



Learner Handbook

RTO Provider Number: 21090

Mission Statement

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

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Glossary of Terms

AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
DET	Department of Education and Training
LL&N	Language, Literacy and Numeracy
NDTF	National Dog Trainers Federation
OH&S	Occupational Health and Safety
RCC	Recognition of Current Competencies
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
VETAB	Vocational Education and Training Accreditation Board
VRQA	Victorian Registration and Qualifications Authority
WPK	Wellington Park Kennels

Welcome Message

We would like to take this opportunity to introduce our organisation and its services to you. Precise Training provides nationally recognised training courses and is a Registered Training Organisation (RTO) in the states of Victoria and New South Wales.

Precise Training offers:

- Standardised national training delivery
- Flexible training tailored to work commitments
- Engaging multimedia learning resources
- Recognition of Prior Learning (RPL)
- Trainers with recent and comprehensive industry experience
- Administrative support throughout the training process
- Training that reflects the Australian National Competency Standards

Precise Training delivers high quality workplace-based 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
- Retail
- Business
- Human Resources
- Frontline Management
- Transport and Logistics
- Responsible Service of Alcohol
- Responsible Gambling Services
- Security
- Dog Training
- First Aid
- Training and Assessment

Business Location and Contact Details

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Quality Statement

When you study with Precise Training you can be confident that what you learn and how you learn it measures up to rigorous national standards and meet all legislative requirements.

As a Registered Training Organisation, Precise Training can deliver nationally recognised training qualifications and accredited courses supported by a quality assured curriculum. As well as meeting the Australian Quality Training Framework (AQTF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the AQTF standards.

The prime focus of Precise Training's involvement in the Quality Management System is continuous improvement that provides customer satisfaction with the marketing, recruitment, induction, delivery, assessment, and evaluation and support services of Precise Training's training courses. The system also aims to reduce direct and indirect business costs and to make it easier to do business.

The feedback that Precise Training receives from you and your fellow learners in the form of completed program evaluation forms, customer complaints and verbal comments is used to improve either procedures, policies, methods of operation, materials, trainer/assessor performance, facilities or information services.

Obtaining a National Qualification

The purpose of Precise Training is to deliver a quality education and training.

The National Training Agenda, agreed to by the Commonwealth and State and Territory Governments, provides for the Australia-wide recognition of vocational training qualifications in nationally accredited training courses that are delivered and assessed by Registered Training Organisations.

Precise Training has been certified as a Registered Training Organisation for the delivery of vocational education and training programs by the NSW Vocational Education and Training Accreditation Board (VETAB) and the Victorian Registration and Qualifications Authority (VRQA).

VETAB is the New South Wales Government's training body that oversees the delivery of vocational training and education in New South Wales and the accreditation of training organisations. The VRQA is the Victorian Government's training body that oversees the delivery of vocational training and education in Victoria and the accreditation of training organisations.

Registration of a training provider and accreditation of training programs are your assurance of quality and credibility in the teaching and assessment methods of that provider. It is a guarantee that the educational outcomes and the methods used to achieve those outcomes are acceptable and relevant to the appropriate industry, trade or profession.

Level of Qualification

Precise Training issues qualifications ranging from Certificate I to Advanced Diploma, encompassing a broad range of qualifications in the vocational education and training sector. Full details of these qualifications are contained in the extract from *Australian Qualifications Framework Implementation Handbook* (3rd Edition 2002) set out in Appendix 1.

Legislation

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

Occupational Health and Safety

Precise Training takes its responsibility to protect and promote health and safety seriously. The organisation requests that participants report anything that they believe to be in breach of this policy.

Anti-Discrimination, Human Rights and Equal Opportunity and Disability Discrimination

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 race, colour, sex, sexual preference, age, physical or intellectual disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

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

Precise Training is subject to audits by Government Officials and access to your training file may be given to government officers from such agencies as DET, VETAB, or VRQA 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.

Child Protection

Precise Training complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people under 18 years of age. Before our staff members commence work, Precise Training checks their background to ensure they are not a "prohibited" person.

Useful Websites

All learners are required to familiarise themselves with and follow the legislative requirements that impact on the performance of their duties and responsibilities:

- Australian Quality Training Framework Standards for Registered Training Organisations 2007 <http://www.training.com.au/aqtf2007/>
- Apprenticeship and Traineeship Act 2001 (NSW) www.austlii.edu.au
- Vocational Education and Training Act 2005 (NSW) www.vetab.nsw.gov.au
- Board of Vocational Education And Training Act 1994 (NSW) www.austlii.edu.au
- Occupational Health and Safety Act 2000 (NSW) www.austlii.edu.au
- Child Protection (Prohibited Employment) Act 1998 (NSW) www.austlii.edu.au
- Anti Discrimination Act 1997 (NSW) www.austlii.edu.au
- Racial Discrimination Act 1975 (Commonwealth) www.austlii.edu.au
- Sex Discrimination Act 1984 (Commonwealth) www.austlii.edu.au
- Disability Services Act 2006 www.austlii.edu.au
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987 www.austlii.edu.au
- Privacy Act 1998 (Commonwealth) www.austlii.edu.au
- Private Security Act 2004 (Vic) www.austlii.edu.au
- Victorian Registration and Qualifications Authority www.vrqa.vic.gov.au
- Skills Victoria www.skills.vic.gov.au

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 race, colour, gender, culture, religious beliefs, age, marital status, physical or mental impairment, pregnancy, transgender or sexual preference (implied or otherwise), or political conviction.

