosure;
- Contacts the client requesting written consent; and
- Provides the information if the two points above are achieved.

All people who have enrolled in courses are entered into the compliant data management system. The learner data management system is kept up-to-date based on communication from administration staff and trainers/assessors. Learner participation for each course is kept in an ongoing register.

Fees paid are recorded in the database and accounting system. All monies received are banked in a secure account. If a refund is required, a refund request is submitted by the participant. After consideration and approval, refunds are issued in accordance with the Refund Policy via a cheque or direct deposit from the Accounts Department.

All relevant document information including title, version, issue date, amendment and distribution details are recorded. All physical copies of superseded documents are retrieved and destroyed. Any electronic copies are electronically archived. All materials subject to version control are listed in the Document Register.

Staff members have access to the majority of internal documents via the website and E-Learning portal. External documents are kept in a central location or by a specific person.

(Refer to the Confidentiality / Privacy Policy within this manual; PT1015 Learner Handbook; PT1006 Quality Documents, Records and Materials Register and the Refund and Cancellation Policy within this manual)

Document and Version Control Policy

Purpose

The purpose of the Document and Version Control Policy is to ensure that Precise Training:

- Maintains a document version control system for all RTO documents;
- Provides access to documents as required; and
- Continuously reviews the currency of all documents.

Precise Training maintains master copies of financial and management documents, learner files and staff information, curriculum and course related documents as well as client feedback data and data relating to client incident warning and reporting. Trainers are responsible for maintaining working copies of course and delivery unit documents, learner attendance and results records and for their submission to Management.

Procedure

- A version control system is developed.
- A document number is allocated to each document relating to RTO registration.
- A version control number is allocated to each RTO document. This records the issue date.
- A document register is maintained.
- A version control register is maintained with version numbers and dates of issue detailed.
- The document register is included in the staff induction manual.
- The document register and documents are reviewed periodically and updated as required to ensure currency.
- The master document register is made available to all staff.
- Superseded documents are destroyed or archived as appropriated.

(Refer to PT1142 Document Control Register; PTNSW1400 Document Control Register; PTVIC1401 Document Control Register; and PTNSW1061 Version Control Register)

Learning and Assessment Policy

Training and assessment strategies and practices are developed for each training package and VET accredited course within the scope of registration of Precise Training. This also applies to courses which are the subject of an application for registration or extension to the scope of registration.

Precise Training:

- Ensures that the requirements of the relevant Training Packages or accredited courses are met through the appropriate assessment instructions;

- Recognises the prior learning of all learners / clients; and
- Ensures that all assessments conducted are fair, valid, flexible and reliable.

It is the policy of Precise Training that all on-site training shall be modified lectures with a maximum of 50% of the lecture time allocated to lecturer-lead activities (with learner involvement) and the remainder being learner lead (under supervision). Trainers are committed to ascertaining the delivery requirements of the learners by assessing learning needs prior to course commencement.

(Refer to Recognition Policy)

Procedure

Precise Training's Quality Training and Assessment Resources include a number of documents and a clear process as outlined in PT1679. The assessment tool development comprises 7 steps and is outlined in PT1710.

To identify any language, literacy and numeracy requirements, Precise Training consults with industry representatives/special interest groups/clients and learners. Language, literacy and numeracy requirements are identified for the workplace and the employee's current skills and learning requirements. An Assessment Plan is then designed to meet these requirements and conform to the specified competencies.

Delivery modes and training and assessment materials are detailed in the course Training and Assessment Strategies Outlines. From these, an Assessment Plan is developed for each qualification/course to cover as wide a range of clients as possible. Customisation is available if requested by a client.

(Refer to PT1679 Quality Training and Assessment Resources flowchart; PT1710 Assessment Tool Development Steps flowchart)

Market Research

Prior to registration of any Training Package qualification or accredited course, Precise Training undertakes market research to ascertain the viability of delivering the qualification or course. This research includes:

- Consulting with the relevant Industry Training Advisory Bodies;
- Identifying Precise Training's target market demographics (i.e. size and location);
- Conducting an environmental scan (i.e. cultural factors, economic trends and impending legislation);
- Talking with potential clients to ascertain their needs; and
- Resources required to implement training and assessment strategies.

From this research, Precise Training develops and tailors delivery and assessment strategies for each Training Package qualification/accredited course taking into account the data that has already been collected. This ensures the strategies that are developed and implemented meet a defined need.

During Precise Training's market research, relevant enterprises/industry are consulted. Consultations groups may include:

- Relevant Industry Training Advisory Bodies;
- Large employers/enterprises within the relevant industry sector; and
- Local employers/enterprises within the relevant industry sector.

During discussions with the above groups, the types of assessment that will most suit the industry sector are planned taking into account specific needs (i.e. location/timing of assessments and type/style of assessment).

Precise Training's initial market research identifies the proposed target groups. Delivery and assessment modes, assessment validation processes and pathways are discussed with the identified target groups.

After conducting market research, consulting with enterprises/industry, and analysing collected data, Precise Training documents its strategies for each researched qualifications/course the company believes is viable in the current and future training market. These strategies are reviewed on a regular basis, taking information received from industry, employers and learners as well as updates to the relevant Training Package into account.

(Refer to PT1009 Strategic and Business Plan)

Delivery

To document learning needs, Precise Training works with industry representatives/special interest groups/clients and learners. Firstly, an environmental scan is conducted using the Strategy Assessment Sheet then the Assessment Plan is developed from this.

When designing a Training and Assessment Strategy, all core and elective units are identified from the relevant Training Package and are included in the Assessment Plan. Steps are also taken to manage the transition from superseded Training Packages within 12 months of their publication on the National Register (training.gov.au) and also manage the transition from superseded accredited courses so that Precise Training only delivers currently endorsed Training Packages or currently accredited courses.

Any customisation undertaken after consultation with industry representatives/clients is recorded within the Assessment Plan. This Assessment Plan is then re-titled to link to the industry/client. The Assessment Plan is then reissued. In customising a Training Package qualification/accredited course, Precise Training will align any new elements/competencies/evidence to existing competencies contained in the original qualification/accredited course in accordance with the Training Package requirements or for accredited courses.

(Refer to PT1625 Training Package Status)

Distance Learning Study Periods

For all distance learning/self-paced courses, students are given 12 months from the time of commencement in which to complete the course. The commencement date for all courses (except dog training courses where a specific commencement date is allocated) is considered to be the date that the learner enrolled into the course. If a student wishes to extend their studies beyond the 12 month period, they may be granted an extension by completing an Extension Request form within 30 days of the original course finish date and paying an additional administrative charge of \$500.

For dog training courses, this will provide the learner with an additional 6 months in which to complete their course. For all other courses, this will provide the learner with an additional 12 months in which to complete their course. Learners are required to pay the \$500 administration fee within 30 days of their extension being approved.

Local Dog Training Courses

Learners enrolled in local dog training courses are required to attend a minimum of 80% of the theory classes. For any missed theory classes, the learner is required to purchase the corresponding DVD for that session. All learners must complete 100 hours of practical training. This training is made up of time spent at obedience training centres and compulsory and/or elective workshops. If a learner misses a compulsory workshop they will be required to attend a corresponding session on the following course and may be required to pay a re-booking fee of \$40 per session.

Distance Learning Dog Training Courses

Learners enrolled in distance learning dog training courses must attend two lots of block training consisting of 8 days each. It is the learner's responsibility to ensure they are enrolled into suitable block training sessions. Learners are given dates for these sessions at the time of enrolment and need to ensure they reserve their place early as numbers are strictly limited. If a learner is unable to attend a session they have booked into, they must notify the office at least two weeks prior to the commencement of the session. If students are able to complete the practical training with another group in their enrolled course, they will not be subject to additional charges. If students are required to attend block training with another course group a transfer fee of \$500 is applicable (except in exceptional circumstance or at the discretion of the Training Manager).

Class Time Frames (Face to Face / Local Training Courses)

For all courses it is expected that learners complete their training within the set time frame. This includes the submission (and resubmission) of all assessments and attendance at all designated sessions. If for some reason a learner is not able to complete all required components of the course within the designated time frame, Precise Training may allow up to one month from the completion date of the course for the learner to submit any outstanding assessments, complete any practical tasks or re-book into appropriate missed sessions as long as they have advised the Course Coordinator in writing prior to the original due date. If assessments are not finalised within this one month period, an additional charge of 25% of the full course cost is required in order to continue assessment regardless of the circumstances under which the extension was required. The payment of this fee will grant a learner a further 12 months in which to finalise their assessments except for any dog training courses where a learner will be granted a further 6 months.

