



Learner Handbook

RTO Provider Number: 21090

Version 15.3

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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Welcome Message

We would like to take this opportunity to introduce our organisation and its services to you. Precise Training is a Registered Training Organisation (RTO) that provides Nationally Accredited Training in the states of Victoria and New South Wales. Precise Training operates under quality guidelines as an RTO, these guidelines are known as the Standards for Registered Training Organisations (RTO's) 2015 under the National Vocational Education Regulator Act 2011. This provides the framework for the policies and procedures that follow in the delivery of our services. To ensure that we remain compliant with these standards we regularly perform internal audits so that our policies and procedures are properly implemented.

Precise Training offers:

- Flexible training tailored to work commitments
- Engaging multimedia learning resources
- Recognition of Prior Learning (RPL)
- Trainers with current and comprehensive industry experience
- Administrative support throughout the training process
- Training that reflects the Australian National Competency Standards
- Traineeships under the Smart and Skilled contract

Precise Training delivers high quality training and assessment services utilising innovative learning resources (multimedia) and proactive mentoring to enhance traditional learning and improve access to education.

Precise Training delivers accredited training in the following vocational fields:

- Hospitality including Responsible Service of Alcohol, Responsible Conduct of Gambling and Food Safety Supervisor courses
- Retail
- Business
- Customer Contact
- Dog Training
- First Aid
- Training and Assessment
- White Card (Work safely in the construction industry)
- Early Childhood Education and Care

Feedback from student course participant and/or clients is an important part of our quality review processes. Precise Training encourages that all student and/or clients provide feedback to improve our services

Requirements and Compliance

Precise Training is subject to a variety of legislation that is related to training and assessment as well as general business practices.

Work Health and Safety

Precise Training takes its responsibility to protect and promote health and safety seriously. The safety of staff and clients is of primary importance in all activities carried out by the organisation. Precise Training observes all work health and safety legislation. All staff, contractors and participants are notified of their health and safety obligations. (Please refer to Precise Trainings Policy and Procedure manual for the full WHS policy).

Staff, contractors and participants must not engage in any activity that may cause either yourself or any other person an accident, injury or illness. Duty of Care must be adhered to at all times. Everyone has a responsibility to work safely and identify and report any hazards immediately to any Precise Training staff member. The organisation requests that participants report anything that they believe to be in breach of this policy.

Participants are advised of any WHS implications in their learning and trainers and assessors must consider these in their planning, delivery and assessment. For the health and safety of others should a student suffer from an illness they should not attend any training and assessment until they are fully recovered.

Anti-Discrimination, Human Rights and Equal Opportunity

Precise Training is opposed to any form of discrimination. Every effort is made to ensure that diversity is valued and respected in our services by helping to prevent and eliminate discrimination on the basis of 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.

Harassment

Precise Training is committed to providing a training environment free of harassment and upholding the State and Federal laws pertaining to this. As in any area of human interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one individual may have different boundaries for different relationships. It is expected that all employees and learners of Precise Training will recognise and respect the boundaries set by others.

Privacy Act 1998 (Commonwealth)

Precise Training keeps your information private and only collects information that relates to your training success. You may access your personal file held by Precise Training regarding your training progress. You may also request updates be made to your personal information if you feel it is incorrect or out of date. Precise Training is subject to audits by Government Officials and access to your training file may be given to government officers from such agencies as DEC NSW or ASQA for the purposes of these audits. Your training 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 of paper files and secure backup of data.

Access and Equity

Precise Training endeavours to provide access to courses for all learners. Precise Training acknowledges the limitations of its operation where it has no control over the facilities at its disposal.

Learners and staff of Precise Training cannot discriminate against anyone on the basis of 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 will have inclusive teaching and learning practices and will endeavour to assist learners with any specific learning needs to access appropriate programs that enable them to gain quality participation and successful outcomes. These programs may be provided by Precise Training or another organisation.

Precise Training undertakes to eliminate organisational practices that may contribute to the disadvantages suffered by specific groups in employment, education and training by:

- Ensure training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Inducting staff members so they are appropriately skilled in access and equity issues.
- Providing reasonable access and equity in regards to training and assessment at all levels.
- Conducting learner selection for training opportunities in a manner that includes and reflects the diverse learner population.
- Actively encouraging the participation of learners from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive LL&N advice and assistance that help learners meet their personal training goals.
- Reviewing and addressing learners' concerns related to services provided.

Learner Welfare and Guidance

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 6.00pm, 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.

Learner Support and Language Literacy and Numeracy (LL&N)

As a Registered Training Organisation, Precise Training is committed to giving its learners all the support necessary to enable them to obtain their qualifications. We have put in place the following support processes:

- Counselling - If you are having any emotional, family or work difficulties that may be causing you difficulty with your study timetable or completion of your assessment tasks, we can put you in contact with expert counsellors who can give you professional advice and support.
- Mediation of disputes – If you are having a dispute with a trainer, assessor or fellow learner that cannot be resolved between yourselves, Precise Training can arrange for the dispute to be mediated by an independent mediator. For further information, refer to the Complaints and Appeals procedure in this handbook.