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:

- Promoting access to employment and 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.
- Training 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.

Welfare and Guidance

Precise Training is committed to the welfare of all learners undertaking its programs and will provide guidance as appropriate to assist learners in determining their best study options.

If you are finding it difficult to cope with your studies due to personal or LL&N issues, Precise Training and its management will provide mentoring and / or appropriate referrals to professionals in those areas of need.

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

In keeping with our Access and Equity Policy, we will endeavour to assist you in meeting the requirements of your program despite your circumstances. Precise Training and its personnel cannot spend excessive time with individual learners as this would be to the detriment of the remainder of the program participants.

Learner Support

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

- **Counseling** - 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 counselors 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 on page 28.

Persons of Aboriginal and Torres Strait Island Descent

If required, Precise Training offers additional support to learners of Aboriginal or Torres Strait Island descent by way of extra tutorial assistance and structuring the training program and assessment due dates to give you extra time in which to complete your training.

People with a Disability

If you have a disability which may inhibit your capacity to study, Precise Training can give you extra tutorial assistance and structure your training program and assessment due dates to give you extra time in which to complete your training.

Language, Literacy and Numeracy (LL&N)

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

Where a certain level of LL&N competency is essential for the course, we require learners to complete a literacy and numeracy assessment. Learners who are unable to complete the assessment will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported to enable completion of your training. Some examples of the type of support that we can offer include:

Language

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

Literacy

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

Numeracy

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

Learner Rights and Responsibilities

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 on page 28).
- 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

You are participating in competency-based training. So what exactly does that mean?

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

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within an industry should be reasonably expected to achieve.

So, competence is the ability to perform a job to the standard expected in the workplace.

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.

Flexible Learning Strategies and Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency based training. We customise our training and assessment tasks to meet your specific needs. If you are having difficulty achieving competency in any module, please discuss the matter with your trainer/assessor and where possible, alternative strategies will be provided to you.

Successfully Completing a Course

Achievement in any field never comes easily and you will need to apply yourself to successfully complete your qualification.

That said, Precise Training's course materials and learning programs have been prepared by trainers with expertise in their respective areas of instruction. Texts and teaching packages have been chosen for their ease of reading and understanding.

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 (except dog training courses where a specific commencement date is allocated) is considered to be the date that the learner enrolled into the course. If a student wishes to extend their studies beyond the 12 month period, they may be granted an extension by completing an Extension Request form within 30 days of from the original course finish date and paying an additional administrative charge of \$500. For dog training courses, this will provide the learner with an additional 6 months in which to complete their course. For all other courses, this will provide the learner with an additional 12 months in which to complete their course. Learners are required to pay the \$500 administration fee within 30 days of their extension being approved.

Enrolment

If you decide to proceed to enrolment, you are required to complete an enrolment form before the commencement of the course. The form is used to create a student file. All personal information is strictly confidential.

Structure of Courses

As a general rule, training courses and programs are divided into various subject areas. Depending upon which course or program you are doing, these subject areas are called *units of competency*. Within each module or unit, there is a series of learning outcomes that reflect the skills or competencies that you need to be able to show in order to satisfy the assessment requirements.

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 except where open access is restricted due to legislation, licensing regulation, government funding policies or conditions placed on by the course or program proponent.

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.

Protocol for Attending Training Courses

You are required to follow all rules and regulations set down by the organisation including:

- Be polite and courteous to all instructors and patrons.
- Do not give false or misleading information.
- If you are unsure of something, ask for assistance.
- Register your attendance on arrival and check out before departure.
- Follow the instructions of the manager/trainer.
- Be punctual - plan to arrive before your allocated times to allow for unforeseen circumstances.
- Focus on listening and learning as much as you can. Do not waste your time standing around talking to your friends and not paying attention.
- Ask for specific guidelines on what you can or cannot do whilst attending training.

Protocol for Use of Online Learning Resources

Students who have paid full fees or have paid a deposit and signed a payment agreement may have access to the online system to support them in their learning. However the following rules must be adhered to or access privileges will be revoked:

- In order to be issued with a login and password, students must present Precise Training with a current email address, be enrolled in a course and have no outstanding fees. Where payment plans

are in place, students will be granted access however this access will be blocked if the student fails to pay an agreed amount by the due date.

