



**PACIFIC
HEALTH
& WELLNESS**



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Introduction

Welcome to the Pacific Health & Wellness Training (PHWT) Student Handbook. Thank you for taking an interest. The purpose of this handbook is to help you as a student and to ensure that you are provided with information that will assist you through your time at PHWT. It is important that you read and understand all contents of this Handbook.

About Pacific Health & Wellness Training

PHWT is a Registered Training Organisation (RTO) offering two qualifications, CHC42015 Cert IV in Community Services CHC51015 Diploma of Counselling on its scope. A Registered Training Organisation (RTO) is a vocational education organisation that provides students with training that result in National Training Package qualifications or Statements of Attainment. These qualifications are recognised and accepted by industry and other educational institutions throughout Australia.

PHWT specialises in delivering quality Training to Culturally and Linguistically Diverse communities (CALD) but has equal relevance to anyone in the broader community.

PHWT will commence with two qualifications that meet the standards required by Australian Standards for Registered Training Organisations (RTOs) 2015. PHWT as a registered Training organisation will issue the certificates and statements of attainment for qualifications on the scope of registration.

Pacific Health & Wellness Training Mission Statement

PHWT recognises that a large proportion of the community including CALD communities are employed in low-skill manual employment while at the same time volunteering their valuable time working with disadvantaged members of their ethnic community and church providing welfare, counselling and crisis support for many years. PHWT recognises both the need for qualified people to better serve their communities and has responded by delivering the qualifications tailored to meet those needs. During your time with PHWT, your self-awareness and the importance of addressing the issues common amongst CALD communities are what makes PHWT unique as an RTO.

PHWT pledge to apply and deliver high quality training to students to work in the greater community, offering a supportive learning environment.

PHWT Staff & Management

Chief Executive Officer – Shaun Naidoo

Shaun has a wealth of both knowledge and experience in Community Services, Management & Administration. The Chief Executive has the authority to ensure PHWT as an RTO complies with the RTO standards.

Both Webber and Ann, the Directors of PHWT, have been involved in Training and Vocational education for 20 plus years. They are passionate about education and offering this knowledge to others.

PHWT Director of Training/ Trainer – Webber Roberts

Webber commenced his career in the Community Sector at Kings Cross managing the Sydney City

Mission Youth Crisis Centre. From there he moved into South Western Sydney region running Sydney

City Mission Community Youth Centres. He has over 20 years' experience in Corrective Services as a Manager. Whilst in that role, ensuring education became a large part of the programs to those who

had been in prison and education became a major part of the therapy and life change as inmates moved out of prison and learned to integrate back into society. He then moved into Ageing & Disability Home Care (ADHC) as the Forensic Specialist for 7 years, before starting Pacific Health & Wellness P/L as a Director of the company.

Webbers' passion is psychotherapy and psycho-analysis and he uses this skill in private practice, group therapy programs such as Pacific Domestic Violence Program and as a Forensic Psychotherapist for the government with people experiencing mental illness. With a Pacific Island cultural heritage Webber was educated in NZ and Australia and has experienced enjoyment delivering training to those who have also migrated to Australia and teaching them skills in counselling and the skills to work in the Community Services sector. He is about to complete his PhD focusing on Domestic Violence issues in the Pacific Community sector.

PHWT Administration – Ann Roberts

Ann entered the Vocational Education sector in TAFE in 1988. She held the position of Head Teacher Information Technology and understands the important role that education has for young people towards employment or as a pathway to higher education. Her passion over the years has been offering Community education to women, marginalized youth, cultural groups, those who often fear this second chance opportunity at study and education.

Having the opportunity to transfer this knowledge and passion into their own training company gives us real sense satisfaction and we hope we can make a difference to those who for one reason another have not yet experienced vocational education, especially those in the communities mentioned above

Policy & Compliance Officer – Phillip Roberts

Phillip is the Compliance officer for PHWT and ensures PHWT as an RTO has all the required policies, procedures and forms. Phillip also ensures PHWT is fully compliant in delivering training services.

Thank you for taking the time to read our student handbook. Contact PHWT if you would like more information or have any questions.

