



Project  
**Management**  
Vision

# Project Management Vision Quality Manual – Policies and Procedures

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Version Modification History					
Version	Date	By	Checked	Approved	Summary
4	04/2018	GA	CH	JA	Revised Corporate Fee Policy
3	09/2017	GA	SG	JA	Revised Student Fee Policy
2	04/2017	BS	JA	JA	Revised Enrolment Policy to provide for students who fail to complete within the designated period.
1	08/2015	CH	JA	JA	Updated to incorporate additional requirements in the <i>Standards for RTOs 2015</i>
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## Access and Equity Policy and Procedure

### Policy

Project Management Vision (PMV) is committed to the principles of access and equity in vocational education and training and to improving the knowledge, skills, and quality of life for Australians, having regard for the particular needs of target groups.

In keeping with this commitment PMV, in line with the skills and qualifications of its trainers and assessors, strives to ensure that programs and services are relevant, accessible, fair and inclusive by:

- Promoting training services to the community in a manner that caters for the diversity of clients, to ensure that all prospective course students are well informed on the options available to meet their individual training needs.
- Increasing the skills base of the unemployed in the community to improve employability in line with the skills requirements of industries and enterprises.
- Providing effective vocational preparation programs to the community in line with the skills and qualifications of PMV's trainers and assessors.
- Ensuring that those groups traditionally under-represented in vocational education and employment have the opportunity to participate and achieve the same outcomes as other members of the community.
- Prohibiting any form of sexual harassment and discrimination in the training and assessment environment, based on race, colour, religion, sex, age, disability and national origin.
- Where required, referring applicants or students to culturally inclusive literacy and numeracy training that meets individual, community and industry needs.
- Undertaking to eliminate behaviours in the training and assessment environment which may contribute to the disadvantages suffered by under-represented groups.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Access and Equity policy and procedure.

### Links to the Standards

*This policy and procedure links to Clause 1.7 in Standard 1 of the Standards for RTOs 2015.*

### Procedure

PMV fosters the implementation of access and equity best practice by ensuring that:

- This policy is understood and adopted.
- Barriers to equal access and participation are identified and strategies developed to overcome them.
- All staff take responsibility in relation to access and equity.
- All PMV policies and procedures are non-discriminatory and inclusive.

- Staff are provided with information and training about access and equity issues and PMV's complaints resolution procedure.
- Students are provided with information about access and equity issues and PMV's complaint resolution processes.
- Training and assessment materials are evaluated to ensure that they are inclusive and value course students from diverse backgrounds.

Each PMV employee, contractor or consultant has the responsibility to conduct themselves in accordance with this policy and legislation and to recognise that discrimination and harassment in the workplace is not permitted.

PMV is bound by a number of State and Commonwealth Acts and Regulations that relate to access and equity including:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1993.
- Privacy Act 1988
- National Vocational and Education and Training Regulator Act 2011
- WA Vocational Education and Training Act 1996
- Work Health and Safety Act 2011
- Work Health and Safety Act Victoria 2004
- WA Occupational Safety and Health Act 1984 and Regulations 1996
- WA Equal Opportunity Act 1984



## Assessment Policy and Procedure

### Policy

#### 1. Conducting Assessment

PMV strives at all times to meet the assessment requirements of the nationally endorsed Training Packages in PMV's scope of registration. Trainers and assessors use performance assessment and contextualised activities to ensure assessment is accurately linked to the unit of study and is relevant to industry needs. Assessors use a combination of assessment methods to make a judgement of competency against the requirements of the units of competency. At a minimum two forms of assessment are required.

#### 2. Assessment Validation

PMV is committed to having its training and assessment processes, materials and equipment valid, current and fit for purpose in terms of addressing current industry needs and Training Package requirements. Assessment validation is a key component of PMV's quality review process with the outcomes contributing to the development and review of assessment practice, tools and judgements. PMV undertakes validation activities before, during and after assessment activity.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Assessment policy and procedure.

### Links to the Standards

*This policy and procedure links to Clauses 1.8, 1.9, 1.10 and 1.11 in Standard 1 and sub-clause 2.2 (a) in Standard 2 of the Standards for RTOs 2015.*

### Procedure

#### 1. Conducting Assessment

PMV's assessment processes will be:

- Valid: that is, PMV assessment methods will assess what they are meant to assess, be representative of the area of learning being assessed, and in combination, effectively measure student achievement of required performance, with assessment of skills and knowledge integrated with their practical application.

PMV utilises a combination of the following assessment methods:

- Written knowledge-based assessment questions
- Demonstration and direct observation
- Practical assessments including JSEA
- Reviewing samples of recent work documents as evidence of students' competency in non-technical subjects such as report-writing, based on previous work experience.



- Review of portfolio of evidence including verified formal qualifications and experience (typically used during RPL process)
- Authentication of testimonials and third party reports (typically used for RPL but also for confirming prerequisites and eligibility of students at the time of enrolment).
- **Reliable:** that is, PMV assessment practices will be consistently applied and based on the marking guides to be used by all assessors to ensure that assessment yields results based on a consistent interpretation of requirements. Reliability is achieved when different assessors using the same assessment criteria and marking guides reach the same conclusion.
  - PMV will deliver and assess all qualifications currently on its scope of registration in accordance with the learning and assessment strategies in place for each qualification.
  - Assessments will be conducted by experienced and vocationally qualified staff who have the TAE40110 Certificate IV in Training and Assessment and current knowledge and skills in vocational training and learning that informs their training and assessment
  - Cross-marking by a different assessor will be undertaken for two or more student assessments per course.
- **Fair:** that is, PMV assessment practices will not place students at a disadvantage and will consider their individual needs in the assessment process.

PMV's assessment procedures will:

- be equitable and culturally inclusive
- be suitable to the needs of the individual student or client group, and employ a participatory approach particularly during hands on practicals.
- ensure that students undertake assessments only after coverage of the content and practice of the skills being assessed
- be based on marking criteria for judging performance
- ensure that the marking criteria is made available with clear instructions
- allow reasonable adjustments to be made to take account of individual needs
- ensure students are provided with information about the requirements of assessment and given the opportunity to challenge assessment results and be reassessed if necessary – if any student in a program is dissatisfied with the results of their assessment, they have the right to appeal the results.
- **Flexible:** that is, assessment will draw from a variety of methods and use those that are appropriate to the subject matter or unit of competency, the context and individual student circumstances.
 

Assessment is flexible if it:

  - can occur on or off the job at mutually acceptable times
  - provides for recognition of competencies no matter how or where they were developed
  - Accommodates student needs and circumstances.

## Marking Guides

Assessments in the various courses have model answers. Where model answers are not provided, (typically in non-technical areas such as report writing, personal competency development plan, managing documents, and basic computer skills) then a structured example is provided and/or a marking guide or rubric aligned to the requirements of unit of competency is provided.

Model answers and marking guide documents are maintained as master copies to which changes are made when improvements are identified.

## Grading

The outcome of each assessment is either marked as 'Met Standard (MS)' or 'Not Met Standard (NMS)' in the assessment coversheet.

Trainers /assessors will complete an assessment competency summary document once assessments are marked and submit the summary document to administration.

Once students have satisfactorily completed all the assessments related to a unit of competency they will be awarded a 'Competent' (C) or 'Not Yet Competent' (NYC) result.

In a situation where an assessment has resulted in 'Not Yet Competent' PMV will review and validate the marked assessment through an independent and competent assessor in-house. Such an occurrence may also trigger review and validation of the assessments and/or the marking guides.

When students are found to be 'Not Yet Competent' after the review, students will be provided with an opportunity to re-sit the assessment at a mutually agreed time after feedback from the assessor on additional reading, learning or practice required. The trainer/assessor will explain why the outcome has been determined and inform the student of what needs to be completed in order to demonstrate competency. The trainer/assessor will provide this information to the student in a written or oral format.

Once students complete all required assessments, and are found competent in all units of competency, they are awarded a qualification or Statement of Attainment depending on eligibility requirements.

## Assessment Feedback

All students are provided with progressive feedback on written and practical assessments – using written or oral feedback.

For some assessments marked after the delivery of the course is completed, it is explained to students that in such cases, assessments will be marked and students will be contacted if they are not yet competent so that PMV can provide any coaching required and further reassessment if needed.





Students can contact PMV to ask for their assessment feedback at any time.

PMV offers those students who are lagging behind or who are found Not Yet Competent at their first attempt, one-on-one extra coaching during and after the course to assist them to achieve competency.

## Procedure

### 2. Assessment Validation

Assessment validation is undertaken at each stage of the PMV assessment process – the design or pre-assessment stage, implementation stage and review stage and is used to ensure that:

- assessments are valid and meet the requirements of the Training Package
- the principles of assessment are met – validity, reliability, flexibility and fairness
- the rules of evidence are applied – evidence is valid, authentic, current and sufficient
- assessors have a common understanding of the outcomes being assessed
- assessor judgements and decisions are consistent over time and across different assessors
- improvements to assessment practices and judgements are identified and acted upon.

#### Stage 1: Pre-assessment validation

Pre-assessment validation ensures that all assessment resources designed (or purchased) by PMV are fit-for-purpose. Pre-assessment validation concentrates on:

- the interpretation of the units of competency, reviewing assessment requirements specified in the units or Training Package annually or when changes occur
- the development of a common understanding of the standard to be achieved – what the competent person would look like undertaking the work
- the assessment strategy, the overall design of the assessment process, including types of assessments to be used, number of assessments, role of the assessor
- assessment tools and evidence guides, linking theory/practical information in the course notes and presentations to assessment requirements
- the actual performance required by students
- the benchmarks against which student performance is to be assessed
- mapping completed assessment tools against the requirements of the units of competency to ensure all components have been addressed and
- ensuring that the principles of assessment and rules of evidence have been met.

*This stage of the process links to Clauses 1.8 (a) and 1.8 (b) in Standard 1 of the Standards for RTOs 2015.*

## Stage 2: Validation during implementation

PMV systematically monitors and evaluates its training and assessment practices through ongoing feedback and evaluation of every course delivered. A post-course review is undertaken for each course delivered where the following are considered:

- any WHS issues associated with delivery and assessment
- review of trainer feedback:
  - what went well
  - what did not go well
  - what needs to be improved
  - any mark-ups on delivery or assessment materials
  - any suggestions for improvements to practical assessments
  - any plant/equipment issues
- outcomes from cross-marking of at least two student assessments
- review of student feedback
  - training facilities and equipment
  - trainer performance
  - theory assessments
  - practical assessments
  - areas for improvement
- review of administration feedback
  - what went well
  - what did not go well
  - what needs to be improved
  - assessment record keeping and reporting
- other issues, if applicable, eg
  - client feedback
  - assessor performance review feedback
- actions resulting and responsibilities assigned.

Trainers' feedback on training and assessment materials is documented per course on a training update form available in the administration directory on PMV drive. All updates on training and assessment materials are discussed during the post-course review meeting after every course with the trainer/assessors and CEO. Updates on training and assessment materials must be approved by the CEO, and approved updates will be made by the PMV Administration.