- Students may download and print out any material available on the online learning platform for personal use. Copyright legislation is still applicable to this material and the material is not to be copied or distributed without written consent from Precise Training.
- Students may use the chat, email and discussion board facilities to communicate with trainers, assessors, administrative personnel and other students. Any comments or messages that are deemed inappropriate or defamatory will be removed and the student who posted the comment will have their access to the system revoked.
- Precise Training reserves the right to deny access to students if they have behaved in a manner which is disruptive to other users of the system or have posted personal or defamatory comments about an individual, group of individuals, business or other organisation.

If any student is unsure about their roles and responsibilities regarding the use of the online learning platform they should contact the Training Coordinator.

Please note: this system will be monitored and adjusted regularly by administrators and trainers for Precise Training. Precise Training reserves the right to make adjustments to the materials available within the system, to become involved in discussions on the system and to remove any materials posted by students.

Protocol for Attending Training Courses at Wellington Park Boarding and Training Facility

Wellington Park Boarding and Training Facility is located on approximately 1 hectare (4 acres) adjacent to the Lysterfield Lake Park in Victoria. The kennels have a full range of services including boarding for 200 dogs and 80 cats, a fully equipped grooming facility and a well equipped training area.

Wellington Park Kennels (WPK) is one of the premier boarding and training facilities in Australia and is a member of the National Dog Trainers Federation (NDTF). All training staff are fully qualified. By having our own specially trained staff working with you, we can ensure that you receive the highest quality of training.

WPK will also provide the opportunity to undertake the practical training element for RUV2104A: Provide food and water for animals at its facilities. Trainees will learn to work in an actual boarding kennel environment where they will participate in the general care of dogs at the kennels.

Attendance at the kennels includes a combination of compulsory workshops (you are required to attend one of three dates allocated per month) and additional optional sessions. Before going to the kennels, all trainees **MUST** book in to confirm their attendance - **DO NOT JUST TURN UP**. Whenever you arrive at the kennels, you must first check in at the training shed so that your attendance can be recorded. There is a sign-in sheet at the kennels for you to fill out each and every time you attend. It is also a good idea to keep track of your attendance in a diary or notebook.

You are not permitted to enter the kennel facility unless asked to do so.

At the kennels you will work under the supervision of the trainer. Please let them know where you are at all times and do not approach or train a dog without your trainer's knowledge. Some of the dogs are being trained because they have aggressive tendencies, therefore it is vital that you do not enter a kennel without knowledge of the dog's history and current problems.

Do not bring your dog with you to the kennel unless asked to do so.

Please make sure that you bring a hat, sunscreen and a drink with you to each training session. Wear comfortable shoes and clothing as you will get dirty. It is mandatory to wear your NDTF polo-shirt and name tag you are issued with (local course students only) in order to be easily identifiable.

Takeaway food shops are about a five minute **drive** away from the kennels. It is recommended that you bring your lunch with you to give you a more relaxing break.

No smoking or alcohol is permitted in the kennels.

All training equipment (leads, chains, muzzles, food and motivators) is provided.

Protocol for Attending Training at Obedience Training Centres and Other Off-Site Employer Based Training Venues

- Follow all rules and regulations set down by the venue.
- Be polite and courteous to all instructors and patrons at all times.
- Inform the manager or trainer upon arrival and prior to leaving.
- Follow the instructions of the manager or trainer.
- Be punctual - plan to arrive before your allocated times to allow for unforeseen circumstances.
- Your focus should be on listening and learning as much as you can. Do not waste your time by standing around talking to your friends and not paying attention.
- Ask for the guidelines on the training of your own dog.
- Do not give false or misleading information to clients. If you are unsure of something, ask for assistance.

Punctuality

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 \$30 per session (this fee is \$40 per session for learners undertaking dog training courses).

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 such as safety and emergency response actions. Learners will be able to ask questions throughout the induction process.

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

At the rear of this Learner Handbook (Appendix 2) is an acknowledgement form that is to be signed and returned. This acknowledgement will then be kept on your personal file.

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. There is a rebooking fee of \$30 per session that applies in such circumstances.

Local Dog Training Courses

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

Distance Learning Dog Training Courses

Learners enrolled in distance learning dog training courses must attend two lots of block training consisting of 8 days each. It is the learner's responsibility to ensure they are enrolled into suitable block training sessions. Learners are given dates for these sessions at the time of enrolment and need to ensure they book themselves in 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 book into another corresponding session. If less than two weeks notice is given, a re-enrolment fee of \$50 per session is applicable. If greater than two weeks notice is given, a re-enrolment fee of \$30 per session is applicable.

You will not be marked as competent until all training and assessments are satisfactorily completed.

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 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 6 months.

Transferring or Withdrawing from Courses

Transfers between courses will only be permitted in extreme circumstances as determined by Precise Training. 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 within 30 days of the transfer being approved. Transfer applications will not be accepted if less than 1 months notice is given. Learners must transfer to the next available course.