Qualifications provided by PHWT

CHC42015 Certificate IV Community Services

Units to complete =15

Delivery Method = Blended, (Face to Face)

Career Pathways = Community Health Worker, Family Support Worker, Migrant Community Worker, Welfare Rights Worker

Study Pathways = Diploma of Counselling, Diploma of Community Services (Alcohol & Other Drugs, Diploma of Community Services (Case Management), Diploma of Community Services (Mental Health)

Duration of Course = 9 months

Entry Requirements = preferred Yr. 10 and/or equivalent

Fees: \$1500

Description

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual learners, groups or communities across a range of services.

At this level, workers may be autonomous with limited responsibility within established parameters and may be required to supervise and lead other workers in projects or teams. Work may take place in a range of community service, case work or case management contexts.

Contact PHWT for Course Information

Diploma of Counselling (CHC51015)

Units to Complete = 17

Delivery Method = Blended (face to face)

Career Pathways = Counsellor, Family Support worker, Community Health Centre worker, NGO & Government Agencies, Case Manager, Support Worker with mental health or alcohol & other drugs

Study Pathways = Bachelor of Counselling

Duration of Course = 14 months

Entry Requirements = preferred Yr.12 or equivalent, Certificate IV Community Services or equivalent.

Fees: \$2000

Description

The diploma is designed to provide graduates with an applied knowledge and skill set for working in the counselling and helping professions. Graduates will have a strong understanding in counselling theory and practice and have the confidence to using these skills to help members of their community. Diploma students will gain practical counselling skills through supervised counselling workshops.

Student Information Policy

Policy Statement

PHWT ensures that all VET students are properly informed and protected. PHWT ensures that all VET students have been provided with sufficient advice and information regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of course enrolment to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course.

PHWT is committed to completing the outlined training and assessment once students have started study in the qualification/s or course/s from the course start date. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

The Chief Executive Officer of PHWT is ultimately responsible for ensuring that students provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

PHWT has a separate Complaints and Appeals policy and procedure.

Student Information Procedure

PHWT is inclusive of all students regardless of sex, race, impairment, or any other factor. Enrolment at PHWT is processed through PHWT's Administrative Director/ office.

Orientation/Course Induction

Orientation outlines the program, administration procedures, basic housekeeping and safety issues and introductions to staff, as well as an opportunity for you to meet your fellow students. Orientation will be at the beginning of the course.

Orientation will also provide you with important information about health and safety requirements, as well as a range of other important matters relating to your rights and responsibilities as a student.

In some instances, you will be required to conduct additional study outside the face to face contact hours. Your trainer will provide you guidance on your external study requirements.

Student Induction Procedure

PHWT will provide student information and induction to each student before enrolment for a course. Students can view the PHWT Student Handbook at www.phwtraining.com.au which outlines the following information:

- The VET Quality Framework (VQF) policy statement and responsibilities
- Student selection and enrolment procedures.
- Course information, including content and vocation outcomes.
- Fees and charges, including refund policy and exemptions (where applicable).
- Provision for language, literacy and numeracy assistance.
- Student support, welfare and guidance services.
- Flexible learning and assessment procedures.
- RTO complaints and appeals procedures.
- Disciplinary procedures.
- Staff responsibilities for access and equity.
- Recognition of prior learning (RPL).
- Credit transfer – recognition of AQF qualifications and statements issued by other RTOs.
- Significant Legislation.
- Access to records.
- Course outlines and pathways

Trainers and Assessors will ensure that all students complete and sign the VET Student Induction Checklist. Completed checklists are filed in the student's individual file and PHWT's VET records. All students have access to reassessment on appeal.

Enrolment

Your enrolment in qualifications with PHWT is to be completed prior to the commencement of the course.

Enrolment Procedure

- 1 Fill in an expression of interest form or phone PHWT.
- 2 PHWT will send you information about the course.
- 3 You will be advised of the cost of Training.
- 4 Fill in an enrolment form and pay the deposit. 5 Commence your training

Unique Student Identifier (USI)

Effective 1st of January 2015 all students enrolled in any form of Vocational Education and Training are required to have a Unique Student Identifier or 'USI'.

What is a USI?

A USI is a 10-digit alpha-numeric number that is unique to each student in the Australian education system. This number allows students to keep a history of their results from all Training they do, from all colleges and institutes, in one central location.