Assessment

Precise Training conducts Assessment Validation Meetings to review assessment outcomes in the context of the processes and tools used. The review consists of:

- Feedback from clients that have been assessed;
- Feedback from their employers (where applicable);
- Comparisons against other assessment strategies that are conducted in other packages / courses and the resultant assessment outcomes;
- Assessor feedback on evidence assessed; and
- Assessor feedback on paperwork and process used.

This review is used to continuously improve Precise Training's training and assessment strategies and improve assessment processes, tools and evidence.

Assessment Plans are designed for each course Precise Training delivers. These Assessment Plans are based on the requirements and competencies contained within each qualification/course and therefore meet the requirements of the Training Package or accredited course.

Precise Training uses a standard assessment tool as the basis for all assessments. The company then evaluates each Training Package/Accredited course and assessment guidelines that it delivers and identifies

any extra components that are required. The assessment tool is then customised by adding in the extra components to ensure that each assessment is compliant with each Training Package/Accredited course that is delivered. Precise Training also offers RPL for all units and courses offered under our scope.

When a learner has been assessed as competent, an Assessment Feedback Record (included as part of the assessment tool) is completed for each learner. This sheet details the date of assessment; assessors name; learners name; course name; national code and the competencies achieved, any feedback and future actions or suggested improvements, and is then given to the Training Manager. This information is then used when authorising the issue of AQF Qualifications and Statements of Attainment.

Precise Training endeavours to ensure that all assessments (including RPL) conducted are:

- Fair - Precise Training's structured approach provides for a fair, objective assessment and also allows for client feedback and re-assessment if required;
- Valid - elements of competencies and types of evidence are defined to ensure that all assessments are valid and are undertaken by qualified assessors;
- Flexible - assessment process can be adjusted to suit a client's special needs (e.g. shift work - timing of assessment, language/literacy requirements); and
- Reliable - assessments are conducted using structured assessment kits to ensure consistency of approach.

At the start of each unit/module each learner is provided with information on the assessment process, i.e. what, where, when and how the assessment is to be conducted. Prior to each assessment, learners are again reminded of the assessment process and what is to be assessed. The information given is captured and documented in Precise Training's Assessment Plan that is provided to learners and allows the learner to identify any special needs.

Where assessment (including RPL) is conducted in the workplace, all aspects of workplace performance will be incorporated into the Assessment Plan. This ensures that the Assessment Kit to be used on-site is tailored to suit the workplace environment and the differing types of evidence to be assessed and show if the learner is competent against all performance criteria to the AQF level required. Precise Training also ensures that the five competency dimensions are applied to the evidence for assessment. An Assessment Check Sheet is used to review the Assessment Plans for task skills, task management skills, contingency management skills, job role environment skills, and transfer skills. All assessment tasks are to be mapped against the Employability Skills for each qualification.

Precise Training's structured approach ensures that sufficient evidence is provided / observed on a number of occasions and the correct evidence is evaluated. If an assessor is unsure about a learner's competency, they may request further evidence to enable them to make an informed decision regarding whether or not the competency was achieved.

Learners are provided with assessment outcomes (including RPL) verbally at the completion of the assessment (if applicable) and when issued the qualification at the end of the course. In both instances, the learner is given feedback on their performance against competencies, and if not achieved, advised as to their future options including re-assessment either by appeal, by submitting further evidence or re-doing the assessment at a later date.

Precise Training endeavours to provide equitable assessments at all times. When planning assessments, the company takes into account any diverse needs of its learners, including rural and remote learners, Indigenous Australians, people from non-English speaking backgrounds, people with LL&N difficulties and any other individual needs. If any of these equity concerns arise then these are factored into the Assessment Plan to ensure a fair and equitable assessment can take place. Any adjustments are reflected in the Assessment Kit and recorded on the front cover of the kit.

(Refer to Assessment Moderation and Validation Policy within this manual; PT1309 Assessment Summary; PT1042 Strategy Assessment Sheet; and PT1055 Assessment Tool Validation Record)

Plagiarism / Cheating

All student work must be the original work of that student. Plagiarism is the act of using or close imitation of another's work, ideas or thoughts as one's own. Examples of plagiarism include copying or summarising the work of another (including of another student). This also includes information from any publication and the internet. If material is gained from any publication or the internet they must be acknowledged and notated in a bibliography at the end of the assignment.

Cheating is an act of lying, deception, fraud, trickery, imposture, or imposition. Cheating characteristically is employed to create an unfair advantage, usually in one's own interest. Cheating during assessment activities will be not tolerated.

Precise Training may test students work by using plagiarism software. Samples of student assessment evidence are also tabled during regular Moderation meetings and checked by an independent panel of qualified assessors for authenticity. Plagiarism and cheating is unacceptable academic behaviour. Plagiarising or cheating may result in dismissal from a course. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

To prevent plagiarism and / or cheating, all potential learners are informed of the consequences prior to enrolment through the Learner Handbook. Candidates are further reminded by assessors prior to undertaking assessment activities or prior to submitting assessment evidence.

Appealing an Assessment

If the learner is dissatisfied with the way in which their assessment was conducted, they are entitled to have their assessment task reviewed and / or submit an appeal.

If a learner wishes to re-sit their assessment, they may discuss the possibility with their trainer in the first instance. An Appeal Against Assessment Results form must be completed by the learner. This will be used to initiate the reassessment process and will be kept by Precise Training in the learner's file for reference. If dissatisfied by the result of this discussion, the learner may contact the Training Manager to have this matter reviewed.

The Training Manager will arrange for the assessment and the process that was undertaken to be reviewed. This may involve discussions with the learner and the assessor. If necessary, the learner may be required to re-sit the assessment with another assessor. The results of this will be given in writing to the learner.

If the learner is still not satisfied with the assessment process after the reassessment, they may consult with the Director or an external third party in order to lodge an appeal. An appeal needs to be made in writing and must include the following information:

- A description of the reasons for making the appeal
- A summary of the steps that have already been taken to resolve the issue (i.e. re-assessment)
- The desired outcome (i.e. what needs to happen in order to resolve / fix the issue)

The Director will respond to the appeal in writing and will have a discussion with the parties involved in order to resolve the matter. All decisions will be recorded and kept in the learner's file.

If the learner wishes to lodge a complaint, they must follow the Complaints and Appeals procedure.

(Refer to PT1015 Learner Handbook, Appendix 3: Appeal against Assessment Results Form)

Statements of Attainment

Precise Training acknowledges the requirement for competency standards to be incorporated into training programs and courses. In instances where the full course has not been completed, all competencies achieved will be recognised with a Statement of Attainment.

(Refer to AQF Qualifications and Statements of Attainment within this manual)

Qualification

Precise Training accepts the requirement for competency standards to be incorporated into training programs and courses. Where a person has achieved all of the required competencies of an accredited qualification or course, a Certificate is issued.

Certificate of Attendance

Precise Training acknowledges the requirement by clients and organisations and the requirements to attain recognition for attendance at non-accredited training programs conducted by our staff.

This recognition is given in the form of a Certificate of Attendance and has information relevant to the client and / or organisation and Precise Training only. Under no circumstances will the Certificate of Attendance bear National logos or reference to accredited programs.

Definitions

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standards expected in the workplace as expressed in the relevant endorsed competency standards.

Training and assessment strategies identify the proposed target groups, delivery and assessment modes, assessment validation processes and learning pathways for each training package qualification or accredited course.

Training plans are learning and assessment strategies for individuals undertaking training and are to be signed by the learner and a representative of Precise Training. Training plans also include proposed commencement and completion dates for each unit of competence/module.

A Statement of Attainment is the formal qualification issued by a relevant approved body such as a Registered Training Organisation, in recognition that a person has achieved some of the competencies identified for a particular qualification (within a Training Package or accredited course).

A Qualification is the formal certification issued by a relevant approved body such as a Registered Training Organisation, in recognition that a person has achieved all of the competencies identified for a particular qualification (within a Training Package or accredited course).