If a student wishes 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

Generally, fee for service courses will have no specific exit points that allow you to withdraw from a course without completing all modules or units. In certain cases where exit points may arise, you may qualify for a lesser award, such as a *Statement of Attainment*. For further details, speak to the course coordinator.

Graduation

Congratulations – you have finished the course! Your results and course file will be checked to ensure everything is in order. We will then send you your Certificate or Statement of Attainment.

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 write us a letter. 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 e.g. Certificate III in Security (Guarding);
- When that course started and finished; and
- Any other detail you can give to identify yourself.

We will review your request and either:

- Send a new Certificate or Statement of Attainment; or
- Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

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

Office Facilities

The NSW and Victorian offices of Precise Training have all corporate needs and requirements at your disposal including fully equipped lecture rooms, large indoor training areas, fax and phone facilities etc. We offer the use of a Data Projector, large viewing screen, laptop computer and tables and chairs for all learners. The complex is located in the vicinity of train and bus stations that offer direct access to our training rooms. Numerous shops and major banks are located within immediate proximity. Tea and coffee will not be supplied.

There is plenty of parking, however learners are encouraged to be aware of parking signs. Places to park include the opposing car park (Victoria only) and ample street parking.

In the event that Precise Training decides to relocate premises, all learners will be advised at least 4 weeks prior to relocation occurring. This will be done via phone, post and email (if available).

Precise Training's Guarantee

Precise Training will:

- Maintain adequate and appropriate insurance as required by legislation.
- Advise the appropriate registering body in writing within 10 working days of any change to the information contained in the application for registration.
- Allow VETAB, the VRQA and other state/territory government training bodies or agents access to training records, delivery location and staff for the purpose of auditing performance or verifying compliance with the conditions of registration.
- Resolve any grievances conveyed by learners fairly and equitably.
- In the event of ceasing operation, all records of relevant learner results will be sent to the appropriate registering body for archiving.

Feedback / Evaluation

Precise Training actively seeks your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. Evaluation forms are available at all Precise Training venues.

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships.

Any complaints or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

Assessment

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency.

Principles of Assessment and Rules of Evidence

For an effective assessment system in a competency based training environment, some basic principles must apply.

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria; and
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Authenticity

The evidence collected is authentic ie it actually comes from you and is directly attributable to your skills and knowledge of the unit(s) being assessed.

Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context. 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.

Consistency

The assessment system must ensure that evidence collected and provided is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Fairness

A fair assessment will not disadvantage any person and will take into account the characteristics of the person being assessed. To be fair, an assessment should:

- Help the candidate understand clearly what is expected and what form the assessment will take;

- Be equitable to all groups of people being assessed;
- Have criteria for judging performance that are clear to all those seeking assessment; and
- Provide opportunities for review and an appeal of the assessment decision.

Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid a situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors will take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account to ensure the best use of assessor time and the best use of the candidate and his or her employer's time.

An assessment system must evaluate the scope of knowledge and skills covered by performance (skill) and underpinning knowledge and understanding.

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;
- Natural observation in the workplace; and
- Simulations, including competency and skills tests, projects, assignments.

Supplementary evidence

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

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.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your assessor will be flexible in the assessment method used and simply needs to know which competencies from your course you have mastered and which competencies require further practice.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered. Our aim is to help you to learn those skills in the right way.

Completion and Return of Assessment Tasks

The final dates for assessment tasks are set after consideration of the work required in the module or unit as a whole. If you are unable to submit an assessment task by the due date you should contact the office before the due date and give the reason why you need an extension (this request is to be made in writing). Assessment tasks submitted after the due date without an approved extension may result in a non completion result.

If a learner wishes to apply for an extension on a particular assessment task they 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.

All completed assessment tasks are to be handed in or posted to:

Victoria

Level 1, 260 Dorset Road
Boronia VIC 3155
Ph: (03) 8739 7000

NSW

17 Cowper Street (PO Box 40)
Granville NSW 2142
Ph: (02) 9912 2199

NOTE: Learners undertaking 21574VIC Certificate III in Dog Behaviour and Training must post all assessment tasks and forms to the Victorian address.

It is your responsibility to keep a copy of your written work in case it gets lost in the mail. Precise Training does not accept facsimile or email copies of assessment tasks.

You must sign a statement on the cover sheet of each assessment task 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 14 days of receipt of assessments.

Re-Assessments

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:

1 - 2 Student Sessions

	Precise Training's Site	Student's Site
20 minutes	\$20	\$45
40 minutes	\$30	\$55
60 minutes	\$35	\$60

Group Sessions of 3 or More Students

	Precise Training's Site	Student's Site
20 minutes	\$30	\$60
40 minutes	\$40	\$80
60 minutes	\$50	\$90

- * 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.
- * Please note that if less than 1 weeks' notice is given for a request for a private session, a \$500 course extension fee will be charged.