Do I need to get one?

If you don't provide us with a USI, since it is a legal requirement for all Training companies, we cannot print you a certificate at the end of the course or add your results to the national database. When you provide us with your USI, we will validate it and record your Training results on your academic transcript. It's easy to get a USI and you only have to do it once.

What do I need to get one?

Log onto the Department of Industry's USI website: www.usi.gov.au Click on 'Create a USI', agree to the terms & conditions and follow the steps.

- 1 Have at least one form of ID ready: Driver's License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate.
- 2 Have your personal contact details ready: Address, email and/or phone number.
- 3 Visit www.usi.gov.au and click on 'Create a USI'. Agree to the terms and conditions and follow the steps.
- 4 On completion you will be allocated a 10-digit USI which you will need to make a record of for yourself. You will also need to make a record of the password you need for your USI account.

- 5 Provide us this number so that we can add it to your student file, without this number we cannot issue you with a certificate or provide you with an academic transcript of your grades.
- 6 PHWT can assist you with creating your USI if you have difficulties with any of the above steps.

Recognition of Prior Learning (RPL)

Your current knowledge and skills may be relevant to the course in which you are wishing to enrol, regardless of whether that knowledge or those skills have been acquired through formal training or not. Each unit you study is made up of various elements and competency outcomes. Each one consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, knowledge and skills for which evidence can be provided are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time and at less cost.

Some courses may not be eligible for RPL due to the regulatory requirements. Any intention to RPL should be discussed at the time of enrolment.

Applying for RPL

The application for RPL is an assessment just like any other assessment you may undergo while you are a participant with PHWT. It should not, therefore, be seen as an easier option. You are able to apply for credit for one unit or several units of competency using the RPL process.

You must be able to support your application with documentary evidence. If you believe that you already have competencies in the course you apply for, contact facility administration for an RPL application.

Contact PHWT for further information about RPL.

National Recognition/Equivalency Credit Transfer Policy

Policy Statement

PHWT will recognise all qualifications issued by any other RTO. PHWT will seek verification of the certifications from the relevant RTO where there is some ambiguity

To apply for credit transfer for units of competency, submit a certified copy of your qualification or statement of attainment to PHWT prior to enrolment. An administration fee will apply.

Student Matters

Legislation

Students and staff both have a responsibility to adhere to relevant laws and regulations and conduct themselves in appropriate manner. Your responsibilities and rights under these Acts are explained during your orientation/induction program.

Different courses delivered at our facilities across Australia are regulated by various authorities who may govern the content, the delivery mode and the assessment of the courses in addition to the requirements of the training package. Authorities such as Workplace Health and Safety issue guidelines by which PHWT have agreed to comply. Non-compliance with these guidelines may jeopardise licensing agreements and/or registration and as such PHWT will only deliver training and assessment that strictly adheres to these guidelines.

Student Code of Conduct

PHWT is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential. This commitment is underpinned by an expectation that students will conduct themselves in a manner consistent with our code of conduct.

Please be aware that when you enrol you sign for having read this handbook therefore you accept responsibility for maintaining a safe, harmonious and tolerant environment.

PART A: Student Obligations & Responsibilities

PHWT is committed to the delivery of a quality training service. This Code sets out our expectations of students with respect to their training and personal conduct and outlines the PHWT's responsibilities to students.

The primary objectives are:

- An obligation to act with integrity in academic work, to ensure that all training is conducted ethically and safely
- An obligation to observe standards of equity and respect in dealing with every member of the facility / organisation
- An obligation to use training and assessment resources in a lawful and appropriate manner, and to not diminish PHWT's reputation in the carrying out of training and other associated function activities and or related learners
- Adhere to National and State Occupational Health and Safety requirements.
- Students have an obligation to inform themselves of the Site's rules and policies affecting them.
- Students must ensure their contact details are up to date.
- Students are required to enter and exit the building and or classrooms and move around the facility as instructed by any member of PHWT staff.