Assessment Moderation and Validation Policy

Assessment moderation and validation refers to a process where assessors compare and evaluate the use and effectiveness of their assessment methods, procedures and decisions. Assessment moderation and validation are a very supportive mechanism for confirming professional judgement and they provide the opportunity for professional exchange.

Assessment Validation

Validation is a quality review process and involves checking that the assessment tool produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Validation focuses on reviewing assessment tools to make recommendations for future improvements.

Assessment Moderation

Moderation is the process of bringing assessment judgments and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit/s of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and / or the severity of judgements. Moderation is a quality control mechanism that is used by Precise Training to help achieve comparability of standards, which in turn, help to achieve fairness for all candidates. Moderation occurs at the end of the assessment process when judgments of candidate evidence have been made, but prior to the final recording and reporting of results.

Validation and Moderation Procedures

To ensure the validation process is systematic, manageable and cost-effective, the National Training Manager determines samples of assessment materials to be validated prior to use. Prior to validation, an assessment tool self-assessment form is to be completed by the author of the assessment tool.

The National Training Manager tables samples of judged candidate evidence in regular Validation / Moderation meetings attended by at least one external, qualified trainer and assessor. Precise Training has moderation / validation arrangements for each training package and unit of competency on scope in place. These validations/moderation occur at least once during the five year period of registration. Some validation/moderation activities occur at least once a year.

All validation and moderation outcomes are recorded in reports and followed up in a timely manner. Any suggestions are to be followed up using Corrective Action Records or Continuous Improvement Forms.

This process is a requirement for RTOs under the Vet Quality Framework, as per Standard 1 Clause 1.8;

An assessment moderation and validation provides assessors with an opportunity to:

- Reach a common understanding for the criteria they are using when assessing to ensure their approach is consistently applied (reliable);
- Evaluate assessment tools being used (valid);
- Develop some benchmark performances (visualising competence);
- Discuss issues of concern about the training delivery and assessment process particularly in relation to fairness and flexibility; and
- Suggest improvements for the training delivery processes.

(Refer to PT1696 Assessment Tool: Self-Assessment; PT1055 Assessment Tool Validation Record; PT1708 Validation and Moderation Report; PT1714 Validation and Moderation Register; PT1664 Professional Development Schedule; PT1054 Opportunity for Improvement Form; PT1007 Corrective Action Record)

Recognition Policy

All NRT qualifications and Statements of Attainment issued by other registered training organisations will be fully recognised by Precise Training. No fees will be charged for this service. To qualify, the module or unit names and codes must be identical

National Recognition

Precise Training recognises and accepts the credentials issued by another Registered Training Organisation based in any State/Territory of Australia. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma. As part of this recognition, Precise Training verifies the organisation's registration status on the National Register (www.training.gov.au). If there are any concerns with the level of competence of the person who has been issued the qualification, the primary recognition authority of that organisation will be contacted and a concern will be lodged. However, the issued qualification will still be recognised and accepted.

All staff and potential learners will be informed that their AQF qualifications and Statements of Attainment will be fully recognised by Precise Training.

To ensure that clients/learners are aware of Precise Training's national recognition obligations, they are provided with information on this in a variety of forms including:

- Recognition of Prior Learning (RPL) arrangements in course/training/assessment marketing materials;
- RPL arrangements in the enrolment information sent to clients/learners; and
- RPL arrangements as part of the re-enrolment information on the website.

To ensure that staff are aware of Precise Training's national recognition obligations, they are provided with information in a variety of forms including:

- Induction information for new staff;
- Recognition Policy; and
- In-house staff training on recognition, the RPL Process and staff responsibilities.

Skills Recognition

Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient, current and authentic.

Precise Training will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken;
- Work and life experiences; and
- Non-formal recognised training undertaken.

Skills recognition assessments and outcomes will be recorded and relevant Qualifications/Statements of Attainment will be issued where applicable.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.¹ No fees will be charged for recognising qualifications / Statements of Attainment issued by other RTOs.

To ensure information regarding credit transfer is disseminated prior to enrolment, Precise Training has Pre-enrolment information form. This information is available in the enrolment office, on the website and is contained within the Learner Handbook.

Recognition of Prior Learning

Precise Training has a formal Recognition of Prior Learning (RPL) policy that adopts a process to recognise modules or units of competency currently held by a learner or potential learner, regardless of how, when or where the learning occurred.

Recognition of Prior Learning (RPL) is an assessment process that involves the assessment of an individual's relevant prior learning including formal, informal and non-formal learning to determine the credit outcomes of an individual application for credit¹.

RPL is a form of assessment used to determine whether a person has achieved the required learning outcomes of a module or modules through formal or informal learning and experience. It is a process used by a Trainer / Assessor.

RPL can be attained in a number of ways. This includes any combination of formal or informal training and education, work experiences or general life experience.

To gain RPL, our assessors must be confident that the learner is currently competent against the endorsed industry competency standards or outcomes in accredited courses. The evidence may take a variety of forms and can include formal qualifications, references from past or present employers, testimonials from clients and work samples.

Precise Training will ensure that all prospective learners are provided with a copy of the skills recognition assessment policy and procedure. Skill recognition assessment (including RPL) shall be available to all prospective learners. Applications for skills recognition assessment will be managed and assessed efficiently by a person or persons with appropriate expertise.

If a learner believes that this applies to them in relation to any part of a course, they are able to request a Recognition of Prior Learning assessment package applicable to the course they are undertaking. The package is to be completed and forwarded to the Training Manager for assessment. The learner is to supply relevant qualifications and references from former employers, trainers and other appropriate sources. If copies of these documents are supplied, they must be certified by an authorised person as being a true and unaltered copy of the original document. The application is then assessed and the learner will be advised of the decision.

If the learner feels that they have reason to appeal against the result of their RPL application, there is provision for them to do so under the Complaints Procedure.

To ensure information on Recognition Prior Learning (RPL) arrangements is disseminated prior to enrolment, Precise Training has a Pre-enrolment Information. This information is also available on the website, in Precise Training's enrolment office and contained within the Learner Handbook.

¹ *Definition sourced from the Australian Quality Framework*

Information on Precise Training's RPL process is made clear in the course marketing materials, on the website and in the Learner Handbook. The information briefly describes what RPL is, the types of evidence to back up claims for RPL and the person to contact for more information regarding RPL.

To make the RPL process easy to use, Precise Training uses the Assessment Plan which details the competencies/elements of the relevant course module that the applicant is claiming RPL for. Types of evidence to provide are detailed. The Assessment Plan is first discussed with the applicant to ensure they understand what is required, and then they are given a blank Assessment Plan to record their evidence in line with the original Assessment Plan. When completed, a meeting is arranged to review and assess the RPL claim. Using the Assessment Plan helps focus the applicant on the competencies/elements and types of evidence required resulting in a simple, easy to use format, that saves the applicant time and cost.

(Refer to PT1016 Recognition of Prior Learning Information and Application Form)

AQF Qualifications and Statements of Attainment

Records of the progress of learners who participate in courses that are within Precise Training's scope of registration are maintained on the computer system. On completion (or partial completion) of a course, a certificate or statement of attainment is issued in accordance with the AQF Qualifications Issuance Policy and National Skills Standard Council (NSSC) policy requirements. This includes qualifications gained by:

- Work-based training;
- Work and institute based training;
- Institute based training; and
- Recognition of prior learning and further training as necessary.

Precise Training issues AQF qualifications and statements of attainment noting the language of delivery and assessment on programs where the delivery and assessment have been delivered in another language other than English (for example "the qualification has been delivered and assessed in [insert language] or "these competencies have been delivered and assessed in [insert language]").

Staff Recruitment, Induction and Professional Development Policy

All staff recruitment is based on the candidate's ability to meet selection criteria. These criteria focus on the specific requirements of fulfilling a particular position.

Recruitment

Before recruiting staff, the required competencies for the vacancy are identified. From this, employment advertisements (if applicable) that contain the required competencies as part of the selection criteria are developed. Applicants are then interviewed and assessed against these competencies. Reference and qualification checking occurs before the initial offer for employment is made to confirm relevant and current industry experience and vocational competence. Professional development opportunities will be presented to all staff during the course of their employment. These may include seminars, workshops, staff meetings and the use of performance management systems. Performance Appraisals will be conducted annually.