*This stage of the process links to Clause 2.2(a) in Standard 2 of the Standards for RTOs 2015.*

## Stage 3: Review stage – post-assessment validation

PMV post-assessment validation focuses on the quality review of the assessment process. It involves checking that the assessment tools have produced valid, reliable, sufficient, current and authentic evidence that allowed reasonable judgements to be made on whether the requirements of the Training Package (ie the units of competency) have been met. This requires identification and review of a



statistically valid sample of the assessments to confirm their efficacy and identify improvements to the tools, the assessment process and/or outcomes and to implement any improvements required.

Post-assessment validation considers:

- the standard of performance achieved
- the effectiveness of assessment practices
- the validity and sufficiency of the evidence collected
- the accuracy and consistency of the assessment judgements/ decisions that have been made
- the industry, student and trainer/assessor feedback relating to assessment
- improvements that may be necessary.

### Validation Plan

A formal assessment validation meeting will be undertaken at least annually. This will enable a random sample of the year's assessments to be validated to add to the outcomes from ongoing validation of student work through cross-marking of at least two assessments per course.

The CEO will convene validation meetings with trainers and assessors for ongoing systematic validation of assessment practices and judgements in accordance with the PMV Five-Year Validation Plan. The validation plan schedules validation of assessment for all units and qualifications on PMV's scope of registration. This involves validation of assessments for subject matter areas aligned to units of competency. The validation plan is a five-year rolling plan to enable new or amended units of competency or high risk units to take precedence over others already in the schedule.

The PMV Five-Year Validation Plan includes:

- when assessment validation will occur
- which training products will be the focus of the validation
  - each training product must be validated at least once every five years
  - at least 50% of training products must be validated within the first three years of each five year cycle
  - the relative risks of the training products on scope must be taken into account, including risks identified by the VET Regulator
- the requirements to be met collectively by one or more persons involved in the validation (PMV staff and/or external validators):
  - vocational competencies and current industry skills relevant to the assessment being validated
  - current knowledge and skills in vocational teaching and learning
  - hold TAE40110 Certificate IV in Training and Assessment or TAESS00001 Assessor Skill Set (or their successors)
  - may be an industry expert
- who will lead and participate in validation activities:
  - the trainer and assessor who delivered or assessed the unit/s being validated
    - cannot be the lead validator in the assessment team

- cannot validate their own decisions ie cannot determine the validation outcome for any assessment judgments they made
  - cannot conduct the validation on their own
  - can participate in the validation process as part of a team.
- how the outcomes of validation activities will be documented and acted upon.

*This stage of the process links to Clauses 1.9, 1.10 and 1.11 in Standard 1 of the Standards for RTOs 2015.*

## Client/Student Feedback Policy and Procedure

### Policy

For the purposes of continuous improvement PMV seeks client feedback formally and informally and obtains formal feedback on all training courses from all students.

This includes areas such as:

- relevance of the training in industry
- competence and experience of trainers
- quality of support and services provided
- response to any arising queries and difficulties to complete the course by administration and technical staff
- identifying areas of improvement to make training better, and
- identifying the key strengths of the training and the training organisation.

Provision of feedback is voluntary.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Client/Student Feedback policy and procedure.

### Links to the Standards

*This policy and procedure links to Clause 2.2 in Standard 2 of the Standards for RTOs 2015.*

### Procedure

The procedure for client feedback is as follows:

- Distribute national employer surveys on an annual basis
- Discuss industry needs and industry best practice during industry site visits
- Collect feedback from clients who contract for PMV industry services and/or training and assessment services
- Distribute student feedback forms to all students following the completion of each training course
- Summarise outcomes from completed surveys and discussions
- Review feedback and discuss with training and assessment staff
- Identify improvement opportunities, if any
- Make improvement/s
- Inform training staff of any change(s)
- Archive completed surveys and discussion notes for future reference.

The procedure for student feedback is as follows:

- Distribute student feedback forms to all students following the completion of each training course
- Summarise outcomes from completed feedback forms
- Review feedback and discuss with training and assessment staff
- Identify improvement opportunities, if any
- Make improvement/s
- Inform training staff of any change(s)
- Archive completed feedback forms for future reference.



## Student Feedback Form

Course Name: \_\_\_\_\_ Date: \_\_\_\_\_

Participant Name: (optional) \_\_\_\_\_

The purpose of this evaluation is to obtain your feedback on the content, delivery and services provided by the RTO. Your response will be treated in strict confidence and will assist us to review and improve current company processes.

DIRECTIONS: Please fill in the trainer names and tick the numbers that best match your opinion as indicated below:

1                                  2                                  3                                  4                                  5  
 Strongly Agree                  Agree                                  Neutral                                  Disagree                                  Strongly Disagree

General Questions	1	2	3	4	5					
The information I received about my course before I enrolled was factual and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
The payment terms and conditions and refund policy were clear to me when I enrolled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
I knew where I could get help if I had a problem or find the course difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
I was given a clear idea of what I would gain by the end of the program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
The course was relevant to my current role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
The course was a requirement for future employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
The training met the objectives that were set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
My training provider supported me to use technology and access the learning resources I needed to complete my course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Practical Questions										
The equipment was adequate for the practical work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
The facilities were suitable to industry standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Hands on Practical on Field Instruments + Controls + Instrumentation Skid aided in my skill development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Hands on PLC + HMI Programming + Fault Finding + Networking aided in my skill development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Hazardous Areas Inspection on EEHA Skids and Making of an Ex d Barrier Gland aided in my skill development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
					Name:					
Trainer Questions	1	2	3	4	5	1	2	3	4	5
Trainers were professional and had industry knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers presented the information clearly to make sure that I understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers responded to my site specific technical queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How did you hear about us? Please circle:</b> Google Search, Google Ad, Friend, Family, Colleague, Employer, Previous Student, Facebook, Industry News/ Blog Post? Other?										
<b>How could we improve your training experience?</b>										
<b>Any further comments you would like to make?</b>										

Please tick if you agree to give PMV permission to re-phrase your feedback into a statement that can be used to publish on PMV's website



## Complaints and Appeals Policy and Procedure

### Policy

PMV aims to deliver high levels of satisfaction through provision of professional training and assessment services. It is our intention that our service will be maintained at a level at or above expectations. Any issues or concerns expressed by our clients, our trainers and assessors or our course students will be followed up and addressed fairly and confidentially. Complaints from students may relate to:

- PMV, its trainers, assessors and other staff
- A third party providing services on PMV's behalf, its trainers and assessors (if any) and other staff
- A fellow student at PMV.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Complaints and Appeals policy and procedure.

### Links to the Standards

*This policy and procedure links to Standard 6 of the Standards for RTOs 2015.*

### Procedure

In the event that a student is unhappy with the services provided by PMV, the student is able to lodge a complaint. Amongst other things, complaints may relate to assessment methods and outcomes, access and equity, or sexual/racial/cultural harassment.

It is in the interests of the complainant and other parties that a complaint is lodged as soon as possible but no later than within 12 months of the adverse experience occurring.

### Complaints Management Process

#### Step 1 Informal Process

Any student with a question or complaint is able to raise the matter with staff of PMV and attempt an informal resolution of the question or complaint. Students are encouraged to resolve their complaint by talking to the trainer and assessor in the class during the course. In case the PMV trainer and assessor can't resolve the complaint, students are encouraged to contact PMV Administration by email or PMV CEO Jatinder Ahuja [Jatinder.Ahuja@pmv.net.au](mailto:Jatinder.Ahuja@pmv.net.au) or call head office 08 62629182 or the CEO to seek a satisfactory resolution.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported unless the PMV staff member involved determines that the issue, question or complaint was extremely serious or relevant to the wider operation of PMV. Students who are not satisfied with the outcome of the informal process, or simply wish to, can lodge a formal complaint. PMV also requires that students who make serious complaints must put them in writing and lodge them using the formal complaints and appeals process.





## Step 2 Formal Process

If students choose to access PMV's complaints and appeals process, PMV must maintain the students' enrolment while the complaints and appeals process is underway. Students who are not satisfied with the outcome of the informal process, or who choose to register a formal complaint in the first instance do so in the following manner.

### *Lodging Complaints*

- a) To register a formal complaint a student must complete the student complaint form provided to them, or available in the Student Handbook, PMV website or from PMV reception and submit the printed hard copy complaint form to PMV Administration.
- b) When lodging a complaint, the student must provide a description of the complaint in detail including relevant information such as names, dates, course codes (if relevant), and documentary evidence including emails. Vague generalisations, hearsay or innuendo are not helpful. The complaint must be evidence-based so it can be properly investigated and acted upon.
- c) Students must also indicate what actions they have already taken to resolve the complaint and indicate the outcome they are seeking.
- d) PMV Administration must acknowledge receipt of the formal complaint form in writing, place a copy on record in the student's records folder and arrange a meeting between the complainant and the CEO.
- e) All meetings arranged must be within 10 working days of the complaint unless all parties agree in writing to extend this time.

### *Dealing with Complaints*

- f) The CEO will attempt to resolve the complaint with the student, their support person, if any, and any other parties who may be involved.
- g) A maximum time of 15 working days will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the *resolution phase*.
- h) Where PMV determines that more than 60 calendar days may be required to process and finalise the complaint, PMV will
  - i) inform the student in writing, explaining why more than 60 calendar days may be required, and
  - ii) regularly update the student on progress of the matter at hand.
- i) At the complaint meeting with the CEO, the CEO must sign and date that the complaint has been heard.
- j) If the complaint relates to actions of the CEO, an independent person may be appointed as agreed by both parties to investigate the matter.

### *Outcome of Complaint*

- k) At the end of the resolution phase (15 working days or such other time as agreed to by all parties in writing) PMV Administration or the CEO will report PMV's decision to the student in a written report (completing Section D of the student complaint form).

- l) PMV's decision and reasons for the decision will be documented and added to the student's records folder.

### **Appeals against Complaint Outcome**

- a) If a student is dissatisfied with the outcome of the formal complaint process then they may institute an appeals process by completing the appeals form within 10 working days of receiving the written report of the outcome.
- b) The appeal process must commence within 10 working days of receiving the appeal.
- c) The CEO may appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties.
- d) Where such consultations take the form of face-to-face interviews, the complainant may ask another person to accompany them to the interview. The appeal process must be completed within 15 working days after commencement of the appeal process.
- e) The CEO will provide a written report to the complainant within 2 working days of the outcome of the appeal.
- f) The decision and reasons for the decision will be documented and placed in the student's records folder.
- g) If the student feels that after this process, the issue is still not resolved, the matter can be referred to an independent adjudicator agreed to by the CEO and the student. Should the process reach this stage without resolution, PMV will report the facts provided and/or the allegations made by the student and the actions taken by PMV in accordance with this complaints and appeals process, to the Commonwealth or State RTO regulator as required.

Any systemic issues identified as a result of the complaint will be reflected into PMV's continuous improvement system to be discussed and actioned at post-course review meetings.