In exercising their obligations, our students are expected to accept the following responsibilities:

- Conduct themselves honestly. Adhere to PHWT policies.
- Not engage in plagiarism or other training misconduct; Plagiarism is - inclusion of written material that is not your own work in other words. Using other people's words in your assignments without acknowledging the original author
- Conduct themselves in a manner conducive to the proper functioning of the facility / organisation, which is dedicated to the pursuit of quality training delivery
- Actively participate in the learning process
- Attend scheduled classes, training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student
- Ensure their training activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to the industry
- Be familiar with the programs and resources available to assist them in conducting their training
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their study or training.

Equity and Respect

Participants are expected to:

- Treat all PHWT staff, other participants, and visitors to the facility with courtesy, tolerance and respect. This extends to staff in venues off-campus, supervisors and others involved in workplace placements.
- Respect the rights of others to be treated equitably, free from all forms of discrimination and harassment, including sexual harassment
- Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- Not engage in behaviour that is unlawful, discriminatory or may constitute harassment or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any training or assessment activity of PH&W

Resources & Reputation

Students are expected to:

- Use and care for all resources such as; buildings, equipment, grounds, learning and assessment materials information and communication technology equipment, in a lawful and ethical manner. • Be mindful of the need for resources to be shared by all members of the facility / organisation.
- Ensure their actions or inactions as a participant do not harm, or bring into disrepute, PHWT's reputation or good standing
- Not engage in behaviour that is detrimental to property
- Not participate in any facility activity, while under the influence of alcohol or other drugs.

Participants may be required to partake in drug or alcohol testing prior to the commencement or during the course.

- Not use, possess or supply any prohibited drug, substance or weapon
- Not misuse computing or communications facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others

PHWTs' Responsibilities

In pursuing its mission PHWT recognises students have the right to:

- experience high quality training;
- expect that the learning experiences provided will be challenging and stimulating;
- expect that course content will be relevant and in accord with current developments in industry;
- be treated with respect and courtesy by facility / organisation staff and fellow participants, in an environment free from harassment of all kinds including that based on gender, ethnicity, age, disability or background;

- be informed about what is expected of them in each area of study;
- receive fair, timely and useful feedback on their performances and progress,
- provide feedback to PHWT on its training delivery,
- receive reasonable support from training staff when needed,
- have access to quality facilities, equipment and resources necessary to complete the enrolled course
- expect courses will satisfy the requirements of industry and relevant professional bodies;
- have access to adequate procedures for dealing with grievances;
- have access to current and accurate information about courses, administrative procedures and financial implications;
- expect legal entitlements, in terms of confidentiality, processing and access to personal files.

FEE POLICY

Policy Statement

The policy sets out the PHWT's RTO fee policy, the circumstances under which Students may claim a refund and the associated procedures for handling refunds. Students for the purposes of this policy are VET students only. The RTO shall only collect fee once an applicant's enrolment has been confirmed, at which the time the course will have been deemed to have commenced.

Fees Procedures & Refunds

In some circumstances PHWT may grant an appropriate refund of fees:

- Students who withdraw formally from a VET course within 4 weeks of commencement will be able to have any fees paid, refunded.
- Students who withdraw formally after 4 weeks will not have fees refunded.

(This decision is made on an individual basis)

If students have queries relating to course fees, they must contact PHWT. Students who are experiencing financial difficulties should speak with PHWT staff/Administration.

FEE PROTECTION POLICY

Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Policy Statement

PHWT charges a VET service levy under the \$1500. Please refer to the Fees Policy.

Student Support

In 2020, PHWT will conduct tutorial classes. If you are having any difficulties throughout your training, please do not hesitate to speak with your Trainer/Assessor. You can email admin@phwtraining.com.au to seek assistance with your course.

PHWT recognizes the range of learning capacity of students especially regarding Literacy and Numeracy abilities. PHWT has a tool that can assesses literacy & numeracy levels and will speak to students individually who may need this assistance.

Any student who requires help with literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au

Student progress

Student progress is dependent on your attendance and submission of assessment material. PHWT will monitor this with the intention to support your progress to assist in obtaining a successful training outcome. During training your progress will be recorded.