All applicants will be given the right of an interview based on the completion of an application form. The completion of an application form however, does not guarantee that a position will be offered to the applicant.

Senior officers and directors who are in a position to influence the management of Precise Training must meet fit and proper person requirements by signing a Statutory Declaration.

Applicants must be presentable and display acceptable attitude, determined through verbal questions and reference checking of previous employment behaviour. The interview will ascertain the communication skills of the applicant and their ability to approach situations that may arise in the day to day work of the training staff where settling of disputes and verbal negotiation techniques may be required.

Precise Training seeks to employ persons who are:

- Of high moral and ethical character;
- Enjoy working with members of the community;
- Respect their position of Authority and will not abuse their position of power;
- Take responsibility for their actions at all times;
- Understand the meaning of providing superior Customer Service;
- Can be relied upon to provide a safe environment at their rostered position;
- Are reliable and trustworthy; and
- Are appropriately qualified.

Precise Training does not discriminate against applicants on the basis of race, colour, gender, culture, religious beliefs, age, marital status, sexual preference (implied or otherwise) or political conviction. Precise Training is however, unable to employ staff who are not properly qualified or have criminal records that may implicate the business or any persons.

(Refer to PT1712 Interview Questionnaire Trainer; PT1713 Reference Check form; PT1040 Letter of Offer; PT1043 Confidentiality Agreement, PTNSW1752 Administration Interview questionnaire)

Induction

Upon induction, all new staff is provided with general information on Training Packages, and Precise Training's scope of delivery including:

- Nationally endorsed competency standards, assessment guidelines and qualifications;
- Qualifications to be awarded through assessment of competencies;
- Development and delivery of training to meet individual needs; and
- Learning in a work environment and off-the-job.

On induction, all new staff is provided with relevant information on competency-based training and assessment for the Training Packages and courses Precise Training delivers. The focus of Precise Training's competency-based training is on assisting learners to develop and demonstrate the competencies required to meet industry identified competency standards for satisfactory performance in the workplace and the award of a qualification at the appropriate AQF level. Precise Training's assessments are integrated into the training and provide learners with formal recognition of their competencies and provide industry confidence in the learner's competencies.

Upon induction, all new staff is provided with general information on VET requirements and policies and how it affects Precise Training as an RTO and impacts on them. In summary, Precise Training covers the following VET areas and stakeholders:

- AQF qualifications available in the VET sector;
- RTOs and the VET Quality Framework;
- Recognition;
- Training Packages; and accredited courses
- ITABs, ISCs; and
- State/Territory Training Authorities and their respective websites.
- ASQA

Upon induction, all new staff are provided with information on training courses. In summary, Precise Training covers the following areas:

- Undertaken by people of all ages;
- Flexibility advantages

Upon induction, all new staff are provided with information on access and equity and provided with all materials for new staff.

Staff induction involves the provision of a staff handbook to all new employees and contractors. The staff handbook contains the following information:

- A copy of all Precise Training's policies and procedures;
- An overview of competency based training and assessment;
- Vocational education and training requirements and policies; and

All staff have undergone an induction session. This induction covers all company policies and procedures including any legislative and regulatory requirements that significantly affect their duties. An Induction Checklist is used to ensure we consistently give the same information and to record that the staff member has received and understood the information. If any changes in legislation and/or regulatory requirements occur, Precise Training informs staff verbally via monthly staff meetings, newsletters, emails and memos.

(Refer to PT1011 Employee Induction Checklist; PTNSW1059 Staff Handbook; PTVIC1450 Staff Handbook; PT1557 Staff Declaration; PT1036 Trainers Competencies Matrix; PTNSW1013 Assessor Contract; PTVIC1039 Assessor Contract; PT1019 Staff Exit Interview, Trainers Matrix as issued by ASQA)

Professional Development

Precise Training endeavours to:

- ensure that all staff members involved in training, assessment or client services are competent to perform the functions of their position; and
- support the ongoing professional development of all Precise Training staff to ensure the maintenance of a high level of client service.
- support continuous development of trainers /assessors' Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence through ongoing internal and external professional development activities relevant to their role
- directly supervising a trainer who does not have the appropriate competencies.

Performance reviews are conducted on an annual basis. These performance reviews include a professional development discussion.

(Refer to PT1663 Performance Appraisal Form; PT1607 Trainer / Assessor Development Update; PT1664 Professional Development Schedule; PT1659 Professional Development Activities Register; PT1665 Direct Supervision Record Sheet)

Organisational Chart

Precise Training's organisational chart has been documented to illustrate the structure of staff involved in RTO operations. The arrows indicate the lines of authority in the organisational chart. Each operational Manager is defined by title such as Training Manager or Director that generally defines their main responsibilities and functions within the organisation. Staff members have a defined position description that describes their job functions in greater detail in relation to the training and assessment system.

(Refer to PT1029 Organisation Chart and position descriptions in staff folder)

Sub-Contracting Policy

When choosing to partner with other organisations for the delivery of services within the current scope, written agreements between Precise Training and the other party are documented prior to any delivery. This agreement will be in the form of a Service Agreement (SA) or Memorandum of Understanding (MOU) which will specify the responsibilities, obligations and functions of each party that can be performed on Precise Training's behalf by the partnering organisation as well as the management strategies to be implemented, including monitoring arrangements. When all terms and conditions of the SA or MOU have been agreed and documented, the SA or MOU is signed and dated by Precise Training's Director and the equivalent person in the partnering organisation.

The terms and conditions specified in the SA or MOU will include a discharge of responsibilities clause. This will detail how the obligations of both parties are to be discharged and how all records and documentation arising from the partnership and delivery of services will be kept and archived.

Each signed SA or MOU is allocated a unique number. This, plus the organisation's name, date of agreement and services they are to provide on Precise Training's behalf are recorded on a SA/MOU Register. This must include the person responsible for each organisation, the duration of the agreement and the qualifications or units of competency to be delivered by the partner organisation.

All training delivered by organisations other than Precise Training for which Precise Training is responsible for issuing the AQF qualification or statement of attainment, must be the subject of a contract or memorandum of understanding signed by the Director of each party.

Training delivered by RTOs on behalf of Precise Training for which the delivering RTO issues the AQF qualification or statement of attainment, will be the subject of a commercial arrangement only as each RTO is fully accountable for the training it delivers.

(Refer to PT1031 SA-MOU Register and PT1447 MOU Agreement)

Competence of Staff Policy

All Precise Training staff must hold relevant competencies and knowledge at an equivalent or higher level than that which is being instructed. Precise Training ensures that trainers and assessors meet the National Quality Council requirements, including:

- a) the necessary training and assessment competencies as determined by the National Quality Council or its successors;
- b) have the relevant vocational competencies at least to the level being delivered or assessed;
- c) can demonstrate current industry skills directly relevant to the training / assessment being undertaken, and
- d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Trainers

Precise Training keeps a Trainers Matrix of all staff who have completed or are able to demonstrate training and assessment competencies as per NSSC National Skills Standards Council requirements. Vocational competency includes a broad industry knowledge and experience, usually combined with a relevant industry qualification. If the trainer does not meet these requirements, they may perform under the direct supervision of a person with the competencies and be able to demonstrate vocational competence at least to the level of those being delivered.

Direct supervision is achieved through regular guidance, support and direction from a person designated by Precise Training who has the appropriate training competencies and who monitors and is accountable for the training delivery. It is not necessary for the supervising person to be present during all training delivery; however, a training supervision form must be completed and signed by all parties. It provides a 'sign-off' for each instance of supervision to indicate the level of supervision and if training was conducted satisfactorily and acts as a monitor of performance and future professional development needs. The new staff/trainers would also be required to complete the TAE40110 Certificate IV Training and Assessment within 2 years

(Refer to PT1036 Trainers Competencies Matrix; PT1607 Trainer / Assessor Development Update; PT1664 Professional Development Schedule; PT1659 Professional Development Activities Register; PT1665 Direct Supervision Record Sheet, Trainer and Assessor Matrix as issued by ASQA)

National Training Manager

The Training Manager has the designated responsibility and authority to ensure compliance with the Standards for Registered Training Organisations 2015 and the VET Quality Framework for all our training and assessment services and staff. All Managers have the authority to raise any compliance or VET Quality Framework issue with our Director whenever they may arise. This is shown on the organisational chart and is documented in the organisation's Duty Statements.