Any complaint that is found to be vexatious, meaning that it was made for reasons other than those stated, was without substance or made simply to damage the reputation of other students, trainers/assessors or other PMV staff, will be referred to the appropriate authorities – in the first instance, the RTO Regulator. Under the law, a vexatious complaint is a form of abuse that has the power to hurt or disrupt an individual or business, affect their reputation and cause psychological injury. Such complaints are not lawful.

## Academic Appeals

Any complaint/appeal about assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint/appeal. Grounds for an academic appeal may include:

- misinterpretation of evidence
- inappropriate, incomplete or incorrect assessment procedures
- alleged assessor bias or misjudgement.

If students have a problem with their final assessment outcome, they have the right to appeal against the assessment decision. Students have a maximum period of one month in which they can appeal against their results.

## Academic Appeals Process

### Step 1 Informal Process

- a) The pathway for academic appeals in the first instance is consultation with the assessor. In case the PMV Assessor can't resolve the issue, students are encouraged to contact PMV Administration or the CEO by email or telephone to seek a satisfactory resolution. Appeals dealt with in this way do not become part of the formal appeals process and will not be documented, recorded or reported on unless the PMV Assessor involved determines that the issue in question was relevant to the wider operation of PMV.
- b) Students who are not satisfied with the outcome of the informal academic appeal are encouraged to lodge a formal academic appeal form with PMV Administration.

### Step 2 Formal Process

1. To lodge a formal academic appeal a student must complete the academic appeal form that is available at PMV reception. The appeal form must be submitted to PMV Administration.
2. PMV Administration will acknowledge receipt of the academic appeal form in writing, update the student's records folder, and arrange a meeting between the student and the CEO.
3. All meetings arranged must be within 10 working days of the appeal unless all parties agree in writing to extend this time.
4. The student may present their case with the assistance of a support person, if they so wish.
5. The CEO will attempt to resolve the appeal by forming an academic appeals panel which will consist of two people – the CEO and a qualified trainer/assessor other than the student's original assessor.
6. The academic appeals panel and the student may call significant people to give information/evidence in order to assist in making a decision.
7. Neither the student nor the support person may be present during the deliberations of the academic appeals panel.
8. A maximum time of 15 working days will be allowed for resolution unless all parties agree in writing to extend this time.

9. Where PMV determines that more than 60 calendar days may be required to process and finalise the appeal, PMV will
  - i) inform the student in writing, explaining why more than 60 calendar days may be required, and
  - ii) regularly update the student on progress of the matter at hand.
10. At the end of the resolution phase (15 working days or such other time as agreed to by all parties in writing) PMV Administration or the CEO will report PMV's decision to the student in a written report (completing the Academic Appeals form). PMV's decision and reasons for the decision will be documented and placed in the student's records folder.
11. The decision of the academic appeals panel may be to:
  - uphold the original decision of the assessor
  - recommend another assessment is undertaken with a new assessor
  - uphold the appeal and award successful completion of the unit/s of competency that were the subject of the academic appeal.
12. If the student feels that after this process, the issue is still not resolved, the matter can be referred to an independent adjudicator agreed to by the CEO and the student.

Any systemic issues identified as a result of the appeal will be reflected into PMV's continuous improvement system to be discussed and actioned at post-course review meetings.



### Complaint/Appeal Form

Complaint/Appeal Number: \_\_\_\_\_

(Please tick the appropriate box) Complaint:  Appeal:

**SECTION A: CONTACT DETAILS**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Course Name: \_\_\_\_\_ Course Dates: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

**SECTION B: COMPLAINT/APEAL**

Please describe your Complaint/Appeal fully, including relevant background, supporting evidence, detailed facts, names, dates, and any actions you have taken to try to get the matter resolved. Attach extra pages as necessary. Please list numbers of pages attached: ( )

Write complaint/appeal here.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complainant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Section C: Official use only**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

*A copy of this form showing date of receipt must be given to the student.*

**Complaint Meeting: Official use only**

Dispute heard by

Name:

Signature:

Date:

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**SECTION D: OUTCOME – to be completed by the CEO/Nominated Independent Person (NIP)**

<u>Resolution of Complaint/Appeal</u>	Date:
Outcome Implemented/notice of finding given to complainant/appellant in writing	Date:

Complainant satisfied with outcome

Signature: -----

Date: -----

CEO Signature:  
-----

NIP Signature: -----

Name: -----

Name: -----

Date: -----

Date: -----

*Copy to be given to student, once resolved.*

## Academic Appeal Form

Academic Appeal Number: \_\_\_\_\_

### SECTION A: CONTACT DETAILS

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Course Name: \_\_\_\_\_ Course dates: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

### SECTION B: ACADEMIC APPEAL

Please describe your Academic Appeal fully, including any relevant background, detailed evidence and previous actions you have taken to try to get the matter resolved. Attach extra pages as necessary. Please list numbers of pages attached: .....

Write appeal here.

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Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Section C: Official use only

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

*A copy of this form showing date of receipt must be given to the student.*

**Academic Appeal Meeting: Official use only**

Academic Appeal heard by

Name:

Signature:

Date:

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**SECTION D: OUTCOME – to be completed by the CEO/Nominated Independent Person (NIP)**

Resolution of Academic Appeal

Date:

Outcome Implemented/notice of finding given to appellant in writing

Date:

Appellant satisfied with outcome

Signature: -----

Date: -----

CEO Signature: -----

NIP Signature:  
-----

Name: -----

Name: -----

Date: -----

Date: -----

*Copy to be given to student, once resolved.*





## Compliance Policy and Procedure

### Policy

PMV ensures that company operations comply with Commonwealth and State legislation, and RTO regulatory requirements, including the Standards for Registered Training Organisations (RTOs) 2015.

### Authority

The CEO has responsibility and authority to ensure the company is legally compliant at all times and to oversee implementation and maintenance of the compliance policy and procedure.

This means that PMV complies with the Standards for RTOs and all legislation and regulations pertaining to its operations. Compliance with legislation and standards underpins PMV's continuous improvement process.

### Links to the Standards

*This policy and procedure links to Standard 8 of the Standards for RTOs 2015.*

### Procedure

The CEO provides all new contractors and staff upon commencement of employment with a company induction that includes detailing legislation and regulatory requirements pertinent to their work.

Legislation and regulations include, but are not limited to:

- Occupational Health and Safety (and Workplace Health and Safety)
- Insurance (including workers compensation, public liability)
- Workplace harassment and victimisation
- Anti-Discrimination (including equal opportunity, disability and racial discrimination)
- Legislative requirements for vocational education and training.

The CEO ensures information is compiled, maintained and recorded in accordance with the current Standards for RTOs. This forms the basis for information required to underpin the continuous improvement process, to maintain RTO registration, and for audits undertaken by the VET regulator.

The CEO maintains a detailed understanding of all aspects of the RTO's operations in order to provide all information and evidence required in response to any request from the VET regulator or at the time of an audit.

The CEO will oversee evidence collection and records maintenance and make available all pertinent records and documents, and provide access to facilities and personnel on request, in accordance with the Standards.

Evidence of compliance with the current Standards for RTOs must be maintained in relation to, but is not limited to, the following areas:

- Standard 1 PMV learning and assessment strategies and practices that meet the requirements of the respective Training Packages, are responsive to industry, and provide sufficient training to meet learner needs and enable them to successfully complete their training course/s
- Standard 2 Quality assurance and continuous improvement of PMV operations
- Standard 3 Issuance, maintenance and acceptance of AQF certification documentation in accordance with the Standards and student access to records
- Standard 4 Accurate and accessible information for current and prospective students
- Standard 5 Informing and protecting students – current and accurate information, rights and obligations, fees and refunds
- Standard 6 Complaints and appeals
- Standard 7 Governance and administration
- Standard 8 Legal compliance and cooperation with the VET regulator.

The CEO convenes a meeting or workshop annually or in response to changed circumstances, to review company policies and procedures for compliance with the Standards and modify them if required.

### **Notification Procedure**

The CEO authorises an assigned staff member to modify the Version Control on revised policies relating to compliance with the current Standards and circulate changes to internal PMV staff and new or existing clients, where applicable.



## Credit Policy and Procedure

### Policy

1. PMV accepts and provides credit to students, on application, for units of competency or modules they have previously completed where these are evidenced by:
  - a) AQF certification documentation issued by any other RTO or AQF issuing organisation (such as the VET regulator), or
  - b) authenticated VET transcripts issued by the Student Identifiers Registrar
2. PMV offers recognition of prior learning (RPL), on application, to individual students where they are able to provide evidence of work or life experience aligned to unit/s of competency in their course.

Information about this policy is provided prior to student enrolment in the PMV Student Handbook and on the PMV website.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the credit policy and procedure.

### Links to the Standards

*This policy and procedure links to Clause 3.5 in Standard 3 and Clause 1.12 in Standard 1 of the Standards for RTOs 2015.*

### Types of application

1. Standard exemptions/credit for previous formally recognised training in line with PMV's commitment to national recognition.
2. Credit for trade certificates and licences related to electrical courses with embedded licence requirements.
3. Recognition of prior learning (RPL) of work and life experiences, including non-formally recognised training through an assessment process.

RPL suits people who have current industry experience directly related to the units of competency in a course developed as a result of:

- Work skills and knowledge
- Paid or unpaid work experience
- Life experience (such as voluntary work, hobbies, sport and leisure activities).

### Procedure

- PMV will grant recognition (credit), as applicable, for units of competency in the AQF qualifications or Statements of Attainment issued by any other RTO.

- In order for recognition or credit to apply, PMV must sight an original or certified true copy of the qualification or Statement of Attainment issued by another RTO.
- Where necessary the authenticity of a qualification or Statement of Attainment will be verified with the issuing RTO. A copy of the document will be retained as part of PMV's records of assessment. Once verified the sought after competency will be recognised by PMV.
- Where the AQF qualification or Statement of Attainment applied to an award which no longer exists the students will be asked to provide copies of their résumés (where possible attested by their supervisor) to confirm currency and determine equivalence of their units with the latest Training Package requirements. Where necessary, students will be required to undergo assessment and/or competency gap training and assessment.

## 1. Standard Exemptions/Credit

**Step 1** – Complete the Application for Credit form

**Step 2** – Prepare the application including contact details of the training provider/s for verification purposes and:

- certified copy(ies) of training certificates
- certified copy(ies) of course transcripts
- Authenticated USI VET transcripts.

**Step 3** – Submit the form with the required attachments to PMV Administration.

## 2. Credit in Relation to Electrical Courses

The packaging rules for qualifications within *UEE11 Electrotechnology Training Package* state that students holding an 'Unrestricted Electricians Licence or equivalent issued in an Australian State or Territory meet the requirements of UEENEEG105A Verify compliance and functionality of low voltage general electrical installations, and its prerequisite requirements'. This national recognition applies to:

- UEE31211 Certificate III in Instrumentation and Control (which contains some of the prerequisites referred to)
- UEE42611 Certificate IV in Hazardous Areas – Electrical
- UEE40411 Certificate IV in Electrical – Instrumentation
- UEE50211 Diploma of Electrical and Instrumentation
- UEE50411 Diploma of Electrical Engineering
- UEE61211 Advanced Diploma of Engineering – Explosion protection

The Training Package also states that students holding a 'Certificate III in Instrumentation and Control trade qualification or equivalent' meet the requirements of UEENEE112A Verify compliance and functionality of instrumentation and control installations, and its prerequisite requirements. This recognition applies to UEE50211 Diploma of Electrical and Instrumentation.