Training environment

PHWT offers safe, compliant and comfortable Training facilities. Our Training facilities meet legislative requirements, relevant Australian Standards and the requirements of the unit(s) of competency you are attaining. Each training room is equipped with the resources required to adequately deliver the course you are undertaking. This may include all or some of the following: data projector, television, DVD player and white board. You are also encouraged to join and to access your community libraries or internet for an array of resources.

Counselling/Personal Support

If you require external counselling or personal support, please contact one of the below organisations.

- Lifeline – 13 11 14 or www.lifeline.org.au
- Beyond Blue – 1300 224 636 or www.beyondblue.org.au
- Fair Work Australia - 1300 799 675 www.fwa.gov.au/index.cfm
- Reach Out – www.reachout.com.au
- Centrelink – 131021 www.centrelink.gov.au

Access and Equity

PHWT management and staff provide assistance to all learners to identify and achieve their desired outcomes. PHWT is committed to providing training and assessment services to all learners regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

PHWT will address specific needs as they are identified. PHWT will make reasonable adjustments to the assessment process when necessary. PHWT will adapt assessment material and training if needed.

Flexible Learning and Assessment

Competency Based Training and Assessment

Competency-based Learning is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course. PHWT applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the learner to demonstrate that they have achieved competency in the unit(s). Learners may be assessed by one or more of the following methods.

- Observation / demonstration of skills (may be to a third person such as a supervisor)
- Case study
- Multiple choice
- Written short answers •
- Project
- Workplace assessment
- Portfolio material, or any other method outlined in the Training and Assessment Strategy (TAS). Learners will be advised of the assessment methodology before Training commences.

Flexible Learning

PHWT provides learners with learning flexibility by taking their personal situations into consideration.

Structured training is conducted in a classroom, in the workplace; it may be delivered in various modes including face-to-face or blended delivery.

Assessment Presentation

Written assessment documents such as projects, case study scenarios, and written answers to questions, portfolios and research reports are to be submitted to the trainer by their due date.

Resitting Assessments

In the event of a 'not yet competent' outcome the learner will have an opportunity to re-do the assessments for that unit. The trainers will support learners who need to re-do assessments. Every effort will be made by the staff of PHWT to ensure a successful outcome for learners.

COMPLAINTS AND APPEALS POLICY

Policy Statement

PHWT as an RTO has a complaints and appeals policy specific to its RTO operations. The Chief Executive Officer) of the RTO is ultimately responsible for ensuring that the RTO complies with the VET Quality Framework (VQF). This includes the complaints and appeals policy and procedures.

A complaint can be made to RTO regarding the conduct of:

- The RTO, the trainer, assessor or other RTO staff.
- Other students of the RTO.
- If relevant any third parties providing services on behalf of the RTO.

Complaints may be made to any member of staff. An appeal can be made to the RTO to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance, but can also be made to the Chief Executive Officer. PHWT will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

- Any RTO staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
- All complaints and appeals are heard and resolved within 30 calendar days of receipt.
- The RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.
- The RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

Complaints and Appeals Procedures

- On receipt of a verbal complaint:
 - Resolve the complaint if possible, documenting the complaint, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
 - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
- To put a complaint/appeal in writing, advise the complainant that:
 - They may use the support of a third party in progressing the complaint/appeal.
 - They can either put the complaint/appeal in writing themselves using the Complaint/Appeal Form.
 - You can make a written record for them to sign. In this case:
 - ✦ Note whether the complainant/ wants the support of a third party.
 - ✦ Ensure the complainant signs and dates the form.
 - ✦ Identify yourself, and your role within the RTO.
 - ✦ Sign and date the form yourself.
- On receipt of a written complaint/appeal:
 - ✦ Enter it into the secure Complaints and Appeals Register.
 - Send a prompt written acknowledgement to the complainant from either the Director of Administration or the Chief Executive Officer
- To resolve the complaint/appeal, the Chief Executive Officer will:
 - Discuss the issue/s with the staff member to whom the complaint/appeal was made.
 - Give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation).
 - Give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.

Harassment

All complaints will be handled with fairness in accordance with the principles of natural justice. PHWT is committed to ensuring that learners do not experience any harassment as a result of making either an informal or formal complaint.

Defamation

A defamatory statement may be in one of two forms – libel or slander. Libel is a defamatory statement in written words, pictures or other visual form. Slander is a defamatory statement in spoken words.