(Refer to PT1049 Duty Statement National Training Manager)

Administration Manager

The Administration Manager or their State Representative has the designated responsibility and authority for organising documentation, access, records and staff for audit examination. This is shown on our organisational chart and is documented in the organisation's Duty Statements.

(Refer to PTNSW1787 Position Description Administration Manager)

Note: For information on other positions, refer to Duty Statements in staff folder.

Child Protection Policy

In line with NSW and Victorian legislation, Precise Training is committed to ensuring that all children (defined legally as under 18 years of age) are protected from abuse and neglect.

In accordance with provisions of the Child Protection (Prohibited Employment) Act 2012, Precise Training ensures that compliance with the Working with Children Check for its employees is met by those who perform work that primarily involves direct contact with children where that contact is not directly supervised.

Precise Training will report concerns about safety, welfare and well-being of children to the NSW Department of Community Services or Child Protection Services in Victoria.

Learner Selection, Enrolment and Induction Policy

Fee for Service

All learner selection is based on the potential learner meeting distinct criteria. These criteria focus specifically on the particular requirements for filling a learner position. Services for fee for service clients include:

- Pre-enrolment materials
- Study support where required
- LLN programs
- Learner resources, equipment and training facilities
- Referral to mediation services and / or counselling services where required
- Flexible training delivery and assessment

All potential learners are provided with information about the training, assessment and support services to be provided, and about their rights and obligations prior to enrolment. Information provided includes but is not limited to:

- Fees, cancellation and refund policy
- Course outcomes and pathways
- Training and assessment arrangements, including RPL
- Selection and enrolment of learners
- Client support services
- Complaint and appeals procedures

Precise Training will provide accurate, relevant and up-to-date information to learners prior to commencement. This will include, but not be limited to:

- copy of code of practice;
- scope of registration;
- learner rights and responsibilities;
- selection and enrolment of learners;
- competencies to be achieved during training, course outcomes and pathways;
- training and assessment arrangements, including recognition of prior learning;
- qualification to be issued to the learner on completion, or partial completion of the course;
- complaints/appeal procedure;
- learner resources, facilities and equipment;
- client support services, including LL&N and study support;
- application process and selection criteria;
- fees and costs involved in undertaking training; and
- fee refund and cancellation policy.

Language, Literacy and Numeracy

Precise Training provides a positive and rewarding learning experience for all learners. Our enrolment form asks you to provide information regarding LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Training Manager will contact the learner to discuss their requirements.

Where a certain level of LL&N competency is essential for the course, we require learners to complete a literacy and numeracy assessment. Learners who are unable to complete the assessment will be referred to an appropriate external service. We will make every effort to ensure that you are adequately supported to enable completion of your training. Those who may require English Language, Literacy and Numeracy skills may be offered support in:

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly. Giving clear instructions in a logical sequence. Giving lots of practical examples.
- Encouraging learners to ask questions.
- Asking questions to ensure learners understand.

Literacy

- Providing learners with only essential writing tasks.
- Considering the use of group exercises.
- Providing examples and models of completed tasks.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings and highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Numeracy

- Showing learners how to do calculations through step by step instructions and examples of completed calculations.
- Helping learners work out what calculations and measurements are required to successfully complete the task.

Learner Induction

Learner orientation / induction is the process undertaken on the first day of attendance at a class

The *Learner Handbook* is provided to all prospective learners prior to completing their application or enrolment with Precise Training. The handbook provides accurate, relevant and up-to-date information to learners and includes, but is not limited to:

- Copy of code of practice;
- Scope of registration;
- Competencies to be achieved during training;
- Certificate/Statement of Attainment to be issued on completion/partial completion of the course;
- Assessment procedures;
- Arrangements for RPL;
- Learner support services;
- Application process and selection criteria;
- Fees and cost involved in undertaking training; and
- Fee refund policy.
- Complaints and Appeals processes

(Refer to PTNSW1012 Enrolment Form; PTNSW1212 Student Agreement; PT1014 Course Confirmation Letter; PT1015 Learner Handbook; PTNSW1030 Employer Service Agreement;

Access and Equity Policy

The purpose of the Access and Equity Policy is to ensure that Precise Training complies with the requirements, regulations and legislation governing:

- A Registered Training Organisation; and
- The VET Quality Framework.

It is the responsibility of the Director to implement the policy and procedure, manage its compliance, ensure the requirements of this procedure are complied with and to ensure:

- The policy is contemporary and reflects current government regulation and policy;
- Course development reflects the policy;
- Trainers modify their delivery and assessment methods to cater for individual needs; and
- All staff complies with the requirements of this procedure and continuously applies it in their day to day dealings.

Procedure

This procedure defines how Precise Training ensures its Access and Equity Policy is applied to applicants, staff, trainers and participants and how they are made aware of the policy, and as appropriate, trained in the application thereof.

Precise Training will ensure programs and services are relevant, accessible, fair and inclusive for all who agree with the philosophy and training levels of Precise Training by:

- Promoting courses to the wider community by ensuring all prospective participants are well informed on the options available to meet their individual training needs; and
- Ensuring women, people with disabilities, those from differing age groups, those from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander and people with differing language and literacy skills are able to gain access to the training.

All applicants, at the time of application, shall be advised of the policy through the Learner Handbook. Each member of staff shall have access to a copy of the documentation through the Staff Handbook and the Policies and Procedures Manual.

(Refer to PT1015 Learner Handbook)

Role of the Director

- Resource Person – the Director will be the resource person assisting with matters relating to access, equity, literacy and/or numeracy considerations.
- Course Profiling – based on the findings of the Director, he/she shall request trainers to modify their delivery and assessment methods consistent with this policy.
- Communicating Special Needs - all appropriate staff and trainers shall, for their application of the Policy, be notified of the Director's findings in cases of special needs.
- Policy Administration - policy compliance requirements shall be monitored by the Director.

Welfare and Guidance Policy

Management Overview

Precise Training provides training programs to customers. In some cases we will do that under the auspices of our Registered Training Organisation status.

Under the VET Quality Framework, Registered Training Organisations have an obligation to provide all participants with an environment conducive to learning and without stress.

Precise Training will ensure that this policy is communicated to all participants via handbooks and provide copies when requested.

Learner Welfare and Guidance Policy

Precise Training is committed to the welfare of all participants undertaking its programs and will provide guidance as appropriate to assist a learner determining their best study options. In general, face-to-face delivered training courses are delivered between 8.00am and 18.00pm, no longer than 8 hours at a time. Appropriate course breaks are scheduled into each delivery and allow for morning tea, lunch and afternoon tea breaks.

If learners are finding it difficult to cope with their studies due to personal issues or Language, Literacy and Numeracy (LL&N) issues, Precise Training and its management can provide learners with mentoring and / or appropriate referrals to professionals in those areas of need.

Precise Training personnel are not trained counsellors and therefore cannot provide learners with any counselling services but will assist in identifying appropriate services to assist. No guarantee can be given that a counsellor will be available, particularly at short notice however every effort will be made to obtain one. Precise Training will not be responsible for any costs associated with this service.

In keeping with our Access and Equity Policy, we will endeavour to assist learners in meeting the requirements of their program despite their circumstances.

Review

This policy will be reviewed annually by the Director and Training Manager in association with relevant staff.

Drug and Alcohol Awareness Policy

Staff and students who are under the influence of alcohol and / or illegal drugs will not be allowed access into the office and training facilities. Staff and students will be offered appropriate counselling in an attempt to correct their behaviour. Precise Training is obliged to take necessary legal action where appropriate. In addition, disciplinary action may include suspension or expulsion. Students will forfeit any fees paid.

Work Health and Safety Policy

Precise Training is committed to protecting the health and safety of all persons in the workplace including employees, contractors clients and visitors. Precise Training demonstrates this commitment through its Work Health and Safety management system that is integrated with all organisational and recognises its moral and legal responsibility to provide a safe and healthy work environment.