Precise Training aims to provide 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. Where a certain level of LL&N competency is essential for the course, we require learners to complete a literacy and numeracy assessment.

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.

Drug and Alcohol Awareness Policy

Students who are under the influence of alcohol and / or illegal drugs will not be allowed access into the office and training facilities. 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. In these cases students will forfeit any fees paid.

Consumer Protection

As a learner, you have the **right** to:

- Fair and respectful treatment free of discrimination and harassment regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status.
- Freedom from all forms of intimidation.
- A safe, clean, orderly and cooperative environment.
- Have your personal property (including computer files and your work) and the RTO's property protected from damage or other misuse.
- Have any disputes settled in a fair and rational manner (for further information refer to the Complaints and Appeals Procedure in this manual
- Learn in an environment that is conducive to success.
- Work and learn in a supportive environment without interference from others.
- Apply to have existing skills and knowledge recognised.
- Privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses).
- Receive information about assessment procedures at the beginning of the unit and progressive results as they occur.
- Appeal within fourteen days of receiving notification of any decision made about a late or missed assessment.
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.
- Express and share ideas and to ask questions.

As a learner, you have the **responsibility** to:

- Treat staff and fellow learners with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in any way that may offend, embarrass or threaten others;
 - not harassing fellow learners or members of staff;
 - taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct.
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability.
- Ensure you do not smoke outside of the designated smoking areas.
- Ensure you are not under the influence of alcohol or illegal drugs.
- Follow normal safety practices.
- Provide true and accurate information to Precise Training.

If you do not work within the above guidelines, the following steps will be taken:

1. The Training Manager will be advised of the issue or behaviour and will determine how the issue might be resolved.
2. Should the issue or behaviour continue, you will be provided with a written warning that includes a time frame in which to rectify the issue. A copy of this letter will be placed in your student file.
3. Should the issue or behaviour still continue, you will not be permitted to continue training with Precise Training.

In the event of serious or repeated misconduct you may be expelled from the course immediately.

General Course Information

Competency Based Training

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning.

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in the workplace. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

Our training and assessment tasks are based on ensuring you have the required skills, knowledge and attitude to perform a job to the required standards.

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

- 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 for unit of competencies of the course;
- Complaints/appeals 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.

Unique Student Identifier; As per Student Identifiers Act 2014.

As a Registered Training Organisation, Precise Training must not issue a VET Qualification or Vet Statement of Attainment to an individual after 2014; unless the individual has a Unique Student Identifier or is exempt from needing one¹.

The Student Identifier Registrar must assign a Unique Student Identifier to an individual on request. This can be completed by the student at www.USI.gov.au or on completion of an acknowledgement on enrolment with the individual's permission. Precise Training can request a Unique Student Identifier from the Registrar on behalf of the individual.

Once authorisation has been processed from your enrolment form for Precise Training to create your Unique Student Identifier, you will receive a text message or email for you to access your Unique Student Identifier for authentication and access to your control points and records.

Only on request may the registrar give all or part of an authenticated VET transcript of an individual who has Unique Student Identifier to the individual or an RTO as this is subject to the access controls set by you, the individual.

Precise Training shall adhere to processes that records of the individuals Unique Student Identifier will be protected from misuse and that collection, use and disclosure of an individual's Unique Student Identifier will only be used in accordance with Student Identifier Act 2014.

Precise Training requires written acknowledgement for creating and access of your USI. This can be granted via Precise Training's Enrolment Form or alternatively by completing (Appendix 5) of this Learner Handbook.

¹ *USI exemptions: Offshore International students studying outside of Australia, students who have completed a qualification prior to the 31st of January 2015, students who are employed by the Police Force or Defence Force whose identity may be compromised by the information that is required to apply for a USI.*

General 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. Please note that the commencement date for all courses is considered to be the date that the learner enrolled into the course.

If a student wishes to extend their studies beyond the 12 months period, they may be granted an extension by completing an Extension Request form prior to the original course end date and paying an additional administrative charge of \$500.

This will provide the learner with an additional 12 months in which to complete their course.

Dog Course Study Periods

Face to face students are given 8 months from the commencement date of their course. Distance Learning students are provided with 10 months from the commencement date of their course

If a student wishes to extend their studies beyond the periods listed above, they may do so by completing an Extension Request prior to their course end date; this will provide the learner with an additional 3 or 6 months, in which to complete their course.

Precise Training Moodle learning platform

Precise Training has developed a Moodle learning platform to complete theory components of their courses.

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

Once enrolled, you will receive an email with your username and a link to create a password to the online system via the Precise Training website (www.precisetraining.com.au) which includes step by step instructions to work through your course as well as access to all documents required, the online system also includes access to discussion forums and to communicate with trainers.

Smart and Skilled

Smart and Skilled is a reform of the NSW vocational education and training system. It gives students the chance to gain the skills they need to advance their careers. Precise Training can provide eligible individuals the opportunity to complete a nationally recognised qualification under the Smart and Skilled program.