All parties should be involved in a resolution process should ensure that they limit their discussions to details of the complaint and that they act within their role in pursuing PHWTs Complaints, Grievance and Appeals policy.

Rules, Regulations and Discipline Policy

Rules and Regulations

The following apply to all persons, staff and learners:

- An individual's property is to be respected and not interfered with without consent of the owner. Look after your own possessions. PHWT accepts no responsibility for personal property lost or stolen at Training sessions.
- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside Training facilities.
- Alcohol and other drug use in Training facilities or while undertaking PHWT activities is not permitted.
- Intoxicated persons and persons affected by other drugs are not permitted inside Training facilities and will be asked to leave.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

Discipline

- Learners at all times must maintain appropriate behaviour and follow PHWT rules.
- In the case of minor breaches, a warning will be given.
- In the case of major or repeated breaches, the learner may be requested to leave the course.
- PHWT will oversee all disciplinary matters.

Completion and Procedures for issuing Certificates

- A learner will be issued with a certificate on completion. If a learner completes only one or more units but not a complete qualification, a transcript will be issued.
- Before certification is issued the Trainer verifies competency has been properly assessed, all tasks complete, and all fees paid.
- When a client has completed their course and a certificate has been issued, the learner's file is archived. A reference is made of the learner name, learner number, USI, and certificate number in the archive filing register.

Refusal to Provide Services

PHWT has the right to refuse to provide certificates to learners who have outstanding accounts.

Privacy Policy

PHWT complies with the Privacy Amendment Act 2012. Information collected on learners is only used for the purpose of delivery of our services. PHWT will not pass on your personal details to anyone other than those that are required by Training and legislative regulations. If in the case, you need a family member or someone else to get Training results or personal information you need to make prior arrangements and provide a letter with your signature stating what information you would like them to be given. PHWT will take all reasonable care in the release of information to others. Academic records are retained as per regulator's requirements.

Use and Disclosure of Personal Information

Sensitive personal information will only be collected, as required, from learners. Such information is treated as confidential within PHWT and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the Training services.
- Informing learners about additional or upcoming courses available.
- Gathering feedback from learners regarding Training for PHWT's course development.

PHWT does not disclose sensitive personal information to other third parties without permission or instruction from the learner unless required by Law to do so.

Information about Learners from Third Parties

PHWT may need to source or verify information about learners from a third party. Wherever possible this will be done with the learner's authorisation.

Security of Personal Information

In line with new technology, PHWT continually improves the security of personal information collected. PHWT takes all reasonable steps to protect the personal information of persons by:

- Securing all files with personal information in locked cabinets
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of cloud storage & Network Security
- Password access to the computer systems
- Not releasing information to third parties without prior written authorisation

Rights to Access Information

Under the Privacy Act, learners have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require PHWT to amend the information.

To access the information and course progress learners are required to contact PHWT in writing requesting access. PHWT must verify the learner's identity through either presentation of appropriate identification or answering a series of specific security questions.

Both the learner and trainer, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.

Staff Confidentiality

Staff must be aware of the Privacy Act 2001, and its requirements, and must at all times ensure learner information remains confidential.

No staff member is to release any information about learners to any third party unless prior written authorisation is obtained from the learner or disclosure is required by law.

Authorised Third Parties

Learners may nominate third parties they wish to access their records. PHWT ensures a third-party access form is completed and the details for the third party are obtained. These details will be entered into the learner's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Appendix One

Code of Practice

Each of the key areas of best practice is outlined in more detail in the following pages.

1. Ensuring learner's rights as a consumer are protected and that each receives the services detailed in their agreement with PHWT. 1.1 Marketing of Training and Assessment services

PHWT markets and advertises its products and services in an ethical manner. PHWT accurately represents recognised Training products and services to prospective learners and learners.

PHWT promotes only what it has on scope and is able to deliver and does so in a manner which is designed to support the Training needs of the Community Services, Business Services and Information and Telecommunications industry.

PHWT gains written permission from a learner or residential organisation before using information about that individual or organisation in any marketing materials.

PHWT ensures learners and learners are provided with full details of conditions in any contract arrangements with the organisation. This includes any costs or charges that a learner or their site may incur as a direct result of their engagement the delivery and assessment of their course.