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.

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.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have the following competencies from the Training and Assessment Training package (or demonstrate equivalent competence):

- TAAASS401A Plan and organise assessment
- TAAASS402A Assess competence
- TAAASS404A Participate in assessment validation

Assessors also require vocational competencies at least to the level being assessed.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the required standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

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 must be completed by the learner. This will be used to "kick start" 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 (ie re-assessment)
- The desired outcome (ie 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.

Plagiarism

Plagiarism is the act of using another's work as one's own. Examples of plagiarism include copying or summarising the work of another.

Any learner found plagiarising will gain a non-completion result in the module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

Plagiarism may result in dismissal from your course.

Recognition of Prior Learning (RPL)

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. We also recognise the credentials issued by other organisations operating under the AQTF.

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.

All assessments of RPL applications are reviewed by staff members who are qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject matter expert be part of the assessment process.

You may request a review.

Please note that your course fees must be paid in full prior to being issued with the RPL kit and having your application reviewed.

Complaints and Appeals Policy and Procedure

Purpose and Context

Precise Training ensures that the work and learning environments are in accordance with laws and policies which promote a culture that respects the diverse experiences of staff and students. Inevitably, within a large organisation problems can occur between people and conflict results. To facilitate the resolution of conflicts a complaints and appeals policy is required.

The Complaint and Appeal Policy and Procedure is designed to:

- prevent personal conflicts from becoming entrenched;
- resolve complaints and appeals speedily in a confidential, conciliatory and effective manner;
- be easily accessible to staff and students thus enabling an effective and productive work and study environment for staff and students; and
- enable monitoring of complaints and appeals.

Precise Training believes that the development of consistent complaint and appeal processes will assist in achieving these purposes.

Precise Training will provide appropriate guidance to staff involved in the complaints and appeals processes as outlined in this document.

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

Definitions

For the purpose of this policy:

1. Conciliation - is where an impartial third party directly facilitates the process of complaints and appeals resolution between the grievant and the respondent.
2. Discrimination - can be either direct or indirect:
 - Direct discrimination - is the result of beliefs and stereotypical attitudes some people may have about the characteristics and behaviour of an individual or members of a group. Direct discrimination occurs when a person or group is specifically excluded from an opportunity because of a personal characteristic such as sex, age or ethnic origin.
 - Indirect discrimination - occurs when rules, practices and decisions are applied to people equally and appear to be neutral, when in fact the rule or practice significantly reduces the chance of an individual or members of some groups in obtaining a benefit or opportunity.
3. Grievant - is a student or staff member who is directly affected by a decision, act or omission by any person or persons within Precise Training, which the student or staff member considered wrong, mistaken, unjust or discriminatory, and is causing concern or distress to them.
4. Harassment - is behaviour or acts directed against individuals or groups which are experienced as distressing, insulting, offensive, demeaning, humiliating or intimidating.
5. Mediation - involves a mediator who manages and directs the mediation process, but not the content of the complaints and appeals.

6. Mediator - is a staff member of Precise Training who is agreed upon by all parties. The mediator is an impartial third party who has had no involvement in the complaints and appeals or management responsibility in the resolution of the specific complaints and appeals. The option to select a mediator who is not employed by Precise Training will remain with the nominee.
7. Negotiation - involves a number of people with competing or conflicting interests or needs working towards an agreement on how they will co-operate. This is a frequently used strategy for resolving complaints and appeals, especially in the initial stages of complaints and appeals.
8. Designated officers - are the staff designated to manage complaints and appeals within their area of authority by the Director.
9. Respondent - is the person who is the subject of the complaint.

Policy

Precise Training is committed to upholding the principles of equal opportunity and fair treatment for all staff and students. As such, Precise Training is committed to providing an environment free from unfair treatment, harassment and discrimination of staff and students. 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.

Procedural Fairness

The requirements of procedural fairness are integral to complaints and appeals processes and apply to a person who is in the position to affect the rights and interests of others.

The three requirements for procedural fairness in the complaints and appeals process are:

1. Both sides to the complaints and appeals must be heard, including providing a person with the opportunity to respond to what is said about them.
2. Staff involved in resolving the complaints and appeals must be, and be seen to be, impartial. They must not be seen to have some specific personal interest, actual or potential, in a particular outcome.
3. Any conclusions reached must be supported by evidence. That is, conclusions must be based on facts not on speculation or supposition.

Complaints and Appeals

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

Complaints within this policy do not include matters covered by Industrial Awards and existing Precise Training policies and procedures.

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.

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 grievance advisors, mediators or an advisory committee etc.

Different complaints and appeals resolution processes will be used when a student or staff member has a complaint where the substance is not disciplinary in nature. An example is shown in the [Resolution Process Diagram](#) (Refer to Appendix 3).

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.