## Costs for Credit Applications

PMV has three different fee structures:

- i) Units that are exactly the same as those currently within scope of delivery: free service (national recognition)
- ii) Units that are similar, but were issued under a previous version, or, may differ in a minor way from the current unit (eg a letter A at the end of the code instead of a B, or a different release number) \$50 to \$100 per unit that has changed and requires verification of currency or additional evidence/assessment required.
- iii) Units from a different training package which may be used as electives towards the qualification: \$150 per unit.  
(NB: Should you be unsuccessful in your application, please be advised that the application fee is not refundable; however, you are entitled to re-submit your application a second time for no further charge.)

### 3. Recognition of Prior Learning

Recognition of prior learning (RPL) is the formal recognition of an individual's current skills and knowledge, regardless how, when or where the learning occurred. The process of RPL equates prior learning to the learning outcomes of a training course and is available to all students in courses offered by PMV.

#### Supporting Evidence Gathering

Applicants need to compile supporting evidence to demonstrate that they have the required level of skills and knowledge equivalent to the units for which they are seeking recognition.

#### Rules of Evidence

For evidence of prior learning to be accepted the assessor must ensure that the following rules are met:

Authentic :	To accept evidence as authentic, the assessor must be assured that the evidence presented for assessment is the student's own work.
Current:	Currency of evidence relates to the age of the evidence presented by students to demonstrate that they are competent in relation to the unit/s. Competency requires demonstration of current performance, so evidence must be from the present or the very recent past.
Sufficient:	Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough evidence to ensure that all aspects of the units have been addressed and that competency can be demonstrated repeatedly.
Valid:	Evidence is valid if it addresses what it purports to address. For evidence to be valid it must relate directly to the unit/s of competency and cover the performance requirements included in all components of the unit/s as well as any associated assessment requirements.

## Examples of evidence that can be submitted

- Brief résumé, CV or work history
- Job/Position Description/s
- Qualifications/ Certificates/ results of assessment for nationally recognised qualifications
- Qualifications/ Certificates/ results of assessment for other qualifications and courses
- Results/ statements of attendance/ certificates for in-house courses, workshops, seminars, symposiums
- Memberships of relevant professional associations and any continuing professional development required to maintain membership
- Other documentation that may demonstrate industry experience, ie participation in the development of industry programs or industry awards
- Relevant industry tickets eg White Card
- Work samples, which may include but are not limited to: diaries/ task sheets/ job sheets/ log books/ performance appraisals/ work plans/ projects
- References/letters from previous employers/supervisors
- Letters of support/appreciation
- Workplace awards/ prizes/ certificates
- Evaluation forms/ feedback sheets
- Hobbies or interests that relate to the outcomes of the units or elements.

## Application Process for RPL

In order to apply for RPL, the student must provide current, quality evidence of their competency against the relevant unit/s of competency. As with all assessment, the assessor must be confident that the student is currently competent against the endorsed unit(s) of competency. Application for RPL can be made by:

- submitting RPL form and
- submitting a portfolio of evidence and/or
- demonstrating skills in workplace performance.

### Step 1

Applicant does a self-assessment to confirm the required skills and knowledge and provide evidence to prove competency for the relevant unit(s).

### Step 2

Discussion occurs with assessor over either email, telephone or face to face to agree on required evidence to be submitted, then applicant prepares the evidence.

### Step 3

Before sending the RPL application the applicant ensures that all forms have been completed, and the supporting evidence has been sequenced and organised clearly. The applicant completes a detailed application form indicating which units are to be assessed for RPL and attaches sufficient evidence.

#### **Step 4**

The assessor receives the evidence and compares it against the unit of competency. There may need to be some clarification during the process. If any gaps are identified the assessor informs the candidate in writing of any further requirements eg more evidence, testing, third party reports or training may be identified.

#### **Step 5**

Result of application – the applicant will be provided with a Result of Assessment within 30 days of the RPL application being assessed by the trainer/assessor, informing the applicant of the result – RPL Granted or Not Granted.

#### **Certification**

If assessment successfully demonstrates competency, the assessor then forwards the results to PMV Administration and recommends appropriate certification or credit for the unit(s).

The assessor records the evidence considered, assessment outcomes and the competencies confirmed, as well as sufficient summary of evidence for third parties and in case of appeal.

The applicant is informed of any exemptions from training and assessment as a result of a successful application and a certificate is issued if relevant.

#### **Cost of RPL Application**

By forwarding the application form, applicants are agreeing to PMV Terms and Conditions. This includes an assessment and administration fee of \$350 per unit of competency or the advertised price of a full qualification if RPL is sought for the full qualification.

## Standard Application for Credit

<b>STUDENT DETAILS:</b>	
Name	
Address	
P/code:	
Telephone	Email
<b>QUALIFICATION YOU ARE WISHING TO OBTAIN:</b>	

<b>Units of Competency for which you are seeking credit</b>	<b>You will need to provide a copy of your certificates and all transcripts.</b>	
	<b>Unit Codes</b>	<b>Unit Titles</b>
All applications for Credit are considered by PMV, subject to confirming authenticity.		
<b>Assessor/Admin</b>	To phone the RTO issuing the Statement of Attainment or Qualification to confirm authenticity.	

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Administration to file in Student Folder**

**Y / N**





## Application for Recognition of Prior Learning

<b>COURSE NAME:</b>
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<b>STUDENT DETAILS:</b>	
Name	
Address	P/code
Telephone	Email

<b>EMPLOYMENT DETAILS:</b>	
Employer	
Address	P/code
Contact	Position
Telephone	Email

*Please answer the following questions to allow an accurate decision to be made*

### EDUCATION/TRAINING COMPLETED

COURSE/EDUCATION (ie: Certificate/Diploma/Degree)	ORGANISATION & PROVIDER NUMBER (TAFE/University/Company/Private Provider)	YEAR OF ISSUE

*Please attach the original Statement of Attainment and/or certificates for courses listed*

### UNITS OF COMPETENCY / SUBJECTS STUDIED

UNITS OF COMPETENCY / SUBJECT TITLE (Unit/Subject Code and Title)	DESCRIPTION OF KEY AREAS COVERED (including timeframe: Number of Hours/ Weeks/ Years)

### EMPLOYMENT HISTORY

(attach a copy of your CV and letters of reference if applicable)

NAME OF COMPANY EMPLOYER	POSITION AND DUTIES PERFORMED	EMPLOYMENT DURATION (ie: List Dates from and until)

**Self-Assessment – Selection of Units**

Unit Code	Unit Title	I have performed these tasks (check the most appropriate column)		
		Frequently	Sometimes	Never
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please list the units for which you are applying for RPL in the table below

UNIT CODE	UNIT TITLE

**SUPPORTING AND ADDITIONAL EVIDENCE**

Please ensure you have attached all transcripts/course certificates undertaken and details of work duties to support your application.

EVIDENCE/SUPPORTING DOCUMENTS ATTACHED	Tick below
Résumé/Curriculum Vitae	<input type="checkbox"/>
Statement / Transcript of units completed (Originals to be sighted)	<input type="checkbox"/>
Personal Experiences	<input type="checkbox"/>
Non Accredited Courses	<input type="checkbox"/>
Volunteer Work	<input type="checkbox"/>
Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Provide details of current or former workplace supervisor/s who can verify your competency in areas applied for RPL		
Name:		
Email:		Contact:
Organisation		Designation:

I hereby declare that all details in this application are true and accurate.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for completing this application.

## Section B - To Be Completed By Assessor

### 1. Verification of Records

a. How has the accuracy of the Applicant’s current qualifications, and licences been verified?

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b. How has the accuracy of the Applicant’s current CV or work experience been verified?

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c. Has the work place supervisor been contacted? \_\_\_\_\_

d. Have they verified the student’s skills and competency? \_\_\_\_\_

### 2. Mapping Competencies

Map the requirements of the Unit of Competency / Qualification against the individual’s evidence

Unit of Competency: <i>&lt;Code and Title&gt;</i>	
Training Package: <i>&lt;specify&gt;</i>	
Requirements specified in the Training Package	Applicant’s evidence of competency

*<allocate a table for each unit of competency, Attach extra sheets if required>*



**3. Outcome**

The applicant does not fulfil the requirements because:

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The applicant fulfils the requirements for the following Units of Competency:

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The applicant fulfils the requirements for the following Qualification:

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Assessor Name:	
Assessor Signature:	Date:
CEO Signature:	Date:



## Enrolment Policy and Procedure

### Policy

PMV's enrolment practices are ethical, responsible, consistent with the requirements of courses and adhere to equity and access principles.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Enrolment policy and procedure.

### Links to the Standards

*This policy and procedure links to Standards 4 and 5 of the Standards for RTOs 2015.*

### Procedure

The PMV website lists all nationally recognised courses under the PMV scope of registration and any that may be provided through partner RTOs.

Information for each course describes the target audience, industry, list of units covered, course duration, and the gap between intensive face to face delivery periods (if applicable).

The requirement for PPE, laptop and software, prerequisites, and the amount of theoretical and practical components plus all work expected to be completed in between the intensive face to face delivery periods is clearly identified.

### Student Protection

PMV guarantees that once a course commences it will complete the delivery and assessment of the course, unless unforeseen circumstances occur in which case PMV will assist with the transfer of students to other RTOs so that students can complete their course; offer a place in a subsequent PMV course if this is acceptable to students; or provide a full refund of any pre-paid fees for services yet to be delivered.

### Cancellation

PMV will make all reasonable efforts to deliver the course as outlined on the website.

However PMV reserve the right to:

- Cancel proposed classes prior to commencement, if the minimum number of students required has not been met. Any cancellation notification will be sent 7 working days prior to the commencement of class.
- Make reasonable adjustment to the timetable, location or presenters specified for a course; and
- Make reasonable amendments to the contextualised content and syllabus of a course to meet the special site equipment and group needs as and when deemed necessary.



## Enrolment Procedure for UEE training courses

**Step 1:** All students are required to complete either a hardcopy enrolment form or an electronic copy (via the website) prior to commencing training.

**Step 2:** All students are required to obtain a Unique Student Identifier (USI) and provide this to PMV for verification. Students are provided with the following information via the PMV website:

‘From 1<sup>st</sup> January 2015 all students undertaking nationally recognised training, delivered by a Registered Training Organisation (RTO), will need to have a Unique Student Identifier (USI).

As an RTO we can only issue a qualification, certificate or Statement of Attainment when you have provided your USI.

Please click on the link below which will give you a general overview of the USI and how to create your own number.