No false or misleading comparisons are drawn with any other Training organisation or qualification.

1.2 Financial standards

PHWT has measures in place to ensure that learners and learners receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation. Where necessary; alternative provision will be made for learners to access services not provided to the learner.

PHWT ensures that the contractual and financial relationship between the learner/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the learner/client.

Documentation includes:

- the rights and responsibilities of learners,
- costs of Training and assessment services, and issuance of qualifications,
- payment arrangements and refund conditions,
- Any other matters that place obligations on learners or learners.

PHWT has a refund policy that is fair and equitable, and this policy is made available to all learners and learners prior to enrolment.

1.3 Issuance of qualifications

PHWT issues qualifications and Statements of Attainment to learners who meet the required outcomes of a qualification or unit of competency, in accordance with the Standards for Registered Training Organisations 2015, Standard three, schedules four and five.

1.4 Provision of information

PHWT supplies accurate, relevant and up-to-date information to prospective learners and employers regarding course offerings, content, availability, policies and procedures, funding/costs and assessment as a part of ongoing commitment to transparency and equity. PHWT supplies this information to learners and learners prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

PHWT fully cooperates with the VET regulator ASQA by;

- Providing accurate and truthful responses to information requests from the VET Regulator relevant to PHWT 's registration,
- By providing quality/performance indicator data (AVETMIS and Student and employer satisfaction surveys),
- By providing information about substantial changes to its operations or any event that would significantly affect PHWT 's ability to comply with the 2015 standards within 90 calendar days of the change occurring
- By providing information about significant changes to its ownership within 90 calendar days of the change occurring,
- Providing notification to ASQA of any written agreement entered into under Clause 2.3 for the delivery of services on its behalf, within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first, and within 30 calendar days of the agreement coming to an end.

1.5 Record keeping

PHWT keeps complete and accurate records of the attendance and progress of learners, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to learners on request.

PHWT ensures that all records pertaining to individuals including academic, financial and other records maintained by the Registered Training Organisation are complete and accurate. The records are managed confidentially and are not divulged to third parties unless authorised by the learner or as required under law. Learners may view their own records to confirm their accuracy and completeness.

PHWT has the following arrangements in place for secure handling of student data and all Training resources;

Current student records;

- in locked filing cabinet,
- on cloud-based database
- Backed up to external network. Student information is kept on VET Trak database system.

Past student records

- Archived in locked storage room
- On cloud-based database
- Hard copy of certificate in file
- Digital copy of certificate in cloud-based MS One Drive
- Digital copy of certificate backed up to external network.

Training resources

- Hard copy files
- Digital copies using cloud-based MS One Drive
- Digital copies backed up to external network.

1.6 State and Commonwealth legislation

PHWT complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. PHWT ensures staff, current learners and employers are informed of any changes to legislative and regulatory requirements that affect the services delivered.

2. That as a Registered Training Organisation, PHWT adheres to the principles of access and equity and meets its legal obligations whilst maximising learner outcomes

2.1 Access and Equity

PHWT aims to ensure ample opportunity to complete Training and assessments regardless of any perceived disability or disadvantage and regardless of gender, socioeconomic background, disability, ethnic origin, age or race, and will:

- Deliver Training in a non-discriminatory, open and respectful manner;
- Ensure personnel are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of Learners with special needs;
- Ensure facilities provide reasonable access to Learners of all levels of mobility, and physical and intellectual capacity;
- Conduct Learner selection for Training opportunities in a manner that includes and reflects the diverse Learner population;
- Learners are responsible for behaving in a courteous, sensitive and non- discriminatory manner when dealing with staff, learners, consultants, learners or the broader community.

- PHWT endeavours to meet everyone's diverse learning needs. To assist the RTO in this process, learners are invited to inform trainers and assessors involved with Training programs of any special Considerations or requirements they may have (e.g. disabilities and/or special learning difficulties), or of any Access and Equity issues arise during participation in Training.