Complaint and Appeal Advisers

Complaints and appeals advisers 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 advise on the processes for resolving complaints including assisting the grievant clarify the issues. A complaint and appeal adviser will direct a grievant to another complaint and appeal adviser if impartiality cannot be assured.

Upon receipt of a complaint or appeal from a grievant, the complaint and appeal adviser will normally act within five 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 thirty working days.

The complaint and appeal adviser can assist in the resolution of a complaint:

1. by providing relevant advice and assistance to the grievant; or
2. by referring the grievant to another complaints and appeals adviser or designated officers; or
3. assist in facilitating negotiation of the complaints and appeals, with the prior consent of the grievant and respondent.

Designated Officers

Staff and students can obtain confidential advice directly from the designated officers on matters which may or may not be a complaint.

Designated officers involved with managing staff and student complaints and appeals are the Director or nominees of the Director.

Designated officers can:

1. facilitate negotiation of the complaint;
2. conciliate the complaint;
3. investigate the complaint;
4. arrange mediation;
5. refer the complaint to the nominees, for further action.

Mediation

Mediators will normally be a staff member of Precise Training who is suitably qualified / knowledgeable.

Mediation guidelines will be explained to the grievant and respondent. This will include ensuring that the grievant and respondent are aware that a mediator manages and directs the process but not the content of the complaint, and that a support person may be present during the mediation session.

Mediation will occur normally within 14 days of both parties agreeing to the mediator(s). The designated officers will organise the time and place for mediation to occur.

The grievant and respondent provide to the mediator a brief statement setting forth their own position with regard to the issues that need to be resolved. The designated officers can assist the grievant and respondent in this process. Alternatively the respondent may seek assistance from another designated officer or complaints and appeals adviser.

At the conclusion of the mediation session, the grievant and respondent determine their agreement for resolution of the complaint. This is generally a written and signed statement which is the property of the grievant and respondent. It is presented to the designated officers. Alternatively where mediation is not successful, the mediator and/or the parties report this to the designated officer. The designated officer will then consult with the grievant regarding other options for resolution of the complaint.

The grievant may select a mediator who is not employed by Precise Training however Precise Training is not responsible for any costs associated with this.

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.

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.

Disciplinary Actions

For students, Precise Training's student misconduct policies will be applied in all matters pertaining to allegations of misconduct by a student.

For staff members, all other relevant industrial instruments will be applied in all matters pertaining to allegations of breach of discipline by a staff member.

Anti-Discrimination Laws

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

Grievants to whom these guidelines apply will, in some circumstances, have rights of complaint whether against the respondent or employer or both, 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 grievants 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 record management requirements (refer to Administration and Records Management Policy).

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.

Training Requirements

1. Complaints and Appeals Advisers - The nominee will ensure that there are complaints and appeals advisers accessible for all staff and students and that they have appropriate prior experience and/or training to implement Precise Training's Complaints and Appeals Policy and Procedures. This includes awareness of the relevant legislation (www.austlii.edu.au).
2. Designated Officers - The Director or nominee will ensure that all designated officers have appropriate prior experience and/or training to implement Precise Training's Complaints and Appeals Policy and Procedures. This includes awareness of relevant legislation, such as anti-discrimination legislation and the [Occupational Health and Safety Act](#) (www.austlii.edu.au).
3. Mediators – Precise Training's mediators must be trained by a recognised organisation such as LEADR, Australian Commercial Dispute Centre and the Community Justice Centres or have relevant prior experience.
4. Complaints and Appeals Advisory Committee – Any person selected for the complaints and appeals advisory committee, must receive training on in Precise Training's Complaints and Appeals Policy and Procedures unless they can demonstrate to the Director or nominee that they have prior experience and/or training in this area.

Workload

A complaints and appeals advisers' contribution to this policy will be recognised within their workload and monitoring will occur within Precise Training to ensure that staff who are complaints and appeals advisers do not have excessive work because of this role.

Precise Training mediators will have their contribution to this policy monitored and recognised within their workload.

Information Availability

Precise Training will ensure that written and electronic access to the Complaint and Appeal Resolution Policy and Procedures is available to all staff and students.

In order to lodge an appeal or complaint, please refer to the Appeal Against Assessment Results form (Appendix 4) or the Complaint Application Form (Appendix 5).

Note: *Precise Training has appointed Phoenix Compliance Management as the independent panel to review all complaints and appeals, including appeals against assessment. For further information, contact Chris Stephens, Director, Phoenix Compliance Management, telephone (02) 9499 4300, fax (02) 9499 4322, mobile 0414 882 234. Precise Training is not responsible for any costs associated with using this service.*

Payment of Fees

The fees payable for each course are shown in the relevant information package. These fees, unless otherwise specified, are a once-only payment and no further fees will be charged in respect to that course or training program or for the issue of qualifications. Should you require a duplicate copy of your certificate, a reprint fee of \$35 will be charged. Unless otherwise specified, all training and assessment materials are included in the cost.