<https://www.youtube.com/watch?v=5VG2EbljBJw>

You can then visit the USI website: [www.usi.gov.au](http://www.usi.gov.au) to create your USI.

Record your USI in a safe place as you will continue to use this for any future nationally recognised training you undertake.’

**Step 3:** Students are required to submit evidence to prove their eligibility for enrolment.

- i) **For electrical workers with an electrician’s licence**, evidence must include a recommended 2 years of current industry experience and an unrestricted (A Grade) Electrician’s licence issued by an Australian State or Territory to be eligible to achieve a full qualification.

PMV Administration will verify Electrician’s licences and keep an electronic copy of the licence in each individual student’s record.

- ii) **For electrical workers without an electrician’s licence**, evidence must be provided to show that the prerequisites of individual units of competency have been met plus a recommended 2 years of relevant industry experience. These applicants will be eligible for Statements of Attainment.

PMV Administration will provide the evidence to the PMV Assessor who will confirm that applicants meet prerequisites for the course selected. Evidence will be held in each individual student’s record.

## Completing the Enrolment Process for UEE Qualifications

**Step 1:** To complete the enrolment process, students will receive an enrolment fact sheet from PMV Administration which includes the following:

- Course acceptance letter (this needs to be signed and returned to PMV Administration)



- Link to Student Handbook, policies and procedures (on PMV Website)
- RPL Kit, if applicable

**Step 2:** Once all required signed documentation has been collected and verified, and each student's USI has been verified, PMV Administration will enter all details from the enrolment form and all documentation into the student records management system.

**Step 3:** Administration will send all students a course reminder seven days prior to course commencement. Details include venue, time, date, resources to bring and catering arrangements as applicable.

### Enrolment Information

PMV Administration will remind students that the course is nationally recognised and that a Unique Student Identifier (USI) is required before qualifications and Statements of Attainment can be issued. Students will be referred to the PMV website for course details and again at course commencement. All students have access to download information from the PMV website at the time of enrolment.

Information on the PMV website will be accurate and factual, and:

- a) accurately represent the services PMV provides and the training products on PMV's scope of registration;
- b) include PMV's RTO Code;
- c) refer to other persons or organisations only with the consent of each person or organisation;
- d) use the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;
- e) make clear where a third party is recruiting prospective learners for PMV on its behalf;
- f) distinguish where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on PMV's behalf by a third party;
- g) distinguish between nationally recognised training and assessment leading to the issuance of AQF certification documentation and any other training or assessment delivered by PMV;
- h) include the correct code and title of all training products referred to, as published on the National Register;
- i) only advertise or market a non-current training product while it remains on the PMV's scope of registration;
- j) only advertise or market that a training product PMV delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) include details about any student loans, government funding or other financial support arrangements associated with the PMV's delivery and assessment; and
- l) will not guarantee that:
  - i) a learner will successfully complete a training product; or that

- ii) a training product can be completed in a manner which does not meet the requirements of the Standards; or that
- iii) a learner will obtain a particular employment outcome where this is outside the control of PMV.

Prior to enrolment or the commencement of training and assessment, whichever comes first, PMV will provide advice to prospective students via the website or through email or telephone contact, about the training product appropriate to meeting their needs, taking into account each applicant's eligibility, existing skills and competencies.

PMV will also provide current and accurate information through referral to electronic information and provision of enrolment kits that enable each applicant to make informed decisions about undertaking training with PMV.

At a minimum enrolment information includes the following:

- a) the code, title and currency of the training product as published on the National Register;
- b) the training and assessment, and related educational and support services PMV will provide to students including the:
  - i) estimated duration;
  - ii) expected locations at which training and assessment will be provided;
  - iii) expected modes of delivery;
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on PMV's behalf;
  - v) any requisite site experience requirements; and
  - vi) information and/or links on how to obtain a USI, and the requirement for all students to provide this to PMV for verification prior to the issue of a qualification or Statement of Attainment.
- c) PMV's obligations to each student, including that PMV is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.
- d) student rights, including:
  - i) details of PMV's complaints and appeals process; and
  - ii) if PMV, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in;
- e) student obligations in relation to:
  - i) the repayment of any debt incurred under student loan schemes relating to the provision of services;
  - ii) any requirements PMV requires students to meet to enter and successfully complete their chosen course; and
  - iii) any materials and equipment that the learner must provide.





- f) information on the implications for students of government training entitlements and subsidy arrangements in relation to the delivery of training and assessment services.

Where PMV intends to collect fees from individual students, either directly or through a third party, PMV will direct students to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) student rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) student rights to obtain a refund for services not provided by PMV in the event the:
  - i) arrangement is terminated early; or
  - ii) PMV fails to provide the agreed services.

Where there are any changes to agreed services, PMV will advise students as soon as practicable, but within seven (7) working days for changes to courses in which students have enrolled but not yet commenced.

Students are allowed up to 3 months following the nominated end date of the course, to complete all coursework and assessments. Students who take more than 3 months, but less than 12 will be asked to pay 25% of the course fees toward make-up training. Students who take more than 12 months to complete will be asked to re-enrol at the full fee advertised at the time.

## Equal Opportunity Policy and Procedure

### Policy

PMV is committed to preventing unlawful discrimination, sexual harassment, victimisation and vilification in its workplace and training environment. It is also committed to preventing bullying.

The CEO and all staff are required to ensure that they do not unlawfully discriminate, harass, victimise, vilify or bully any students or other workplace participants.

For the purposes of this policy PMV defines a workplace participant as:

- The CEO of the company
- Staff and subcontractors in the company
- Applicants for jobs with the company, and
- People who work in the training venues and workplaces where our services and products are delivered but do not work for the company.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Equal Opportunity policy and procedure.

A failure to comply with this Equal Opportunity policy may result in disciplinary action up to and including dismissal.

### Links to the Standards

*This policy and procedure links to Clause 8.5 in Standard 8 of the Standards for RTOs 2015.*

### Procedure

It is the responsibility of PMV management to treat all workplace participants with respect and fairness and to ensure that everyone will be afforded natural justice.

PMV supports the concept of equal opportunity in employment and is committed to a program which will ensure compliance with the relevant legislation.

PMV values and respects the diversity of the students it trains and assesses and also the people whom it contracts. PMV believes that diversity creates a competitive advantage and enhances enthusiasm, enriches discussion and produces excellent results.

### Objectives

The objectives of the PMV Equal Opportunity Policy are to:

- Ensure a work and training environment free from discrimination, harassment, victimisation and vilification for all workplace participants
- Ensure that bullying does not occur
- Provide a procedure for dealing with complaints of discrimination, harassment, victimisation, vilification or bullying if they occur

- Provide information to all workplace participants in relation to their rights and responsibilities concerning discrimination, harassment, victimisation vilification and bullying in the workplace, and
- Ensure that contractual employment is based on the principle of merit and that staff are treated equitably.

### **What Situations Are Covered?**

This can occur:

- During hiring negotiations
- In the course of employment at any location
- In the termination of employment and
- At work related functions (e.g. Christmas party)

Further, when using labour hire or temporary staff PMV will request that the agencies being used apply non-discriminatory screening and interviewing processes to ensure selection is from a diverse pool of candidates. This ensures the company employs the best person for the position.

### **What Is Unlawful Discrimination?**

Discrimination happens when one person is treated less favourably than other people because of that person's race, sex, physical disability or other characteristics. It is a breach of this policy to discriminate against a workplace participant because of characteristics as follows:

- Age
- Breast feeding in the work place
- Family responsibilities and status as a parent or carer
- Irrelevant criminal record
- Lawful sexual activity
- Marital status
- Medical record
- Physical features
- Physical impairment, as per Disability Discrimination Act
- Political opinion
- Pregnancy or potential pregnancy
- Race, nationality or ethnic origin
- Religious opinion
- Sexuality/sexual orientation
- Trade union activity
- Transgender or gender identity, or
- Association with a person who has such characteristics.

This prohibits discrimination in all areas related to employment, including:

- Recruitment
- Terms and conditions of contractual employment
- Termination
- Access to professional development opportunities
- Casual and part-time workers.

PMV aims to provide equal opportunity for all workplace participants and to comply with all anti-discrimination laws.

Discrimination by one workplace participant against another will not be tolerated. A workplace participant who discriminates against another may be subject to disciplinary action up to and including dismissal.

Discrimination can occur either directly or indirectly.

Direct discrimination is any action, which specifically excludes a person, or a group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it because a personal characteristic, irrelevant to the situation, is applied as a barrier. That is, a person, (or group of people) is treated less favourably because they possess a characteristic listed as a reason for discrimination, e.g. age, sex, race, disability or marital status etc.

Indirect discrimination occurs when an action, policy or practice appears to treat people equally, but actually disadvantages a person or group of people, and those people are disadvantaged because of their sex or their race or one of the other prohibited grounds of discrimination.

Indirect discrimination occurs where there is a requirement, rule, policy, practice or procedure that is the same for everyone but has an unequal effect on particular groups. This type of requirement is likely to be indirect discrimination unless the requirement is reasonable in all the circumstances.

### **What Is Sexual Harassment?**

Sexual harassment is defined as any uninvited, unwelcome behaviour of a sexual nature involving written, visual or physical affront against another person. Sexual harassment may include:

- Requests for sexual favours
- Leering, unwanted physical contact, wolf-whistles, obscene gestures or noises
- Persistent requests for a social date
- Comments or questions about a person's sex life
- Offensive posters, pictures or graffiti
- Sexual jokes, sexually suggestive telephone calls
- Results of work offers being dependent upon 'favours'.

Sexual harassment within PMV will not be tolerated and any workplace participant who sexually harasses another will be subject to disciplinary action up to and including dismissal.

### **What Is Victimisation?**

Victimisation is the term used to describe any paybacks, retribution or intimidation associated with a discrimination or harassment complaint. Victimisation refers not only to intimidation of complainants or potential complainants, but also to the alleged harasser or discriminator, witnesses, supporters and those resolving or investigating any complaints.

PMV will take all reasonable steps to ensure victimisation does not occur. Workplace participants found guilty of victimisation will be subject to disciplinary action up to and including dismissal.

### **What Is Vilification?**

Vilification is a public act which incites, encourages or urges others to hate, have serious contempt for, or severely ridicule, a person, or group of people because they are (or are thought to be) members of a particular group. Acceptable forms of lawful free speech do not include any form of vilification.

Any workplace participant who vilifies another workplace participant will be subject to disciplinary action up to and including dismissal.

### **Bullying**

Workplace participants are expected to treat each other with dignity and respect. PMV values individual differences and expects that all workplace participants will work together harmoniously.

Bullying is inappropriate behaviour aimed to demean and humiliate workplace participants, either as individuals or as a group. Examples of bullying behaviour include:

- Manipulation
- Intimidation
- Belittling remarks
- Persistent criticisms, nit picking or fault finding
- Verbal and/or physical abuse
- Isolation from colleagues
- Withholding information
- Setting unrealistic targets.