Students can go to the [Smart and Skilled website](#) for up-to-date information. While there they can use the [Course Finder](#) to check their eligibility, find the right Smart and Skilled course and estimate their student fee.

The website has information for students on:

- Smart and Skilled fee arrangements
- how to enrol
- support for disadvantaged students
- apprenticeships and traineeships
- consumer protection
- recognising skills

Courses we offer under Smart and Skilled

We offer the following qualifications in most regions of New South Wales:

- [Certificate II in Retail Services](#)
- [Certificate II in Hospitality](#)
- [Certificate III in Business](#)
- [Certificate III in Retail Services](#)
- [Certificate III in Hospitality](#)
- [Certificate III in Customer Contact](#)
- [Certificate IV in Business](#)
- [Certificate IV in Hospitality](#)
- [Certificate IV in Retail Management](#)

To be eligible for this Smart and Skilled training you need to be:

- an Australian citizen, permanent resident, humanitarian visa holder or a New Zealand citizen, and
- 15 years or older, and
- have left school, and
- live or work in NSW, and
- Not have completed a Certificate IV level or higher qualification after completing school (unless as part of a VET in schools qualification of Certificate IV in Tertiary Preparation).

Entry into Courses

Precise Training is committed to the principles of access and equity in education and training and generally permits open access to all its courses and training programs.

Learner numbers are limited in many courses. Where the number of learners seeking a place is greater than those available, Precise Training will enrol learners in strict order of receipt of fully completed enrolment applications (subject to any other restrictions imposed on the course or program). In some instances, places may be reserved for participants from disadvantaged groups.

Responsibility of the Learner

It is essential that you are always punctual for your training sessions. Due to the extensive content of our courses, we need to ensure all training sessions run to schedule. Please arrive 15 minutes prior to any session and assemble in the designated waiting area. If you are running late, please call the office so the instructor knows that you are on your way. Late arrivals are disruptive to the trainer, guest speakers and other learners. Admittance to your training session may not be permitted if you are more than 15 minutes late and have not contacted the office. In such cases, you will need to book into another corresponding session and pay a re-booking fee of \$100 per session.

Learner Inductions

Precise Training will conduct a learner induction prior to the commencement of training and assessment for all training programs. This induction process is for all learners and will cover information that will help familiarise you Precise Trainings processes, our support services and information on your course, this includes:

- Contact details of your trainer and additional support staff
- Providing you with our safety and emergency procedures
- Discussion of training modes that you are enrolled in and an outline of your course requirements

Confirmation that handouts were distributed and explained is required to be acknowledged by you.

Learners who are given access to the Precise Training Moodle learning platform can download course material will be provided with a unique username and password.

For distance based and online students an email will be sent to the email address you provide with your enrolment form for access to Precise Training Moodle learning platform.

Attendance

It is expected that you will attend and participate in all sessions related to your training course. An attendance record will be kept. For all face-to-face courses, except Dog Training courses, in the event that you miss a day you will be required to attend another course on a day the missed material is covered.

Local Dog Training Courses

Learners enrolled in local (Melbourne based) dog training courses are required to attend a minimum of 80% of the classes and workshops. For any missed theory classes, the learner must purchase the corresponding DVD for that session or attend a lecture/workshop make up session(s)¹. 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.

Distance Learning Dog Training Courses

Learners enrolled in distance learning dog training courses must attend two lots of block training consisting of 8 and 9 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 secure 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. They will then need to complete a course transfer and pay a transfer fee of \$850. Special exemptions may be made, at the discretion of the Precise Training Management.

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

For all courses it is expected that you complete your training within the set time frame. This includes the submission of all assessments and attendance at all designated sessions. If for some reason you are 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 you to submit any outstanding assessments, complete any practical tasks or re-book into appropriate missed sessions as long as you have advised the Training Coordinator in writing prior to the original due date. If assessment is not finalised within the one month period, an additional charge of 25% of the full course cost (**excluding the Dog Course, see below**) is required in order to continue assessment regardless of the circumstances under which the extension was required. The payment of this fee will grant you a further 12 months in which to finalise your assessments except for any dog training courses where you will be granted a further 3 or 6 months. A 3 month extension for the Dog course will be charged at \$250 and a 6 month extension will incur a \$500 fee.

¹ Please note that students are entitled to one (1) free lecture/workshop make up session, however if a student has missed more than one lecture/workshop and they wish to attend make up sessions, a fee will be incurred per session.

Transferring, Deferring or Withdrawing from Courses

All learners are required to adhere to their original Student Agreements and associated payment arrangements until a signed copy of their new Student Agreement received in the office.

Transfers between courses will only be permitted in extenuating circumstances as determined by Precise Training's Director. In order to transfer from one course to another, learners must submit a request in writing. If a transfer is accepted, the learner will be required to pay an administrative fee of 25% of the overall course cost, except for dog training courses where the transfer fee is \$500. The administrative fee must be paid when the transfer application form is lodged. Transfer applications will not be accepted if less than 1 month's notice is given. Learners must transfer to the next available course.