For all courses up to the value of \$600, learners can either pay the full course fees up front or pay a non-refundable deposit of 25% to confirm a place on the course with full payment due no later than the day of commencement. Please note that no learning materials or access to the online system will be released until full fees are paid. Students will not be permitted to attend any face-to-face classes until the course fees are paid.

For all courses where the total cost of the course is greater than \$600, excluding the dog training courses, a minimum of 25% of the fees is required as a non-refundable deposit. The learner may then have the option to pay the remainder of their course fees as a lump sum payment or in installments. If the learner chooses to pay in installments they will be required to sign a payment agreement before any learning materials or access to the online learning system can be issued or before attending any face-to-face classes. Payment plans for these courses are usually divided into three monthly installments of 25% of the total course cost each.

It is important to note that if any learner on a payment plan falls behind in their payments they will lose their access to the online learning system, will not be sent any further learning materials and will not be able to attend face-to-face training sessions until they have caught up on their payments. It is also important to note that certificates will not be issued to any learners on payment plans until the course has been paid for in its entirety.

If a learner falls behind in their payments, they will be charged interest at a rate of 11% on the late payment and any other payment that falls behind. Any learner who is behind in their payments will not be permitted to attend any training sessions until the outstanding monies have been paid.

For Dog Training Courses the following course fees apply:

Application - An application for enrolment fee of \$297 (or full payment) is required with your enrolment form. If your application is unable to be accepted then you will be refunded any amounts paid

Instalment Plan 1 - After receipt of the application for enrolment fee (\$297), the course may be paid in 5 monthly instalments of \$498.60 by direct debit from your credit card beginning one month after receipt of your application. *Note: If your application is received less than 28 days prior to course commencement you will be required to pay the first month's instalment as well as the \$297 in order to confirm a place on the course.* Please contact the Accounts Department for further details.

Instalment Plan 2 - After receipt of the application for enrolment fee (\$297), the course may be paid in 10 monthly instalments of \$279.30 by direct debit from your credit card beginning one month after the receipt of your application. This brings the total course fee to \$3090.

Note: All fees are due and payable by the 6th month of the course. Therefore if your application is received less than 4 months prior to course commencement and you wish to take advantage of the 10 month payment plan, you will be required to enrol in the following course.

Additional Charges for Extra Units - An additional fee will be charged if you choose more than one of the additional unit options. The total course fee of \$2790 enables you to complete all of the required units of competency and two additional units at no extra charge. These additional units are RUV2104A Provide food and water for animals and RUV4512A Conduct companion animal training classes. Please note that if you do not turn up to one of these free elective units, you will be required to pay for another elective unit plus a re-booking fee (refer to page 19 for costs). If you would like to undertake the unit you missed, a \$500 transfer fee is payable in order to transfer this enrolment onto the next available course.

If you wish to enrol in more than the required units, you will be charged \$170 per additional unit. When demand for these additional units is insufficient, your enrolment in these units may be withdrawn at the discretion of Precise Training.

Refund and Cancellation Policy

- The deposit amount is 25% of the total course cost, except for Dog Training courses where the deposit amount is \$297. This is an administrative fee and is not refundable in any circumstances.
- Precise Training will refund all prepaid fees except the course deposit if notice of cancellation is given prior to course commencement. For distance learning programs a course is considered to have commenced at the time of your initial meeting and/or collection of materials or e-learning username and password. All course materials received (eg. manuals and workbooks) must be returned in original, unmarked and reusable condition. Any materials not returned or that are marked and not reusable will be charged for.
- On commencement of a course the full fee is due and payable, unless other arrangements are made with the consent of the Director.
- Learners 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 learner selecting this option, except for dog training courses where the transfer fee is \$500¹. If a learner wishes to transfer to a different course that costs more than the original course they will need to pay any additional fees. Please note that transfer fees are non-refundable and are due and payable within 30 days of the transfer being approved.
- No refund will be given once the course has commenced².
- All distance learning programs have a conclusion date exactly one year from the date of commencement. If the learner has not completed all units by this date they will receive a Statement of Attainment for the units (if any) they have completed. Should the learner wish to continue after the initial 12 months period they will need to pay an additional fee of \$500 per annum.
- For all face-to-face training programs it is expected that the learner will complete training in class by the specified date. If the learner is unable to attend a training session due to illness or exceptional circumstances they will need to pay the appropriate fees and rebook on the next available course. Learners may be granted an extension of one month from the date their course finishes to finalise and submit all assessment tasks and complete any additional training sessions in exceptional circumstances. If assessment is not finalised within the one month period an additional charge of 25% of the full course cost is required in order to continue assessment regardless of the circumstances in which the extension was required.
- No learner will receive a qualification or Statement of Attainment until course fees are received in full and all assessments are received and marked as competent.
- If a learner has elected to pay for their course in instalments, they must make all payments by the due date. If a learner misses a payment their course will be suspended, no assessments will be marked and access to the e-learning platform will be denied until the learner has made the payment.
- If monies are not paid within the specified timeframe, Precise Training reserves the right to charge interest at a rate of 11% on all outstanding monies. If any collection/litigation becomes necessary to collect payment, the client indemnifies Precise Training against all collection/litigation expenses.
- Funds paid for any additional course material purchased at an extra cost will not be refunded.
- All course cancellations must be received in writing and addressed to the Director of Precise Training. A Refund Application is obtainable from the office and must be submitted to Precise Training for the refund to be processed.
- Precise Training reserves the right to expel any learner who disrupts the normal operation of classes, does not adhere to course guidelines and/or requirements or who jeopardises the safety of themselves, the trainer, other learners or someone else.
- Precise Training reserves the right to change, alter or amend curricula syllabi, course structure fees, conditions and any other matters or details pertaining to the provision of the course at any time. When