Even though bullying may not be directly in breach of anti-discrimination laws, at PMV a workplace participant who bullies a fellow workplace participant may be subject to disciplinary action up to and including dismissal.

### **Why is PMV Involved?**

Anti-discrimination laws and vilification laws place obligations on the company to ensure that it prevents:

- Discrimination
- Harassment
- Victimisation; and
- Vilification,

Primarily, the person who discriminates, harasses, victimises or vilifies is liable for their actions. However, PMV may be vicariously liable for the actions of its workplace participants unless it has taken “all reasonable steps” to prevent the discrimination, harassment, victimisation or vilification.

### **Relevant Legislation**

PMV and its workplace participants are subject in Australia, to the following pieces of legislation applying to harassment, discrimination and equal opportunity in the workplace.

- Racial Discrimination Act 1975 (Cwlth)
- Sex Discrimination Act 1984 (Cwlth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
- Disability Discrimination Act 1992 (Cwlth)
- Age Discrimination Act 2004 (Cwlth)
- Equal Opportunity for Women in the Workplace Act 1999 (Cwlth)
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009 (Cwlth)
- Workplace Relations Act 1996 (WA)
- Spent Convictions Act 1988 (WA).

### What is the “Complaint Handling System”?

The policies for staff and student complaints and appeals set out the procedures to be followed if a workplace participant makes a formal or informal complaint including complaints of discrimination, harassment, victimisation, vilification or bullying. The following procedure will be followed:

- All complaints should be made to the CEO. The workplace participant is encouraged to resolve the difficulty with the person in question only if appropriate.
- If a resolution cannot be reached the next step is to use a Complaint Form to lodge a complaint in writing with the CEO who will contact the workplace participant within 24 hours.
- Where complaints cannot be resolved internally, PMV will advise the workplace participant of the appropriate legal body where they can seek further assistance.

PMV will carry out the complaint handling process as quickly as possible given the individual circumstances of the complaint.

### Confidentiality

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for PMV to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

PMV aims to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

PMV also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work and will try to balance these competing considerations. The company will so far as is possible respect a wish for confidentiality. However, there will be times when this may not be possible and due to the nature of the complaint the company may be required to act on the information provided.

PMV may not be able to take direct action against an alleged discriminator/harasser because the substance of the allegations cannot be established and procedural fairness cannot be afforded. In these types of situations, PMV will be able to take general preventative action only and monitor the situation.



## Industry Engagement Policy and Procedure

### Policy

PMV engages with industry to inform its training and assessment practices and ensure they are relevant to the needs of the industry.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Industry Engagement policy and procedure.

### Links to the Standards

*This policy and procedure links to Clauses 1.5 and 1.6 in Standard 1 of the Standards for RTOs 2015.*

### Procedure

PMV uses a range of strategies for industry engagement and routinely uses the outcomes of this engagement to ensure the industry relevance of its training delivery and assessment, learning and assessment strategies, practices and resources and the current industry skills of its trainers and assessors.

Strategies include:

- direct engagement with a range of Australian and international industry clients through PMV's provision of industry engineering consultancy services in hazardous areas and electrical instrumentation, and site specific instrumentation and hazardous area compliance solutions to the latest AS/NZS and international industry standards
- development of proposals for industry clients, for PMV to deliver nationally recognised training and assessment customised to their specific needs in terms of required electives, holistic delivery, intensive delivery modes and flexible scheduling
- participating in the development of the national UEE Training Package and units of competency as a member of the national Industry Skills Council's (EOz) industry advisory groups for both EEHA – electrical equipment in hazardous areas and EI – electrical instrumentation
- partnering directly with small and micro electrical and instrumentation businesses, industry bodies such as Master Electricians Australia (MEA), lead consortium businesses such as Cloudnet Solutions and unions such as the Electrical Trades Union of Western Australia (ETU) to provide training and assessment services funded through the Commonwealth Industry Skills Fund
- arranging industry site visits for PMV students to engage first hand with businesses where electrical equipment is used in hazardous areas in the workplace (eg Coogee Chemicals)
- sourcing part-time trainers direct from industry with cutting edge knowledge and skills and supporting their completion of the training and assessment qualification, to ensure the most up-to-date industry intelligence is imparted to



PMV students and other PMV staff, with these trainers continuing to work in the industry

- networking with other RTOs with a view to forming partnership arrangements for training delivery and assessment and sourcing external qualified participants for annual validation of PMV assessment processes and student evidence
- networking in an ongoing way with industry associations such as Engineers Australia: the Institution of Engineers, peak bodies such as the Electrical, Utilities and Public Administration Training Council (EUPA) and Standards bodies developing AS/NZS and ISO standards
- obtaining industry validation of PMV learning and assessment strategies, learning resources and assessments when they are first developed and whenever there are significant changes to Training Package units and qualifications.

A record of industry consultation and feedback will be completed for formal validation activities and evidence that the other strategies have been implemented will be through documents and emails generated through participation in those activities.



## Record of Industry Consultation and Feedback

Company or industry organisation name:			
Industry representative name:		Position:	
Subject of consultation:	<input type="checkbox"/>	Learning and assessment strategies	<input type="checkbox"/>
	<input type="checkbox"/>	Learning materials	<input type="checkbox"/>
	<input type="checkbox"/>	Assessment tools	<input type="checkbox"/>
	<input type="checkbox"/>	Trainers and assessors	<input type="checkbox"/>
	<input type="checkbox"/>	Feedback on PMV services	<input type="checkbox"/>
	<input type="checkbox"/>	Participant skills observed after courses	<input type="checkbox"/>
	<input type="checkbox"/>	Industry intelligence and trends	<input type="checkbox"/>
	<input type="checkbox"/>	Industry networking /liaison	<input type="checkbox"/>
<b>1. In relation to Learning and Assessment Strategies:</b>			
YES <input type="checkbox"/> NO <input type="checkbox"/> The selection of electives reflects the current needs of our industry.			
Comment:			
YES <input type="checkbox"/> NO <input type="checkbox"/> The duration of the course is appropriate for the units selected.			
Comment:			
YES <input type="checkbox"/> NO <input type="checkbox"/> The intensive nature of the course delivery suits our needs.			
Comment:			
YES <input type="checkbox"/> NO <input type="checkbox"/> The theory and practical assessment methods chosen should enable participants to demonstrate the skills and knowledge required in our workplace/s.			
Comment:			
YES <input type="checkbox"/> NO <input type="checkbox"/> Practical assessment tasks mirror work undertaken in our industry/organisation.			
Comment:			
YES <input type="checkbox"/> NO <input type="checkbox"/> PMV resources listed and/or pictured are sufficient to reflect current industry plant and equipment.			
Comment:			
<b>2. Details of feedback or discussions (if applicable):</b>			
<b>3. Improvements suggested:</b>			
Signature:			Date:
(PMV use only) Action required:			<input type="checkbox"/> Email <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> PMV rep initial



## Issuance Policy and Procedure

### Policy

PMV will issue AQF qualifications and Statements of Attainment in accordance with the *Standards for RTOs* and certify the attainment of qualifications or units of competency from nationally endorsed Training Packages or accredited courses that are within its scope of registration.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Issuance policy and procedure.

### Links to the Standards

*This policy and procedure links to Standard 3 of the Standards for RTOs 2015.*

The policy is aligned to the *AQF Qualifications Issuance Policy* and additional information included in *Schedule 5 of the Standards for RTOs 2015: Application of the AQF Issuance Policy within the VET Sector.*

### Procedure

Through its student records management system, PMV will maintain a register of AQF qualifications and Statements of Attainment it is authorised to issue and of all AQF qualifications and Statements of Attainment issued. These registers will be generated by the system as required. PMV will report on qualifications and Statements of Attainment issued, to the VET regulator on a regular basis as required by the regulator.

PMV will issue, record and report AQF qualifications and Statements of Attainment that:

- meet the requirements of the most current Australian Qualifications Framework
- use the Nationally Recognised Training logo and other logos as required by state training authorities or regulators in accordance with their current conditions of use
- for qualifications only, include the AQF logo or a statement that the qualification is recognised within the Australian Qualifications Framework
- for Statements of Attainment only, include an explanatory statement that ‘*A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units*’ and where relevant a statement that ‘*These competencies form part of <code and title of related qualification>*’
- identify the qualifications, units of competency from Training Packages, competencies or modules from accredited courses, that the client has attained, including their national codes and titles as listed on the national register



- identify PMV by its name, logo and RTO code and protect certification documents from fraudulent copying by the inclusion of the unique PMV watermark
- include the authorised signatory – the CEO or other signatory with delegated authority from the CEO
- do NOT include each student's Unique Student Identifier.

PMV will issue a record of results with each qualification that lists the units of competency attained in achieving the qualification. Units completed in gap training courses will have an outcome of 'C' – competent. Units awarded through credit transfer or for an Electrician's licence will have an outcome of 'CT' or an outcome of 'E' – exempt/equivalent. The record of results will NOT include the NRT logo or the student's USI, and will be sufficiently different from qualifications and Statements of Attainment so that it will not be mistaken for them.

PMV will issue AQF qualifications [each accompanied by a record of results] or Statements of Attainment within 28 days of a student being recognised as competent.

All certificates and Statements of Attainment are retained for a period of 30 years in scanned format in the PMV drive.

### **Process for Issuing Qualifications and Statements of Attainment**

On completion of a course or individual units of competency, qualifications or Statement(s) of Attainment are issued in accordance with the current Australian Qualifications Framework. This includes awards gained by:

- face-to-face and workshop-based training and assessment
- work-based/self-directed training followed by assessment
- mixed mode work-based/self-directed plus face-to-face and workshop-based training and assessment
- workshop-based training and assessment
- recognition (credit, exemptions and RPL).

The PMV layouts for qualifications and Statements of Attainment meet the requirements of the Standards. AQF qualifications and Statements of Attainment testamurs and records of results are stored on the PMV computer system as templates and updated in accordance with changes to the AQF or the Standards for RTOs.

Certificates of Attendance are issued when clients who participate in nationally recognised training activities do not complete assessment activities or do not meet the assessment requirements resulting in a final result of 'Not Yet Competent' generally after multiple assessment attempts. Certificates of Attendance are sufficiently different so they will not be mistaken for qualifications or Statements of Attainment.

If any part of a qualification has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the testamur and the record of results: *'These units/modules have been delivered and assessed in <insert language>'.*

### **Recording of Qualifications and Statements of Attainment**

In order to ensure that all qualifications and Statements of Attainment issued are verified and checked, the following process is applied:

- Completion of units is progressively recorded in the student records management system on the PMV drive
- Upon completion of their course (or withdrawal from the course), student files are reviewed by the Lead Trainer
- Provided all assessment evidence is on hand for all of the units in the course, a qualification or Statement of Attainment is printed, signed by the CEO and issued by PMV
- As all courses are gap training or professional development courses the full qualification is only issued to those holding an unrestricted Electrician's licence (confirmed and recorded in the student records management system at enrolment)
- The original qualification or Statement of Attainment is forwarded to the student and a copy is added to the student's class folder
- With the permission of the student, a copy can be sent to the current employer.