Students who are enrolled in subsidised training will have the option to defer their course, however are only permitted to defer no more than 12 months from the date of receipt of notice from the enrolled learner.

If a student has explored all options and has agreed that Precise Training has made every reasonable effort to address your concerns and you still wish to withdraw from a particular course, they must notify the Course Coordinator in writing. Please note that once a course has commenced, the learner will not be entitled to any refunds and will still be liable for all outstanding course fees. For further details on course fees in relation to withdrawals, please refer to our Refund and Cancellation Policy.

Exit points

Our fee for service courses have no specific exit points that allow you to withdraw from a course without completing all modules or units. However in the event that this may occur, you may qualify for a *Statement of Attainment for the units or modules completed*. For further details, speak to the Course Co-ordinator.

Re-Issuing Qualifications

Precise Training keeps records of your course for 30 years. If in the future you need another copy of your certificate, then please put the request in writing. The letter needs to state:

- Your name (if your name has changed please write both your new name and your name at the time of the course);
- Your date of birth;
- Your current address (and your address at the time of the course if you remember it);
- The course you completed ;
- When that course started and finished; and
- Any other detail you can give to identify yourself.

We will review your request and send a new Certificate or Statement of Attainment.

Certificates are re-issued at a cost of \$35 each.

Feedback / Evaluation

Precise Training actively seeks your feedback and regularly undertakes evaluations of all courses and activities to offer you the best possible service. Precise Training has a planned and ongoing process of continuous improvement that enables us to review our policies, procedures, products and services in order to generate better outcomes for our clients and to meet their changing needs.

Precise Training considers all complaints or deficiencies seriously, these are documented on a Corrective Action Record to ensure appropriate procedures are followed up and action is taken.

Record Keeping

Precise Training will retain your records for a period of 30 years. The following forms of documentation will be kept in lockable filing cabinets or archived for future referral:

- Attendance Register
- Enrolment forms
- All assessment evidence
- Equity assistance form
- Completed feedback forms
- Assessment summary
- Learner contact log (distance based)

Principles of Assessment and Rules of Evidence

The assessment process is one of collecting evidence and making judgements on whether competency has been achieved and to confirm that an individual can perform to the standard expected in the workplace as expressed by relevant endorsed industry competency standards of a Training Package or by the learning outcomes of an Nationally Accredited course.

The principles which must apply:

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment. The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Fairness

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

The Rules which must apply:

Validity

Is achieved when the assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Authenticity

Is achieved when the assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

Is achieved when the assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Sufficiency

Is achieved when the assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Forms of Evidence

In general, basic forms of skills evidence include:

Direct performance evidence

- Current or from an acceptable past period;
- Extracted examples within the workplace;
- Competency and skills tests, projects, assignments.

Additional evidence

- Oral and written questioning;
- Personal reports; and
- Witness testimonies.

Appropriate and valid forms of assessment

1. Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skills tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

2. There are five types of validity; face, content, criterion, construct and consequential. All these forms are based on the evidence and performance by the candidate that is justified.

Plagiarism / Cheating

All student work must be the original work of that student. Plagiarisms are 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 not be 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 plagiarisms shall be dealt with as if they themselves had committed plagiarism.

In the event of plagiarism being confirmed, the offending assessment involved will be deemed as "not yet competent" and penalties may apply. These can include a verbal and written warning, removal from the course and you will be instructed to resubmit a completed and compliant assessment should you not be removed from the course.

Completion and Return of Assessment Tasks

The completion dates for assessment tasks are set after consideration of the work required within the unit as a whole. If you are unable to submit an assessment task by the due date and wish to apply for an extension on a particular assessment task you must obtain an extension request form from the office. A reason for the extension and a nominated time frame must be included on the form. The learner will be notified of the decision regarding the request in writing. Extensions will only be granted in exceptional circumstances as determined by the Training Manager. Assessment tasks submitted after the due date without an approved extension may result in a non-completion result.

NOTE: Learners undertaking Certificate III in Dog Behaviour and Training must submit their assessments via Precise Training Moodle learning platform .

It is your responsibility to keep a copy of your written work.

You must sign an Assessment Declaration prior to commencement of the course stating that the work done in the assessment task is your own and not the work of any other learner or person. Precise Training will advise learners of their results within 30 days of receipt of assessments.

Precise Training's Assessors will provide learners with verbal and/or written feedback on their performance during and upon completion of the course.

Re-Assessments of qualifications and accredited courses

If a re-assessment is required for any given written task the learner will be provided with a second opportunity to complete the task. If further re-assessments are required for the same task, the learner will be required to book into a private session with an instructor to review the topic being assessed. Fees for private sessions are:

- * Prices quoted are for the Melbourne / Sydney Metro areas
- * Certain specialist instructors may have their own rates for consultations and/or private tuition
- * If any additional fees are incurred (such as room hire), prices quoted above may vary as these costs will need to be recovered.