This policy aims to ensure that the operations of Precise Training do not place anyone at risk of injury or illness. The company will seek to achieve this by:

- Complying with applicable health and safety statutory requirements.
- Providing safe plant and equipment of work systems.
- Identifying and reducing any risks that have the potential to cause personal injury or illness.
- Ensuring compliance with legislative requirements.
- Involving individuals in WH&S matters and consulting with them regarding ways to recognise, control and reduce workplace hazards.
- Ensuring that all staff members, contractors and visitors comply with appropriate standards and workplace directions to protect their own and others health and safety at work.
- Providing adequate systems and resources to effectively manage rehabilitation and the return to work processes.
- Developing safety awareness throughout the organisation through continued education and training for all staff.
- Actively responding to and investigating all incidents and hazards reported and identified.

Responsibilities

Precise Training recognises that management has the overall responsibility to provide a safe workplace. Management at all levels is required to contribute to the health and safety of all people in the workplace.

Specific Responsibilities

- (i) Managers – Each manager is required to ensure that this policy is implemented in their area of control. Managers will be held accountable for detecting unsafe or unhealthy conditions or behaviour. If the Manager of an area does not have the necessary authority to fix a problem, they will be held accountable for reporting the matter promptly (together with any recommendations for action) to a Manager who does have the necessary authority. The Manager who has the necessary authority will be held accountable for taking prompt action to eliminate any unsafe or unhealthy conditions or behaviour.
- (ii) Employees – All employees are required to co-operate with the WH&S policy to ensure their own health and safety and the health and safety of others in the workplace.
- (iii) Contractors / Sub Contractors – All contractors and sub-contractors required to perform work on the organisation's premises or other locations are required to comply with the WH&S policies and procedures of the organisation and to observe direction on health and safety from designated officers of the organisation.

General Responsibilities

- Comply with Precise Trainings obligations under the Work Health & Safety Regulation under the Work Health and Safety Act 2011 NSW
- Comply under WH&S Act 2011 and OH&S Regulations 2007 VIC
- Take reasonable care to ensure the health and safety of themselves and others under their supervision at work, including students
- Contribute to Precise Trainings meetings in its WHS strategic plan and performance levels by complying with WHS procedures
- Assist Precise Training with its WH&S obligations by reporting and recording all incidents (including incidents of violence and bullying-see harassment and bullying policy) and hazards that may cause injury or illness.
- Participate in training arranged to support the implementation of this policy
- Engage with principals or Workplace Managers in consultation on any WHS issues or information
- Cooperate in any return to work plan developed for injured staff.

Scope

 NSW VIC

All business units of PRECISE TRAINING must perform routine workplace inspections:

- Facility of less than 20 employee's = At least Annually inspections
- Facility of greater than 20 persons = At least Quarterly inspections.
(refer to PT1670 workplace inspection administration, PT1668 Workplace inspection training room)

Persons Responsible

Senior Management
Employees

Procedure

1. Introduction

Inspections of the workplace/ work environments assist in the identification of hazards. Once sources of risk are identified they can be assessed and resolved in accordance with WHS program procedures.

(refer to PT1670 workplace inspection administration, PT1668 Workplace inspection training room)

2. Application

Step	Employee	WHS Representative	Manager
Develop schedule	<ul style="list-style-type: none"> Comply with a schedule of inspections. 	<ul style="list-style-type: none"> Assist in development of calendar. 	<ul style="list-style-type: none"> Develop a Schedule / calendar for workplace inspections for the year.
Nominate persons	<ul style="list-style-type: none"> Participate as required. 	<ul style="list-style-type: none"> Assist in implementation of schedule & train/supervise persons in conducting inspections. 	<ul style="list-style-type: none"> Nominate appropriate persons to conduct.
Conduct inspection	<ul style="list-style-type: none"> Participate as required 	<ul style="list-style-type: none"> Utilise appropriate checklist, for example, general workplace inspection checklist Consult with persons in the work environment; Assess and prioritise risk for priority Formulate action plan for correction and implement within an acceptable timeframe 	
Document & report discrepancies	<ul style="list-style-type: none"> If the hazard can be resolved at a local level between the employee and their Manager, this should be done. 	<ul style="list-style-type: none"> All Resolved and unresolved items identified shall be reported on the action sheet of the inspection tool and reviewed at the next meeting of Staff as applicable Publicise changes to workplace practice / procedure if applicable 	<ul style="list-style-type: none"> Consult and action where possible in the control of issues raised. Where issues require Executive input, mediate on behalf of the employee and WHS Representative.
Evaluate actions	<ul style="list-style-type: none"> Give constructive feedback to the WHS Rep in regards to do the "fix" eliminate or control the hazard. 	<ul style="list-style-type: none"> The WHS Committee / staff meeting will monitor reports and recommend action, and ensure feedback is given to the point of report origin.) Evaluate post implementation through continued workplace inspections 	

1. Accountability

Employees	WHS Representative	Managers
<ul style="list-style-type: none"> Where possible, will take immediate action to eliminate identified hazards Report Hazards to their Manager for follow up. Participate in workplace inspections 	<ul style="list-style-type: none"> Will assist the Manager in the review and follow up of issues raised during inspections at monthly meetings. 	<ul style="list-style-type: none"> Will ensure that workplace inspections are carried out in accordance with the schedule. Encourage the documenting and proactive reporting of all sources of risk.

2. Training

Managers	WHS Representative & staff
<ul style="list-style-type: none"> Will receive training on the principles of hazard identification and techniques of assessment, risk prioritising and methods of resolution using the Hierarchy of Controls. 	<ul style="list-style-type: none"> Will receive training information on the principles of hazard identification and techniques of assessment, risk prioritising and methods of resolution using the Hierarchy of Controls.

3. Performance Indicators and Monitoring Improvements

- Percentage of issues identified versus number of issue resolutions

3. Audit records

- Inspection schedule**
- Completed workplace inspections & outcome plans.

7. Legislation references

Victoria	OH&S Act 2004 OHS Regulations 2007 and associated Codes of Practice.
NSW	Work Health & Safety Act 2011 WHS (Manual Handling) Regulation 2011 WHS (Plant) Regulations 2011 WHS (Noise) Regulation 2011 WHS (Asbestos Dust) Regulations 2011 WHS (Asbestos Removal work) Regulations 2011 And associated Codes of Practice

8. Record keeping

- All Reports should be kept for a period of 7 years.

Associated Forms and Documents

WHS and Risk Management:	WHS— Risk Assessment Matrix PT1032
WHS and Risk Management:	Risk - Accident Reporting Form PT1024
WHS and Risk Management:	Risk – Incident / Accident Report form PT1472
WHS and Risk Management:	WHS - Workplace Safety Inspection Checklists PT1668, PT1670
Continuous Improvement:	WHS - Opportunity for Improvement PT1054
Corrective Actions:	WHS - Corrective Action Report PT1007

Breaches of the WH&S Policy

Failure to comply with this policy or observe direction will be considered a breach. Any employee or contractor found to be in breach of the policy will be subject to counselling. Repeated or serious offences may be subject to instant dismissal.

Complaints and Appeals Policy and Procedure

Policy

Precise Training ensures that the work and learning environments are in accordance with laws and policies which promote a culture that respects the diversity of staff and students. Precise Training is committed to upholding the principles of equal opportunity and fair treatment for all by providing an environment free from unfair treatment, harassment and discrimination. To support this, Precise Training has provided complaints and appeals procedures that are fair, sensitive and confidential. Appropriate training will be provided to staff involved in the complaints and appeals process as outlined in this document.

The Complaint and Appeal Policy and Procedure are designed to:

- prevent personal conflicts from becoming entrenched;
- resolve complaints and appeals speedily in a confidential, peaceful and effective manner;
- be easily accessible to staff and students to enable an effective and productive work and study environment; and
- monitor and review complaints and appeals to prevent their recurrence and to improve Precise Training's operations and training services.

Precise Training believes that the development of consistent complaint and appeal processes will assist in achieving these purposes. Precise Training will provide appropriate guidance to staff involved in the complaints and appeals processes as outlined in this document.

Precise Training does not tolerate victimisation of staff or students in the exercising of their rights of complaint.

Complaints Procedure

A staff or student complaint is related to a decision, act or omission by a staff member or student of Precise Training which an affected person believes is wrong, mistaken, unjust or discriminatory.

If a student or member of staff wishes to discuss a grievance, they should initially speak with the person involved, the Training Manager and / or a designated Complaint and Appeal Adviser within 3 months of the event(s) associated with the complaint. After 3 months, a complaint will not be considered unless there are substantial reasons for the delay in reporting the complaint.