### **Re-issuing of Qualifications and Statements of Attainment**

PMV will issue copies of original certificates and Statements of Attainment on request by students, subject to verification of their identity and on payment of the re-issue fee of \$50.00.

The copy will indicate that it is a re-issue of the original and contain both the date of re-issue and the date the original was issued.

### **Withdrawal/cancelling Qualifications and Statements of Attainment**

Whilst these procedures are designed to ensure that all qualifications and Statements of Attainment issued are verified and checked prior to issuance, there is always a risk that administrative errors related to faulty data input may lead to qualifications or Statements of Attainment being issued in error. This is most likely to occur if:

1. Off-shore students who are not eligible for Australian qualifications or Statements of Attainment are wrongly identified in the system as Australian students – off-shore students can achieve a range of recognition documents for training against the AS/NZS Australian New Zealand standards depending on whether they attend, are assessed against all AS/NZS standards and prerequisites, or are assessed against a subset of the AS/NZS standards.



2. Students holding a restricted electrical licence who are not eligible for a qualification (but only a Statement of Attainment for individual units completed) are wrongly identified in the system as holding an unrestricted licence.

The likelihood of these circumstances occurring is low given that:

1. Off-shore students are in the same data entry batch with none being eligible for a qualification. There should be no confusion between a Statement of Attainment and the documentation for completing training against AS/NZS standards but this is a possibility in the case of new/inexperienced administrative staff.
2. Students who do not hold an unrestricted Electrician's licence are informed at every turn that their award will be a Statement of Attainment – at the pre-enrolment stage, at enrolment, through the enrolment fact sheets and during the course. An ineligible student receiving a qualification rather than the Statement of Attainment would know that they were not entitled to the award and should alert PMV of the error. It is understood however that not all students would take this course of action, preferring instead to keep the invalid document.

Notwithstanding that all care must be taken and appropriate training provided for new or inexperienced staff to ensure this does not occur, in the event that PMV becomes aware that a qualification or Statement of Attainment has been issued in error, students must be notified immediately that their award has been withdrawn/cancelled and replaced with the correct documentation. Cancelled qualifications are to be returned/destroyed and the student reminded that such documents are invalid and will be identified as such by PMV should employers or others seek to verify them.

In the event that PMV becomes aware that any qualification or Statement of Attainment has been issued in error, all related records (eg for all other students in the course or during the timeframe relating to the course) will be examined to confirm that no other invalid awards have been issued. Staff will be interviewed to confirm that they are aware of correct data entry procedures and to identify the root cause of the error so corrective action can be taken to eliminate or mitigate any risk of recurrence. A full review of all students' eligibility status versus their award may be undertaken in response to the findings from the interviews and records review, if warranted.



## Work Health and Safety Policy and Procedure

### Policy

PMV is committed to the provision of a safe and healthy environment for its students, staff and visitors. As part of that commitment, staff and students are provided with information or training to enable them to work and learn in a safe environment.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Work Health and Safety (Occupational Health and Safety) policy and practices.

### Links to the Standards

*This policy and procedure links to Clause 8.5 in Standard 8 of the Standards for RTOs 2015.*

### Procedure

#### PMV

1. PMV will provide and maintain safe equipment and materials.
2. Staff and students will be instructed in the safe use, handling and storage of equipment and materials.
3. PMV will provide adequate information regarding hazards and risks within the premises.
4. PMV will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting.

#### Students

Students are responsible for ensuring the safety and health of their environment by:

- Making themselves aware of the relevant PMV policies, procedures and instructions.
- Complying with all PMV policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Co-operating with management so that employees of PMV carry out their duties as required under the Work/Occupational Health and Safety Act.
- Reporting all known or observed hazards, incidents and injuries to PMV Administration.

### Evacuation Procedure

Upon hearing the evacuation announcement, all PMV students must immediately move to the designated assembly area (grass patch in front of PMV car park In Perth, follow MEA designated area in Brisbane and client designated area at site) and follow the instructions given by staff.

The building must not be re-entered until students and staff are instructed to do so by emergency personnel.

If the evacuation announcement is made all persons within the premises must:

- Go to the fire exit as directed by Staff
- Only take personal belongings
- Advise a first aid officer of any injured person as soon as possible
- Go immediately to the designated assembly area outside and remain in class groups – the designated assembly area is the grass patch in front of PMV car park.

### **No Smoking on PMV Premises**

PMV has a 'No Smoking' policy that precludes anyone from smoking while on PMV premises. This includes the areas immediately outside entrances to the PMV building.



## Records Management Policy and Procedure

### Policy

PMV has administrative and records management processes in place to assure the integrity, accuracy and currency of its records. For the purposes of this policy a record means an electronic document providing evidence that activities have been undertaken. Written or printed documents generated during activities at PMV are scanned and stored as electronic documents. As a result all PMV records are electronic.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Records Management policy and procedure.

### Links to the Standards

*This policy and procedure links to Clause 3.4 in Standard 3, Clause 6.5 (a) in Standard 6, and Clause 8.1 (f) in Standard 8, and Schedule 5 of the Standards for RTOs 2015.*

### Procedure

Records management includes but is not limited to:

- secure storage, including backup of electronic records
- safeguarding any confidential information obtained by PMV or individuals, committees or organisations acting on its behalf (privacy)
- ensuring that, except as required under the *Standards for RTOs* or by law, information about a client is not disclosed to a third party without the written consent of the client
- retention, archiving, retrieval and reporting of student results consistent with the requirements of the *Standards for RTOs*, and any additional legislative requirements
- compliance with external reporting requirements regarding total VET activity [for example the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and Unique Student Identifier requirements]
- secure storage of student records for a period not less than 30 years and transfer of to the VET regulator in the event of closure of the RTO.
- providing access by students to their personal records subject to verification of identity
- maintenance of up-to-date information on all staff and persons working on behalf of the RTO including, trainers, assessors, contractors and consultants
- retention, archiving, retrieval and transfer of business records consistent with contractual and legal requirements and consistency with the Standards for RTOs.

## Privacy

Any information obtained from students will only be utilised for the purposes of delivery of training and assessment services and to meet government compliance requirements.

To protect the confidentiality of student and client information, access is limited to authorised staff. For student information, authorised staff include the CEO, nominated administration staff, and trainers and assessors. For business clients access is limited to the CEO and nominated administration staff. This is to ensure that, except as required under law, information about a client is not disclosed to a third party without the written consent of the client.

Current students may access their individual student records after making application in writing or a verbal request. Past students requiring access to their records must provide suitable ID evidence that will be verified prior to access being granted.

## Storage

PMV records are stored electronically in a secure, locked storage facility to prevent unauthorised access, destruction, alteration or removal. Electronic records are protected by password access, database, and are further protected by maintaining firewalls, antivirus and other protection software. Electronic records are backed up daily online. Student records are maintained at PMV and off-site via the student records management system.

## Student Records Maintenance Procedure

PMV is responsible for the maintenance of up-to-date student records as follows:

- PMV Administration retains records of verified qualifications and licences, competencies and experience (where applicable) related to unit prerequisites; enrolment, attendance and progress; assessment records and results, verification of site experience (where required); and fees paid and refunds given.
- The Lead Trainer/Assessor in class ensures the attendance roll is signed at the start of each session. Absentees, early departures and latecomers are duly noted.
- The Lead Trainer/Assessor is required to maintain sufficient information regarding student progress so that PMV Administration will be able to determine progress towards completion for any student.
- The Lead Trainer/Assessor is required to update student assessment records at least at the completion of each assessment.
- PMV Administration is responsible for confirming submission of assessments and entering outcomes into the PMV database and student records.

- Students have access to the course progression overview sheet in their student resource materials that will show progress in the course in relation to topics completed and those still to be covered.
- Assessment submission records and competency summary reports will show the progress towards completion for any student.

### **Retention of Records**

In accordance with the requirements of the Standards, PMV securely retains:

- An electronic student records management system that can generate reports to provide:
  - A register of units of competency and qualifications PMV is authorised to issue
  - A register of all units of competency and qualifications PMV has issued
  - Records of Statements of Attainment and qualifications issued by PMV to the regulator on a regular basis (as determined by the regulator)
- Student records of Statements of Attainment for units of competency and AQF qualifications issued, retained for a period of at least 30 years.
- Completed student assessment items for a period of at least six months from the date on which the judgement of competency was made for the student for the purpose of audits by the regulator.

### **Reporting requirements**

PMV will supply relevant government organisations with yearly data related to enrolments, participation and completion on an annual basis or as and when required.

### **RTO Closure Records Transfer Process**

In the event that PMV ceases operation (closes down the Registered Training Organisation) it will immediately notify the VET regulator and provide a record of all AQF qualifications and Statements of Attainment issued to students.



## Resource Management Policy and Procedure

### Policy

PMV has effective administrative and resource management procedures in place to ensure that it has, for all of its scope of registration, and consistent with its learning and assessment strategies, access to sufficient resources such as:

- trainers and assessors to deliver the training and assessment
- educational and support services to meet the needs of the students undertaking training and assessment
- learning resources that are accessible to students regardless of location or mode of delivery to enable them to meet the requirements for each unit of competency
- facilities (both physical and virtual) and equipment to accommodate and support the number of courses and the number of students undertaking training and assessment at PMV.

Educational and support services may include, but are not limited to:

- pre-enrolment information including electronic access to self-assessments for high level mathematics required for higher UEE qualifications
- learning and assessment programs contextualised to the workplace
- flexible scheduling and delivery of training and assessment to suit fly-in, fly-out workers who can split their training over a number of courses
- one-on-one in-class and email support
- referral to language, literacy and numeracy (LLN) programs when required
- referral to personal services such as mediation or counselling services when required
- comprehensive training manuals providing in-depth course information
- additional electronic reference resources to complement training manuals
- in-class IT support as required
- additional time or one-on-one coaching services when necessary to support learners to achieve competency.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Resource Management policy and procedure.

### Links to the Standards

*This policy and procedure links to Clauses 1.3, 1.6 (a) and 1.7 in Standard 1 of the Standards for RTOs 2015.*

## Procedures

## Resources

Facilities and equipment used for training are typical of that used in the industry. Industry visits and engagement with equipment suppliers and industry clients are used to ensure the industry relevance of PMV facilities and equipment. Superseded and obsolete equipment and documentation are not used unless required by units of competency that have not kept pace with industry requirements.

All equipment used for training is maintained in a safe and serviceable manner and records related to the purchase and maintenance of resources are accurately documented and maintained. Equipment lists are attached to the learning and assessment strategies for each course and these are updated as required. The purpose-built skid is maintained in working order to be used by students while on course, for the purpose of practice and skill development post-course, or as part of gaining requisite instrumentation experience additional to that available in the workplace.

Where training is related to licensing or regulatory requirements PMV liaises with the industry regulator, industry associations and unions, the relevant State Training Council or Industry Skills Council, and the VET regulator if required.