A 25% non-refundable deposit must be paid at the time of booking. The remainder is to be paid prior to the commencement of the session. In order to receive a full refund (less the 25% non-refundable deposit), cancellations must be made at least 48 hours prior to the commencement of the session. If notice of cancellation is received less than 48 hours prior to the commencement of the session, the student must pay 50% of the tuition fee. If a student does not turn up to a booked session without notifying Precise Training, the full fee is still due and payable.

If a re-assessment is required for any given practical task, the learner will be required to book into a private session with an assessor to review the task and make a second attempt. Appropriate fees (as listed above) will apply.

Private Tuition / Session	Precise Site	Student Site
30 minutes	\$40	\$60
60 minutes	\$80	\$100
Group Sessions of 3 or more students	Precise Site	Student Site
40 minutes	\$35 per person	\$55 per person
60 minutes	\$75 per person	\$95 per person
<p><i>* Specialist instructors may have their own rates for consultations and / or private tuition - contact the Course Co-ordinator for further details.</i></p>		

Re-Assessments of accredited course – Certificate III in Dog Behaviour and Training only

Private Tuition

- Students completing the Certificate III in Dog Behaviour and Training are able to book private tutorials with most instructors / lecturers
- When booking these tutorials you must tell the Course Co-ordinator the topic you are studying so we can book the appropriate trainer for you. You may request a particular trainer, however we cannot guarantee that specific trainer will be available
- All bookings for Private Tuition must be made through Precise Head Office.
- Your name and number will be passed on to the trainer who will contact you to make arrangements directly with you
- All Private Tuition fees need to be paid at the booked session
- A student that cancels 24 hours or less prior to the booked session must pay 50% of the tuition fee
- If a student simply does not attend a booked session (without prior cancellation), they must pay the full tuition fee

Fees & Duration

Private Tuition / Session	NDTF Site	Student Site
30 minutes	\$40	\$60
60 minutes	\$80	\$100
Group Sessions of 3 or more students	NDTF Site	Student Site
40 minutes	\$35 per person	\$55 per person
60 minutes	\$75 per person	\$95 per person
<p>* Prices quoted are for the Melbourne Metro area</p> <p>* Specialist instructors may have their own rates for consultations and / or private tuition - contact the Course Co-ordinator for further details.</p>		

Fairness and Equity

An assessment system and its processes must not disadvantage any person. All eligible candidates must be guaranteed access to assessment that does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve this, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and easily understood;
- The characteristics of potential candidates are identified to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified including access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.
- The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

National Recognition

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.²

Candidates are required to submit a certified copy of their Certificate and transcript of achieved units of competency. No fees will be charged for recognising qualifications / Statements of Attainment issued by other RTOs.

Recognition of Prior Learning (RPL)

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.²

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.

The RPL process allows you to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

RPL applicants will have to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include documentation such as certificates issued by other training organisations, support letters from employers or course outlines of previously studied courses.

To apply for Recognition, ask for a Recognition of Prior Learning Kit suited to your situation. Fill it out and return it to the Training Manager.

² Definition sourced from the Australian Quality Framework

Complaints and Appeals Policy and Procedure

Policy

Precise Training ensures that the 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. As such, Precise Training is committed to providing an environment free from unfair treatment, sexual harassment and discrimination. In support of this commitment, Precise Training will provide complaints and appeals procedures which are fair, sensitive, quick and confidential. Precise Training will not tolerate victimisation of staff and students in the exercising of their rights of complaint.

Complaints and Appeals

As per Standard 6 of the Standards for Registered Training Organisations 2015, 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 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.

A complaint is expected to be brought forward within 3 months of the events 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. Please see Complaints and Appeals process diagram in (Appendix 2) and Complaint Application Form in (Appendix 1) within this Learner Guide.

Appealing an Assessment

If you are dissatisfied with the assessment result, you are entitled to have your assessment task reviewed and / or submit an appeal.

If the learner wishes to re-sit their assessment, they may discuss the possibility with their trainer in the first instance. An Appeal Against Assessment form (Appendix 3) 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 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.

Complaint and Appeal Processes

A grievant may choose personnel appropriate to them and the complaint to assist in the resolution of their complaint. Appropriate personnel may include student support officers, compliance administrators, a mediator or an advisory committee.

Different complaints and appeals resolution processes will be used when a student or staff member has a complaint where it is A) a general complaint or B) An Appeal of an Assessment.

If a complaint appears to involve danger to people or property, is within the meaning of serious misconduct or is a criminal offence, staff should discuss this matter with the grievant and must refer the matter directly to the Director. 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)

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.

Complaint and Appeal Advisors – Compliance Administrators and Student Support Officers

Complaints and appeals advisers are referred to within Precise as (Compliance Officers and Student Support Officers) to assist in resolving complaints during the initial stage in a quick, confidential, conciliatory and effective manner.

Complaints and appeals advisers can be contacted by staff and students for assistance in the resolution of their complaint and will be advised on the processes for resolving complaints.

Upon receipt of a complaint or appeal from a grievant, the complaint and appeal adviser will normally act within fourteen working days of the grievant informing them of the complaint or appeal. It is expected that resolution of the complaint will normally be completed within 30 calendar days.