The outcome of any discussion held will be forwarded to the grievant in writing. If not satisfied with the outcome of the discussion, the grievant may lodge a formal complaint. The grievant must submit a written complaint to the Director detailing the following information:

- A description of the complaint
- Steps that have already been taken in order to try and resolve the complaint
- The desired outcome (i.e. what needs to happen in order to resolve / fix the complaint and prevent it from occurring again)

If the complaint is not resolved to the satisfaction of the grievant, they may lodge an appeal by making arrangements for an external independent third party to resolve the issue. For example, a learner may contact the Australian Skills Quality Authority (ASQA) telephone: 1300 701 801 or email complaintsteam@asqa.gov.au

Once a resolution has been achieved, all parties will receive a written statement of the outcome(s) of the complaint and the reason for the decision.

Documentation collected in related to complaints will be retained in accordance with the Administration and Records Management Policy.

(Refer to PT1732 Complaints Register; PT1005 Corrective Action Register; PT1007 Corrective Action Record; PT1058 Complaint Form – this form is also contained in PT1015 Learner Handbook)

Complaints and Appeals Advisers

Complaints and Appeals Advisers assist in resolving complaints. They can be contacted by staff and students for assistance in the resolution of their complaint and will advise on the process of complaint resolution.

Upon receipt of a complaint, the adviser will act within 5 working days. It is expected that resolution of the complaint will be completed within 30 working days.

Complaints and Appeals Advisers can also provide advice on matters which may not culminate in a complaint being made.

Confidentiality

Confidentiality is an important aspect in assisting with the resolution of a complaint. All parties involved in the complaints process are expected to maintain a high level of confidentiality at all times. Any breaches of confidentiality may be subject to disciplinary action.

(Refer to Confidentiality / Privacy Policy within this manual)

Definitions

For the purpose of this policy:

1. Discrimination - can be either direct or indirect:
 - Direct discrimination - is the result of beliefs and stereotypical attitudes some people may have about the characteristics and behaviour of an individual or members of a group. Direct discrimination occurs when a person or group is specifically excluded from an opportunity because of a personal characteristic such as sex, age or ethnic origin.
 - Indirect discrimination - occurs when rules, practices and decisions are applied to people equally and appear to be neutral, when in fact the rule or practice significantly reduces the chance of an individual or members of some groups in obtaining a benefit or opportunity.
3. Grievant - is a student or staff member who is directly affected by a decision, act or omission by any person or persons within Precise Training, which the student or staff member considered wrong, mistaken, unjust or discriminatory, and is causing concern or distress to them.

Student Fee Policy

Precise Training has several fees and charges for programs and courses, based on Government contractual requirements and according to the costs to conduct courses.

This policy provides potential students, currently enrolled students and employers with the terms and conditions regarding the payment and administration of Precise Trainings fees.

The following conditions apply to ALL refunds and enrolment types:

- Cancellations made prior to the course commencement date, will receive a refund excluding the administration fee paid
- No refund will be given once the course has commenced. Please note for distance learning programs; a course is considered to have commenced at the time of your enrolment acceptance and/or induction (i.e. your initial meeting and/or collection of materials or E-Learning username and password allocation)
- All course materials received must be returned in unmarked, reusable condition. Any materials returned damaged and not reusable, will be charged for
- Funds paid for any additional course material purchased will not be refunded
- Precise Training will not transfer fees paid to another training provider
- Precise Training will not issue any qualification prior to the full payment of any fees and charges applicable to that program or course. The company may at its discretion, vary this condition
- If a student has elected to pay for their course in instalments, they must make payments by the due dates outlined in their Student / Service Agreement. If a student fails to make payments and / or alternative arrangements, their course will be suspended, no assessments will be marked, access to the E-Learning platform will be denied and they will not be permitted to attend classes / training sessions
- All course cancellations / withdrawals must be received in writing. If you fail to notify Precise Training of your withdrawal from your course in writing, your enrolment will continue to be deemed as active and you will be liable to pay the full course fees
- If a student is able to demonstrate that there were exceptional circumstances that resulted in their cancellation, then a request for a refund in full or for a portion of the fees paid may be submitted to the Training Manager and considered by the Director
- Precise Training reserves the right to expel any students who disrupt the normal operation of classes, does not adhere to course guidelines and/or requirements or who jeopardises the safety of themselves, the trainer, other students or third parties

Students /Employers/Employment Service providers will pay the course fee at the time of enrolment or in accordance with payment plans, student agreements or service agreements.

Please Note: Precise Training cannot accept prepaid fees for Accredited Course or Fee for Service Courses, greater than \$1500.00

Short Courses

Short courses include:

- Responsible Service of Alcohol SITHFAB201
- Responsible Conduct of Gambling SITHGAM201
- First Aid HLTAID001, HLTAID003, HLTAID004, HLTAID006
- Food Safety Supervisor SITXFSA101 and SITXFSA201
- Barista Training SITHFAB204
- White Card CPCCOHS1001A

The following conditions apply to ALL Short Courses:

- Course fees are to be paid prior to the course date
- Failure to attend without notification will forfeit your full course fee
- If a student does not attend due to illness or injury they will have the option to reschedule or a 25% administration fee will be taken from their refund
- Students will only be permitted to transfer between courses in exceptional circumstances, as determined by Precise Training. A transfer fee of 25% of the total course cost will apply to any student that wishes to transfer. If a student wishes to transfer to a course that costs more than the original course, they will need to make up the difference in course fees
- If Precise Training cancels a scheduled training course, students may apply for a full refund or will be transferred to the next available class, at no cost

Traineeships

Under the Smart and Skilled contract, Precise Training is required to make sure that all students/employers are made aware of course fees. This will be done through the Notification of Enrolment process implemented by Precise Training.

For more information please follow the link to the Smart and Skilled Fee Administration Policy.
https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf

Fee for Service -Distance Based Courses (Does not include Certificate III in Dog Behaviour and Training)**

For Distance based programs, a course is considered to begin once you receive your course acceptance letter.

The following conditions apply to Fee for Service – Distance based Courses:

- The deposit amount is 25% of the total course cost
- All fee for service distance based courses have a conclusion date of exactly one year from the date of commencement
- Once your administration fee has been paid you will receive your induction email; this will include your E-Learning username and password and all relevant information required, prior to the commencement of your course
- If you request your learner guides to be printed, this will incur an additional fee of \$35.00

Accredited Courses - Certificate III in Dog Training and Behaviour 22214VIC

Course fees do not include the cost of buying equipment, tools and uniforms required for the course. Students will be notified prior to enrolment of any applicable fees for the cost of materials, additional equipment, uniforms or other resources necessary, to successfully complete this course.

The following conditions apply to the Certificate III in Dog Training and Behaviour 22214VIC

- The deposit amount is \$300.00. This is an administrative fee and is not refundable under any circumstances
- Precise Training cannot accept prepaid fees greater than \$1500.00 and course payment plans, may not exceed \$1500.00 per instalment
- Students will only be permitted to transfer between courses in exceptional circumstances, as determined by Precise Training. A transfer fee of \$500 will apply to any student that requests a transfer. Please note that transfer fees are non-refundable and are due and payable upon application. Transfers must be applied for and approved **before** the completion date of the current course. Failure to apply within this timeframe, will result in the re-enrolment of the student and may incur additional fees
- Extensions periods for all Dog Training courses, are available for a fee of \$250.00 for 3 months or \$500 for 6 months. Failure to apply for a course extension prior to the course expiration date, will result in the re-enrolment of the student and may incur additional fees
- Course material printouts from the E-Learning system are available on request and will incur a fee of \$100.00 for a full set in colour and \$80.00 for a full set in black and white (prices include postage fees)
- Students wishing to withdraw from a dog course specialist elective, after the course commencement but prior to the scheduled workshop date, are entitled to a 50% refund of the elective fee (\$85.00). Applications should be made using the elective amendment form and must be received by Precise Training not later the **one (1) month** prior to the scheduled workshop date; after this time, no refund will be provided

Failure to Make Payment

Irrespective of the student's progress throughout a program or course, if a student fails to pay any instalment by the due date and fails to make contact with Precise Training to make alternative arrangements, the total outstanding balance of the course fee will become immediately due and payable.

