

Pre-Enrolment Information

Complaints and Appeals

Precise Training has a fair and equitable process for dealing with complaints relating to delivery of training and/or the assessment of training outcomes.

The policy provides an avenue for complaints to be addressed. In some cases, alternative measures need to be explored because of the merits of each case. Precise Training will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

Learners or staff members who have a complaint arising from their training, or concerning the behaviour or activities of other learners, can make an appeal about the situation and seek resolution of the problem.

Please read our full Complaints and Appeals Policy and Procedure available on-line and in the Learner's Handbook.

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 will not 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 has inclusive teaching and learning practices and assists learners with any specific learning needs to access appropriate programs to 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.

We do this 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 to ensure they are appropriately skilled in access and equity issues.
- Providing reasonable access and equity in regard 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 language, literacy and numeracy advice and assistance that help learners meet personal training goals.

Pre-Enrolment Information

Protocol for Attending Courses

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

- 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 and plan to arrive before your allocated timings to allow time for unforeseen circumstances
- Focus on listening and learning as much as you can. Do not waste your time by standing around talking to your friends and generally not paying attention
- Ask for specific guidelines on what you can or cannot do whilst at training

Protocol for Use of Online Learning Resources

Students who have paid full fees or have a signed 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 use of the online learning platform they should contact their course 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 involve themselves in discussions on the system and to remove any materials posted by students.

Pre-Enrolment Information

Attendance

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

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

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* or lower level certificate. For further details speak to the course coordinator.

Assessment

Assessment is competency based and is designed to determine whether a person can demonstrate the target competencies. Students who are unable to demonstrate a competency at the given time, or who successfully appeal assessment results, may be reassessed at a later date. Assessment methods will vary and may include oral, written or practical components. Assessment may occur throughout the course as students are observed performing tasks.

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. Assessment tasks submitted after the due date without an approved extension may result in a non completion result.

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 Fax: 03 9761 2331

NSW

PO Box 40, Granville NSW 2142
Ph: 02 9912 2199 Fax: 02 9897 3585

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 also sign a statement on the cover sheet of each assessment task that the work done in the assessment task is your own work and not the work of any other learner or person.

Pre-Enrolment Information

Appealing an Assessment

If you are dissatisfied with the way in which your assessment was conducted, you are entitled to submit an appeal.

If you wish to re-sit your assessment, you may discuss the possibility with your trainer in the first instance. An Appeal Against Assessment form must be completed. This will be used to “kick start” the reassessment process and will be kept by Precise Training.

The Training Manager will arrange for the assessment and the process that was undertaken to be reviewed. If necessary, you may be required to re-sit the assessment with another assessor.

If you are still not satisfied with the assessment process after the reassessment, you may consult with the Director of Precise Training 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 of Precise Training will respond to the appeal in writing and will have a discussion with the parties involved in order to resolve the matter.

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 Australian Quality Training Framework.

To apply for Recognition ask for a Recognition of Prior Learning Kit suited to your situation. Once you have completed the kit, 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 invite an additional person or subject matter expert to be part of the assessment process.

You may request a review.

Refund Policy

Refunds will be made by cheque ONLY and posted to the address on the Refund Application form. All refunds are entered into the Refund Log that records learner name, reason for refund, amount refunded and date of the refund.

Pre-Enrolment Information

- 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 Training Coordinator.
- 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.
- 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.
- Any additional course material purchased at an extra cost will not be refunded.

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

³ *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.*

Pre-Enrolment Information

- All course cancellations must be received in writing and addressed to the Training Coordinator 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 such changes, alterations and amendments are made, learners and all other relevant personnel will be notified of changes.
- Once approved, all refunds will be paid within 4 weeks after the default date. A statement explaining how the amount has been calculated will also be provided to the learner.
- 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.

Further Information

The information given above is a summary of the details covered in the Learner Handbook. It is recommended that all learners read the handbook thoroughly. For details and clarification please speak to your Course Coordinator.

APPEAL FORM

APPEAL AGAINST AN ASSESSMENT RESULT AND/OR PROGRESS STATUS

Form to be used for:

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

Note: Before completing this form, please read the *Complaints and Appeals Policy and Procedure* located in the *Student Handbook*. If you have any queries about the procedure, please consult the *Training Co-ordinator*.

1. Full Name:

2. Address for Correspondence Relating to the Appeal:

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

3. Phone Number: (H)

(M)

4. Email Address:

5. Course in which you are enrolled:

6. Which assessment component are you appealing?

Eg. Assignment, final exam, etc

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

Signature

Date

APPEAL FORM

Important information for learners wishing to lodge an appeal

Completing this form

Learners wishing to lodge an appeal should complete sections 1 to 6 of this form. The form must also be signed and dated.

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

When will you know the outcome of your appeal?

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

This appeal is the final decision of the RTO. Please do not contact the RTO for reconsideration.

What can I do if my appeal is unsuccessful?

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

Lodging the Form

This form is to be lodged in person to:

**Training Manager
PO BOX 40
Granville NSW 2142**

OR

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