Complaint and Appeal Advisory Committee

A complaint and appeal advisory committee can be established to resolve a complaint that is not disciplinary in nature. It is the decision of the Director or nominee to establish whether the complaint is disciplinary or not. If not disciplinary, the director or nominee can establish a complaint and appeal advisory committee.

On receipt of a complaint, the Director or nominee will provide the respondent with a written copy of the complaints and appeals policy and procedure. The Director or nominee, in consultation with the grievant and respondent, will reconfirm that negotiation, conciliation and/or mediation could not be used, or has been exhausted.

A complaint and appeal advisory committee will normally consist of three people. Committee members will be chosen by the nominee in consultation with the grievant and respondent, or their respective representative body. The committee members will have suitable backgrounds and/or training.

The Complaints and Appeals Advisory Committee's role is to:

1. Ascertain the facts and any mitigating circumstances;
2. Interview members of Precise Training, including complaints and appeals advisers and designated officer who can provide a brief history of the process undertaken to resolve the complaint;
3. Have access to available relevant documents;
4. Make a recommendation on resolution of the particular case; and
5. Make comment, where appropriate, on any matters of governance or structure which may have contributed to the dispute.

The Chair of the Committee will ensure that the respondent is fully informed of complaints which affect them.

Both parties will appear before the committee and may be accompanied by a person of their choice who does not have speaking rights. The grievant and respondent may request a person with speaking rights where a person's language or disability would detrimentally affect a person's participation in the process.

The timeline for the formal procedures will be:

1. Agreement on the composition of the committee and the terms of reference occurring within 10 working days of the lodgement of the written complaint;
2. The committee meets within the following 5 working days;
3. The committee completes and submits its report including recommendations, to the nominee, within 10 working days from the conclusion of the committee meetings; and
4. The nominee makes a decision or commences appropriate action within 12 working days after receipt of the committee's report.

The committee's written report, including recommendations, will:

1. Reflect the views of all members of the committee;
2. Be signed by each member of the committee;
3. Be forwarded to the Director or nominee;
4. Be available to the grievant and respondent; and
5. Be, in all other respects, a confidential document.
- 6.

The Director will make a decision based on the committee's report and will provide reasons for the decision to the grievant and respondent.

If disciplinary action is indicated at any stage throughout this process, the committee will refer the matter immediately to the nominee.

One person can replace the committee if the grievant and respondent agree to this change and if there is agreement on whom the one person will be. This person will comply with the requirements of the committee role, time limits and report writing.

Anti-Discrimination Laws

Where complaints and appeals relate to discrimination issues, reference to the Director is required.

Grievant to whom these guidelines apply will, in some circumstances, have rights of complaint against the respondent under anti-discrimination laws. Reporting a complaint and/or appeal will not deprive a person of the right of complaint to these external agencies and grievant will be informed of the existence of external rights.

Confidentiality

Confidentiality is an important aspect in assisting in the resolution of a complaint. A grievant and the respondent of a complaint have the right to expect that staff involved in complaint management will maintain a high level of confidentiality about all aspects of the complaint. This expectation of confidentiality also extends to both grievant and respondent.

Breaches of confidentiality, careless or otherwise, by people involved in complaints management, including the grievant and respondent, may be the subject of disciplinary action by the nominee.

Documentation

Documentation collected by committees will be retained in accordance with Precise Trainings record management requirements

Documents related to actions by the complaints and appeals advisors, designated officers or complaints and appeals advisory committee will not be placed on staff or student personal files unless they are part of an agreement in the complaints and appeals resolution process.

Complaints and Appeals which are Malicious and/or Lacking in Substance

Where a complaint is assessed by a complaints and appeals adviser or designated officer to be lacking in substance, the complaints and appeals adviser or designated officer may submit the complaint to another complaints and appeals adviser or designated officer for review.

Where a complaint is held by the complaint and appeal advisory committee to be lacking in substance it may recommend that the Director dismiss the complaint.

Where a complaint is considered to be false and/or malicious, the complaints and appeals advisers and designated officers must refer the complaints and appeals to another designated officer for review and if then considered false and/or malicious, it must be referred to the nominee for investigation and possible disciplinary action.

Where a complaint is considered by the majority of the complaint and appeal advisory committee to be false and/or malicious the committee must refer the matter to the Director or nominee for investigation and possible disciplinary action.

Information Availability

In order to lodge an appeal or complaint, please refer to the Appeal Against Assessment Results form (Appendix 3) or the Complaint Application Form (Appendix 2).

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.*

Fee and Refund Policy

The fee amounts, including course fees, administration fees, material fees and any additional fees which may be applicable, have been provided to you in your pre-enrolment information. Please do not hesitate to contact our offices to speak with our administration staff, should you have any questions or concerns prior to the commencement of your course.

Please Note: All pre- enrolment deposits applicable to your course and as set out in this Refund and Fee Policy, are administrative fees and are not refundable, in under any circumstances. Precise Training will refund all prepaid fees, except administrative fees. If you wish to withdraw your enrolment, 14 days' notice must be given prior to the commencement of your course.