The course materials provided by Precise Training will become the student's property; however, the content of the course materials including copyright and all other such intellectual property rights contained therein, remain the property of Precise Training or a nominated third party.

Process of Recovering Fees

All Student Agreements and/or Service Agreements signed at enrolment are legally binding contracts between Precise Training and the person whose name appears on the agreement. Any such contract binds both parties to the arrangements listed and must be adhered to at all times.

If you have payments in arrears, you may also be provided with reminder emails prior to your invoice due date, to assist you to adhere to agreed payment plans.

If you have a payment that declines or is not received by the agreed due date, we will adhere to the following collection schedule:

- First reminder for payment will be sent **one week** after the due date
- Second reminder for payment will be sent **two weeks** after the due date
- Third and final reminder for payment will be sent in **one month** after the due date

If payment is not received in response to the third and final reminder and students have not made any reasonable attempt in settling the outstanding amount, despite our efforts, Precise Training reserves the right to:

1. Take further action in the form of referring the students account to our Legal Department. Please note that students may be liable for the associated legal costs of debt recovery
2. Charge an interest rate of 11% on all outstanding monies
3. Suspend a student's course as outlined in the *Student Fee Policy*

Confidentiality / Privacy Policy

Precise Training is committed to its legislative responsibility to protect the personal information of its clients, learners and staff. The purpose of this policy is to ensure clients, learners and staff are aware of their rights and responsibilities concerning privacy and confidentiality.

Precise Training keeps your information private and only collects information that relates to your employment or learning. All information is kept in a strictly confidential manner.

You may access your personal file held by Precise Training. You may also request that updates be made to information that you feel is incorrect or out of date.

Precise Training is subject to audits by Government Officials and access to your file may be given to government officers from such agencies as the ASQA, and DEC NSW. All personal details of any member of staff will only be viewed by those persons with direct responsibility for the payment of wages.

Your file cannot be accessed by anyone else unless you give written permission identifying those sections of the file to be made available.

Precise Training takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure by restricting access to electronic files, secure storage or paper files and secure back up of data.

1. Precise Training shall only collect personal information which is necessary for its activities.
2. Precise Training shall use lawful and fair means to collect personal information.
3. Precise Training shall ensure the use and disclosure of personal information is for the primary purpose for which it was collected.
4. Precise Training shall ensure that the client's, learners, or staff member's consent is given when information is used or disclosed to a third party except in the case of a legal direction.
5. Precise Training shall take reasonable steps to ensure that the personal information it collects uses or discloses is accurate, complete and up-to-date.
6. Precise Training shall take responsibility for ensuring that personal information is protected from misuse, loss, unauthorised access, modification or inappropriate disclosure.
7. Precise Training shall foster openness towards the public by providing general information on collection, storage, use and disclosure of personal information.
8. Precise Training recognises the rights of clients, learners, and staff to access personal information held about them.
9. Precise Training shall not adopt as its own identifier that of a client, learner, or staff member an identifier of the individual that has been assigned to it by a Commonwealth agency.
10. Precise Training shall ensure that, wherever it is lawful and practicable, clients and donors shall have the option of operating anonymously when accessing Precise Training's services.
11. Where consent to disclose information is given in accordance with clause 4, Precise Training shall ensure that the organisations and individuals to which it discloses the information conform to the National Privacy Principles.
12. Precise Training shall obtain information only from third parties that act in accordance with the National Privacy Principles.

(Refer to PT1021 Information Authorisation Form; PT1043 Staff Confidentiality Agreement)

Financial Management Policy

As part of Precise Trainings registration with ASQA an assessment of financial viability risk must be submitted. This assessment must be submitted by a qualified financial auditor nominated by the National VET Regulator. The assessment must include an assessment of the source and reliability of the evidence supporting the assumptions underlying the projections. This financial data must be submitted to the qualified independent financial assessor nominated by the National VET Regulator in a format that is in accordance with Australian Accounting Standards.

Financial accounts are audited once a year by Certified Accountants. If requested, ASQA may view the organisation's annual accounts at its premises in conjunction with the Administration staff. Precise Training adheres to the Financial Viability Risk Assessment Requirements 2011.

For courses funded by the state government, all fees, charges and refunds will be subject to the conditions set out in the appropriate performance agreement.

(Refer to Refund Policy)

Marketing and Advertising Policy

The aim of the Marketing and Advertising policy is to ensure honesty and accuracy in the way the services of Precise Training are marketed and advertised.

When marketing materials are designed and developed, (either electronically or paper based), they are proof read to ensure that they are accurate, ethical, contain no misleading information and are consistent with Precise Training's existing scope of registration. When the marketing materials have been checked and are accurate, the Director approves them. This approval is recorded by signing and dating the final draft of the marketing materials or by recording approval in minutes of meetings. Advertised outcomes for AQF qualifications or Statements of Attainment are taken directly from the Training Package/course materials to ensure they are accurate.

Written permissions and conditions of use are obtained from the relevant person or organisation as required. This includes making any reference to a person or organisation or using any text or graphics that are either copyright or rights protected. If Precise Training wishes to use material available in the public domain i.e. on the internet, the relevant person/organisation will be contacted and their permission sought prior to use. All written permissions and conditions of use are kept on file for reference.

When marketing materials are designed and developed to advertise AQF qualifications, they are proof read to ensure that they accurately represent the products and services within Precise Training's existing scope of registration. If Precise Training wishes to offer other AQF products or services, an application will be made to extend the scope of registration before designing any advertising materials for them.

Advertising and marketing materials promoting training and/or assessment services leading to AQF qualifications and/or statements of attainment are clearly segregated from any other training/assessment services that Precise Training provides. This segregation means that other training/assessment services that are provided by Precise Training are advertised on a 'standalone' basis and are not advertised side by side with AQF qualifications and/or Statements of Attainment advertising or marketing materials.

(Refer to Copyright Policy within this manual;

Use and Control of the Nationally Recognised Training Logo

The nationally recognised training logo is used on all AQF qualifications and statements of attainment that Precise Training issues. The use of the logo is in accordance with the Nationally Recognised Training Logo Specifications issued on www.training.com.au.

Control and use of the NRT logo to specifications is done by setting the logo up on templates

Precise Training only uses the logo in advertisements for training and assessment services that the company is registered to provide and that lead to nationally recognised AQF qualifications or statements of attainment. Use of the NRT logo also complies with ethical marketing and advertising requirements.

Advertisements

Precise Training may use the following statements in advertisements only in respect of training and/or assessment within its scope of registration:

- Nationally Recognised Training; and/or
- Registered by (the registering body) to issue the following qualifications.

Precise Training only uses the above statements in advertisements for training and assessment services that the RTO is registered to provide and that lead to nationally recognised AQF qualifications or statements of attainment. Precise Training has built these statements into a template so that when any advertising materials are designed, the correct terminology is used consistently.

Definitions

Marketing and advertising material means all material printed or published relating to AQF qualifications and/or statements of attainment.

Copyright Policy

Copyright/Ownership

In developing, preparing and presenting original advertising, training programs, short courses or modules, Precise Training will retain copyright ownership of this material, information and format.

As with any investment, intellectual capital is valuable and needs to be respected accordingly. Precise Training will consider release of original materials, providing copyright permission is sought and the purpose, manner and period for reproduction are indicated.

Copyright Authorisation

When developing and preparing advertising, course notes, modules or short courses, much material and information is already in existence. Recognition is given to the intellectual capital of this material, accepting the need to obtain permission from copyright owners to reproduce the content within the notes to be used.

Precise Training will seek copyright approval prior to reproduction of this material or information (oral, written, visual, audible, electronic format), in accordance with the Copyright Act (Commonwealth) 1968.

A letter will be forwarded to the copyright owner seeking permission for usage, indicating what, why and how the information or material is to be reproduced. The fee to reproduce this material will also be requested of the copyright owner at the time authorisation approval is sought.

The material will not be included in proposal notes, in draft form or final format, until the copyright owner has replied and advised in writing of consent to utilise this information.



Policies and Procedures Manual Acknowledgement Declaration

I acknowledge that I (insert full name) _____

have read and fully understand the contents of this Policies and Procedures Manual which outlines the approved management systems and continuous improvement practices for Precise Training.

I acknowledge my responsibility to ensure that my work practices follow these guidelines.

Name

Signature

Date

© Copyright. Precise Training