¹ *Exceptional circumstances are determined by and at the discretion of the Director of Precise Training.*

² *For distance learning programs, except for Dog Training courses where the commencement date is specified, the program is considered to commence on the date the enrolment form is completed.*

such changes, alterations and amendments are made, learners and all other relevant personnel will be notified of changes.

- If Precise Training cancels a scheduled training course, the option for a full refund or to be put in the next available class will be issued to all learners enrolled in the cancelled course.

Appendix 1: An Overview of the Australian Qualifications Framework

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent and flexible framework for all qualifications in post-compulsory education and training. The Framework was introduced Australia wide on 1st January 1995.

The AQF recognises that the Schools sector, Vocational Education and Training Sector, and the Higher Education Sector each have different industry and institutional associations. It connects these in a coherent, single framework incorporating qualification levels, titles and guidelines.

The qualifications are shown below and are grouped according to the sector in which they are most commonly issued:

Schools Sector	Vocational Education and Training Sector	Higher Education Sector
<p style="text-align: center;">Senior Secondary Certificate of Education</p>	<p style="text-align: center;">Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I</p>	<p style="text-align: center;">Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Advanced Diploma Diploma</p>

Appendix 2: Acknowledgement Declaration

I acknowledge that I (insert full name) _____
have read and fully understand the contents of this Learner Handbook which outlines the conditions and my
rights and responsibilities as a learner of a Precise Training program.

Name

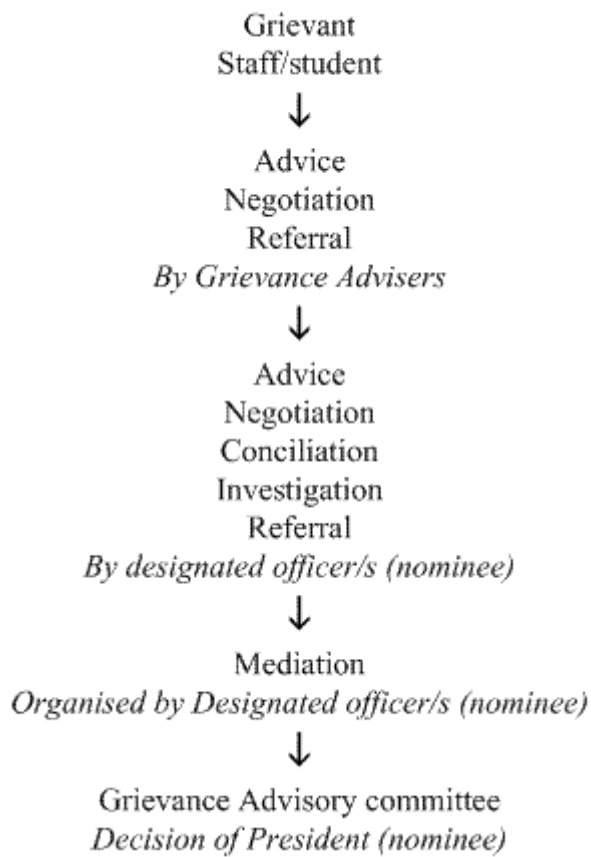
Signature

Date



Appendix 3: Resolution Process Diagram

Resolution processes





Appendix 4: Appeal Against Assessment Results

Training Manager
Precise Training
Level 1, 260 Dorset Road
Boronia, VIC 3155

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

I wish to appeal against an assessment result.

Name: _____

Address: _____

Telephone: _____

Course or Training Program: _____

Module or Unit: _____

Assessment Task: _____

Date assessment task received: _____

Result awarded: _____

Date review sought: _____

Signature of Learner

Date

(Please attach a copy of your Assessment Task and the Assessment Task Coversheet)

Assessor's Review

Result of review:

Signature of Assessor

Date



Appendix 5: Complaint Application Form

Training Manager
Precise Training
Level 1, 260 Dorset Road
Boronia, VIC 3155

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 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



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