Definitions

Employer: The employer of a student/trainee undertaking a course/traineeship with Precise Training

Course: A Nationally recognised qualification, endorsed in training package

Accredited Course: A course accredited by the Vocational Education and Training (VET) Regulator in accordance with the Standards for VET Accredited Courses

Course Fee: The total cost of completing a course that is payable by a student, employer or employment service

Student: A person who is enrolling in, is currently enrolled or has completed a course

Trainee: A person enrolled in a Vocational qualification participating in on the job training

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:

- 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.
- 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 or course
- 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 Precise Training Moodle 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, your enrolment will continue to be deemed as active and the agreed payment plan will continue as per the Student Agreement and/or Employer Service Agreement.
- If a student is able to demonstrate that there were exceptional circumstances that resulted in their cancellation, then a request for a refund of 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 SITHFAB002

Responsible Conduct of Gambling SITHGAM0012

First Aid HLTAID001, HLTAID003, HLTAID004, HLTAID006

Food Safety Supervisor

SITXFSA001 Use hygienic practices for food safety and SITXFSA002 Participate in safe food handling

Barista Training SITHFAB005

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

- Cancellations made prior to the course commencement date, will receive a refund excluding the administration fee paid.

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 Moodle 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 \$450.00. 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 \$850.00 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
- Students wishing to withdraw from the course will be liable to pay the full course fee as per the student agreement
- Course material printouts from the Precise Training Moodle learning platform are available on request and will incur a fee of Coloured Notes - \$65.00 + \$20.00 postage and Black and White Notes - \$50.00 + Postage
- 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. 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

Centrelink Approved Course- Certificate III in Dog behaviour and Training

The Certificate III in Dog Behaviour and Training course is a Centrelink approved part time course. Students enrolling in the course who are receiving benefits as a pensioner or Aboriginal/ Torres Strait Islander may be eligible for Pensioner Education Supplement or ABSTUDY Incidentals Allowance. Precise Training is unable to provide students with information regarding the support provided as it is purely based on each student's financial situation. To find out more information visit <https://www.humanservices.gov.au> or you may contact Centrelink on 132 490 and state Precise Training's approval ID 3P497.

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 and incur an interest rate of 11% on the outstanding amount.

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.