2.2 Child protection

PHWT staff, maintains current knowledge and practice in relation to child protection, child safety and mandatory notification practices for each State and Territory. Although the staff does not generally work with learners under the age of 18, we recognise that the working context within which we are situated, student residential organisations (PHWT), has a direct focus in this area, and that from time to time staff may be in contact with younger students. As such PHWT personnel put in place the required practices and processes in working with children and fully under take their legal obligation in regard to child safety and child protection.

2.3 Enrolment

PHWT

- Conducts enrolment in a non-discriminatory and responsible manner.
- Ensures that the educational and experiential background of intending learners is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.
- Provides course placement to applicants based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the Training opportunity offered.

NOTE: Two of the qualifications offered by PHWT are contextualised qualifications. To achieve competency in these qualifications learners must be working in community services sector or be able to access significant work placement hours in the community services industry.

2.4 Support services

PHWT provides adequate support services including protection for the health, safety and welfare of learners.

2.5 Grievance mechanism (complaints and appeals)

PHWT ensures that learners have access to a fair and equitable process for dealing with grievances and provides an avenue for learners to appeal against decisions, which affect the learners' progress. Every effort is made by PHWT to effectively resolve learners'/learners' grievances.

For this purpose, the PHWT grievance policy clearly provides a mechanism for concerns and complaints to be dealt with in a fair and constructive manner in accordance with PHWT Policy and practice.

Where a grievance cannot be resolved internally, PHWT advises learners or the appropriate body as to where they can seek further assistance. This will be the ASQA complaints team.

Where a complaint or appeal has been made, PHWT undertake to securely maintain records of the complaint or appeals and the outcomes, and to maintain a complaints and appeals log.

PHWT will seek to identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

3. As an organisation PHWT staff & management engage the industry in the operations of the RTO so that learners & the industry sector can be confident that the qualifications issued by PHWT RTO are recognised and valued by the industry

3.1 Quality Control

PHWT seeks feedback from learners on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

PHWT seeks feedback in compliance with AQTF Standards requirements through validation, moderation and audit processes.

3.2 Industry engagement

PHWT is committed to the provision of contextualised and recognised training programs which reflect and include the values, policies, perspectives and practices current to the industry sector. PHWT engage regularly with relevant industry representatives to evaluate our training and assessment services. This ensures that PHWT graduates hold the required skills and knowledge to undertake the standard of performance required in student residential care worksites.

PHWT's assessment strategies are developed in consultation with industry to ensure that Training is consistent with current industry practice. Where Training and assessment occurs in the workplace, evidence of performance will contribute to the assessment process.

4. Assuring the quality of the Training and assessment provided across all of the program areas within the RTO

4.1 Provision of Training and Assessment Services

- PHWT has policies and management practices which maintain high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of learners and/or learners.
- PHWT is committed to the principle and practice of continuous improvement of the service it offers and will seek both learner and industry feedback on the Training and assessment services received.
- PHWT has the capacity to deliver and assess the vocational qualifications for which it has been registered, provides adequate facilities, and use methods and materials appropriate to the learning and assessment needs of learners.

- PHWT monitors and assesses the performance and progress of its learners.
- PHWT ensures that training staff are suitably qualified but also sensitive to the cultural and learning needs of learners. Training is provided for PHWT staff as required.
- PHWT ensures that assessments are conducted in a manner, which meets the endorsed components of the relevant Training Package(s) and/or accredited programs. It also offers learning and assessment processes that as far as practicable meet the individual learning needs of learners.
- PHWT as a Registered Training Organisation ensures that its operations comply with Standards for Registered Training Organisations (RTOs) 2015.
[Standards for Registered Training Organisations 2015](#)

5 Meeting individual learner needs by assessing their current skills and knowledge prior to the commencement of Training.

5.1 Recognition of Prior Learning (RPL)

- PHWT offers learners any recognition of prior learning (RPL) for existing skills, knowledge and work experience. RPL is offered through a 5-stage process.

5.2 Recognition of qualifications issued by other RTOs and educational institutions.

PHWT recognises the AQF Qualifications and Statements of Attainment issued by other RTO's and educational institutions recognised in the AQF. National recognition obligations are reflected in our organisation's policies and procedures and information to staff and learners. Credit for units of competency (that are current) with another RTO will automatically be granted towards the completion of the qualification being undertaken with PHWT