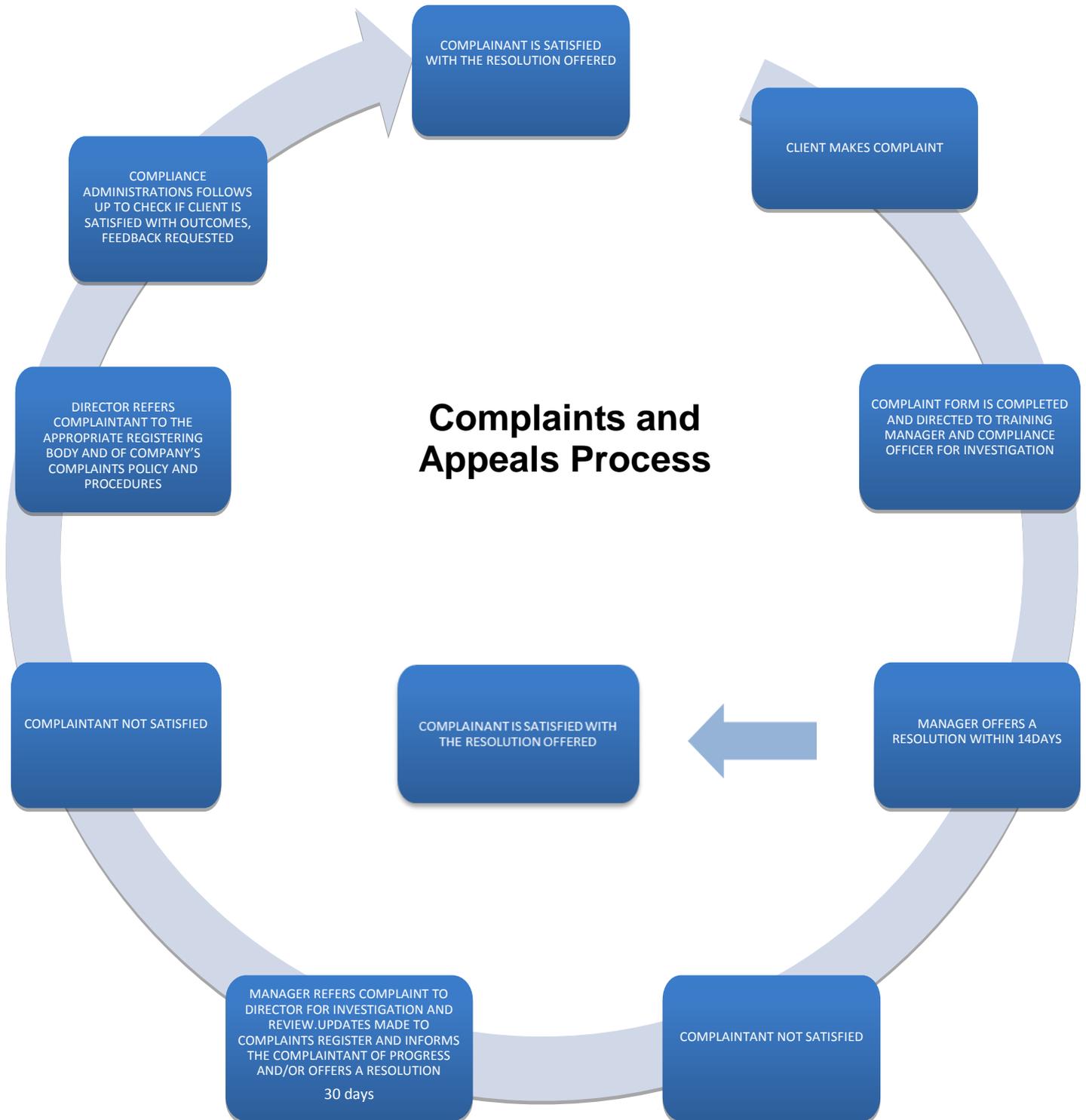
Process of Recovering Fees

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 payment has not been received by the due date and students have not made any reasonable attempt to settle the amount 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 and access to the online portal as outlined in the *Student Fee Policy*

Appendix 1: Complaints and Appeals Process Diagram





Appendix 2: Complaint Application Form

VIC Training Manager
Precise Training
20 Havelock Road, Bayswater 3153

Training Manager
Precise Training
17 Cowper Street (PO Box 40)
Granville, NSW 2142

I would like to bring to your attention the following complaint.

Name: _____

Address: _____

Telephone: _____

Learner ID: _____

Course or Training Program: _____

Nature of complaint/grievance: _____

I would also like to arrange a time to speak or see you in regards to this complaint (*tick if applicable*).

Signature of Learner: _____ Date: _____

OFFICE USE ONLY:

Date Received: _____ Time Received: _____

Meeting arranged for: Date: _____ Time: _____

Location: _____

Course Administrator Name: _____

Signature: _____

Manager Notified: YES / NO



Appendix 3: Appeal against Assessment Results

Form to be used for:

- Appeals against academic assessment;
- Appeals against the result of an assessment

Note: Before completing this form, please read the Complaints and Appeals Policy and Procedure located in the Learner Handbook. If you have any queries about the procedure, please consult the Administration Staff.

Full Name: _____

Address for Correspondence Relating to the Appeal:

(Note: It is your responsibility to keep the addressee of this form advised of any change of this address)

Phone Number: (H) _____ (M) _____

Email Address: _____

Course in which you are enrolled: _____

Which assessment component are you appealing? _____

Reason for appeal:

Grounds on which you are appealing: Please attach a statement. If you are appealing against assessment in more than one assessment component of the unit/course, you should attach a separate clearly labelled statement relating to each component. Each statement should be no more than one page. Remember that it is your responsibility to provide a clear written statement giving the reasons for your appeal.

Learner Signature: _____

Date: _____

Important information for learners wishing to lodge an appeal

Completing this form

Learners wishing to lodge an appeal must complete this form. The form must also be signed and dated.

All additional information regarding this appeal must be attached and submitted with this form.

When will you know the outcome of your appeal?

You should receive a response in writing of the outcome of this appeal within 30 days of lodgement. If you have not received advice within this time frame please contact the National Training Manager.

This appeal is the final decision of the RTO.

What can I do if my appeal is unsuccessful?

If the application is unsuccessful, you have the right to apply for reconsideration. Please refer to the Complaints and Appeals Policy and Procedure for further information.

Lodging the Form

This form can be lodged in person to:

**National Training Manager
17 Cowper Street
Granville, NSW 2142**

OR

**Training Manager
20 Havelock Road, Bayswater VIC 3153**

Or emailed to:

The National Training Manager: Karrin Hyem

Infonsw@precisetraining.com.au



Appendix 4: Acknowledgement Declaration for Photography and Marketing

I acknowledge that I (insert full name) _____ am aware that Precise Training and any third parties authorised by Precise Training may make or record film photographs or any other forms of moving pictures, still pictures of an event/training course (including without limitations of persons attending an event/training course)

I hereby grant/do not grant Precise Training and any third parties authorised by Precise Training permission to use photographs, film, tape, or any other images or likeness of myself in any media (including publication within and outside of Australia) and for any purpose (including promotional purposes) without identification or compensation of payment of any kind.

Name

Signature

Date



Appendix 5: Acknowledgement Declaration for Unique Student Identifier (USI)

I (insert full name) _____ give permission for Precise Training to create my Unique Student Identifier with the information provided in my enrolment details and/or agree to provide Precise Training with access to my Unique Student Identifier.

Name

USI Number

Signature

Date

Thank you for choosing to study with Precise Training. If you would like any further information please do not hesitate to contact us.