## Information Technology

The primary function of PMV's computer system and its Internet connection is to provide staff and students access to electronic communications for approved training, research and administrative purposes. In the case of students this access is only for purposes directly related to their academic programs.

Use of the computer system, email and the Internet must be consistent with legislation and organisational policies including privacy provisions, equal opportunity and harassment principles. This applies to all users of the system including those users with remote access.

## Remote Access

Remote access is only available where a staff member is required to perform specific work needed by the organisation. Access to the system is on an as needs basis. The Chief Executive Officer approves all remote access arrangements.

## Security and Back-up Procedure

As far as is practicable, every effort is made to ensure PMV resources, including documents and records, are stored to protect them from fire, theft or any other damage.

All data is stored on the PMV drive electronically and on a data retention/back-up system. Electronic documents and records are password protected and are further protected by maintaining firewalls, antivirus and other protection software. Electronic

records are backed up daily online. This is to prevent loss of information in the case of a computer crash, theft or malfunction.

If a situation occurs where computers are stolen or damaged a backup of all files will still be accessible off site.

### **Version Control**

PMV implements version control procedures for managing resource materials that relate to its scope of registration (including learning and assessment strategies, training manuals and assessment materials) so that:

- materials are reviewed for currency and updated by authorised and competent staff prior to issue or re-issue
- the latest release of Training Packages or accredited course documents are being used and referenced by PMV
- all persons required to perform any function under the RTO's scope of registration have ready access to the most current learning and assessment materials at all times.

## Staff Complaints Policy and Procedure

### Policy

PMV requires all workplace participants to be treated with respect and fairness and that everyone must be afforded natural justice.

Any issues or concerns expressed by PMV staff will be followed up and addressed fairly and confidentially.

PMV will conduct reviews in an open manner, free from prejudice and bias.

In the event that a staff member is unhappy with their working environment they may complain. Complaints can also relate to rights and responsibilities concerning discrimination, harassment, victimisation and vilification in the workplace.

PMV has an open door policy where staff can speak to the CEO about their complaint and come to a mutually agreed resolution.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Staff Complaints policy and procedure.

### Links to the Standards

*This policy and procedure links to Standard 6 of the Standards for RTOs 2015.*

### Procedure

Action	Responsible	Evidence
1. Receive verbal or written complaint within 7 days of the alleged issue	CEO	- Staff Complaint Form
2. Ensure complainant's name, contact telephone and address is correct. Review and understand the nature of the complaint	Administration/ CEO	- Interview staff
3. Acknowledge the complaint in writing and investigate the complaint within 10 working days of the complaint being made	CEO	- Speak to complainant - Interview other staff - Speak to other parties as required - Take notes - Ensure objectivity and presumption of innocence until facts are confirmed
4. If the complaint relates to actions of the CEO, appoint an independent person as	CEO	- Agreement to NIP by complainant

Action	Responsible	Evidence
agreed by both parties to investigate the matter	Complainant  Nominated Independent Person (NIP)	- Correspondence with independent person  - Agreement of independent person to deal with complaint following RTO procedures
5. Record the evidence and outcomes of investigations	CEO and/or  Nominated Independent Person	- Notes  - Draft outcomes
6. Advise complainant of the findings and forward a copy of the outcomes of investigations	As above	- Forward letter to complainant
7. Receive any appeals from the complainant within 7 days of the determination date; if no appeal – close out.	CEO	- Letter of appeal or appeal form
8. Nominate an Independent Person to deal with the appeal	CEO	- Agreement to NIP by complainant
9. Independent person to investigate the appeal	Appointed Independent Arbiter	- Formal interview with complainant  - Interviews with staff  - Consult with other witnesses/parties as required  - Record evidence
10. Independent person to make a determination on the matter	Appointed Independent Arbiter	- Record outcome of investigations
11. Independent person to advise complainant and Senior Management of the results of the appeal and reasons for the decision and close out.	Appointed Independent Arbiter  CEO	- Forward letter to complainant
12. If the complainant chooses to access PMV’s complaints and appeals processes, PMV must maintain the complainant’s employment while the complaints and appeals process is ongoing.	CEO	



Action	Responsible	Evidence
13. Root cause analysis of the complaint/appeal to be undertaken	CEO and staff	- Corrective action to reduce the likelihood of recurrence

### Staff Complaint Form

Staff Complaint Number: \_\_\_\_\_

**SECTION A: CONTACT DETAILS**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

**SECTION B: COMPLAINT**

Please describe your complaint fully, including any relevant background and previous actions you have taken to try to get the matter resolved. Attach extra pages as necessary. Please list numbers of pages attached: .....

Write complaint here.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complainant Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Section C: Official Use Only**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

*A copy of this form showing date of receipt must be given to complainant.*

Dispute heard by

Name:	Signature:	Date:
_____	_____	_____

**SECTION D: OUTCOME - to be completed by the CEO/Nominated Independent Person (NIP)**

<u>Resolution of Complaint</u>	Date:
Outcome implemented/notice of finding given to complainant in writing	Date:

Complainant satisfied with outcome

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature:	NIP Signature:
_____	_____

Name:	Name:
_____	_____

Date:	Date:
_____	_____

*Copy to be given to complainant, once resolved.*

## Staff Recruitment, Induction and Professional Development Policy and Procedure

### Policy

All staff recruitment undertaken by PMV is based on merit. Recruitment is undertaken against a position description statement, developed for a particular personnel position. Position description statements for new/replacement positions are developed by PMV and approved by the CEO.

Equity and social justice principles are applied to all recruitment processes.

Only successful applicants are advised. Feedback is provided, on request, to unsuccessful applicants for a position.

PMV ensures all trainers and assessors engaged for the delivery of vocational education and training courses meet the requirements of the national standards for RTOs and retains evidence of this for all trainers and assessors. Where Training Packages are updated, PMV ensures all related trainers and assessors are able to meet any updated requirements.

Vocationally competent and industry current individuals without the necessary training and assessment qualification are able to work under the supervision of a qualified trainer and assessor for the delivery of the units of competency provided they hold one of the required skill sets for enterprise trainers. Supervision is provided by a qualified trainer who is accountable for all training provision and the collection of assessment evidence by the supervised individual. The supervised individual does not determine assessment outcomes. The qualified assessor is responsible for making and signing off on the assessment decision.

PMV ensures that its trainers and assessors take responsibility for maintaining their vocational competency, industry currency and undertaking professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Recruitment, Induction and Professional Development policy and procedure.

### Links to the Standards

*This policy and procedure links to Clauses 1.13, 1.14, and 1.16 through 1.20 in Standard 1 of the Standards for RTOs 2015.*

### Procedure

#### Recruitment and Selection

The recruitment process is managed by the CEO.

Normally all vacant positions are advertised externally and through PMV's industrial network of contacts including its past and present students.

- PMV selects staff members with relevant industry experience only.
- All PMV trainers and assessors possess the TAE40110 Certificate IV in Training and Assessment qualification.
- All PMV trainers and assessors are encouraged to participate in industry projects, curriculum research and resource development to maintain currency and keep abreast of latest trends in the industry.
- The suitability of past students for any upcoming positions is assessed and evaluated by the CEO in close consultation with key staff members.
- The remuneration for positions is based on current industry trends and flexibility and pressures to deliver the scope are negotiated with the successful applicant.
- All appointees are required to sign an employment agreement which outlines the terms and conditions of the position and protects the RTO's intellectual property.

### Validation of Qualifications for Potential Staff

To validate the qualifications of potential staff the following steps must be undertaken:

- Potential staff must present their qualifications in the form of the original issued certificate and transcripts.
- PMV Administration will verify whether the qualifications have been issued by the stated institution
- Copies of qualifications are verified by the PMV Administration and approved by the CEO using the verified stamp.

### Induction

All newly appointed staff will undergo an induction program. PMV is committed to carrying out hands-on induction for its staff by taking them through the necessities regarding PMV operations and business development strategies, legislative requirements, access to PMV training directory for the relevant courses, and instructing them on PMV training delivery requirements and assessment marking guides, and responding to enquiries as they arise.

The intention is to empower new staff with requisite and operational knowledge so that they can meet the responsibilities associated with their roles with ease and confidence.

All newly appointed staff will receive a Staff Handbook and PMV Policies and Procedures, designed to meet their immediate and ongoing information needs within the company.

The PMV induction program is outlined as follows:

- A guided tour of facilities including staff kitchen, administration office, toilets, safety and security etc.

- Copies of the Student Handbook, Staff Handbook, Policies and Procedures and Operational Forms.
- Instruction on PMV Work Health and Safety policy and procedure.
- A demonstration on how business equipment operates such as photocopier and printer and the location of stationery, training and student resources.
- Information on Version Control of all documents and the location of current and up to date document version.
- An introduction to all current staff including an explanation of their job roles.
- Information on staff responsibilities for access and equity.
- Information on competency based training and assessment if applicable.
- Information about all vocational courses offered. This includes national Training Package information on the individual qualifications of scope, assessment guidelines, training materials and assessment tools.
- Information on the various Commonwealth and State legislative requirements such as, Vocational Education and Training Act, OH&S Act etc.

New staff will be required to complete the induction checklist issued by PMV during induction. All new staff must sign the staff acknowledgment confirming awareness of PMV policies and procedures and the relevant legislation and Acts governing vocational education.

Signed copies of the induction checklist will be held on each personal file. The other signed copy will be held by the new staff member.

Each new appointee will be matched with a 'buddy' who will act as a guide and mentor for the first few weeks of an appointment.

For staff who will be involved in training and/or assessment, this induction will also include information, where relevant to their job role, on each of the following:

- Training Packages
- Competency-based training and assessment
- Vocational education and training requirements, standards and policies
- Information of course documentation to be completed
- PMV trainer and assessors guidelines.

All new trainers and assessors will observe at least one delivery and assessment conducted by a current PMV trainer and assessor to ensure consistency in delivery and assessment of PMV courses and aligning to PMV's delivery and assessment philosophy.

### Supervision Procedure

Supervision is required where vocationally competent and industry current trainers do not yet have the necessary training and assessment qualification, i.e. TAE40110

**Title:** Staff Recruitment, Induction and Professional Development Policy and Procedure

**Approved By:** CEO Jatinder Ahuja

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Certificate IV in Training and Assessment or its successor. These trainers must attain either the TAESS00007 Enterprise Trainer – Presenting Skill Set, or the TAESS00008 Enterprise Trainer – Mentoring Skill Set, or the TAESS00003 Enterprise Trainer and Assessor Skill Set before they can deliver training under supervision. Evidence of this must be verified and retained. It is expected that supervised individuals who demonstrate a commitment to becoming quality trainers and assessors will attain the full qualification within the first six months of working at PMV.

PMV will ensure that supervision arrangements involve the supervised individual receiving regular and ongoing guidance, direction and leadership from a person designated by PMV, who has TAE40110 Certificate IV in Training and Assessment, vocational competency and industry currency. The supervising trainer monitors and is accountable for all training delivery. It is not necessary for the supervising person to be present during all training delivery. Until they have completed the required qualification, supervised individuals may collect assessment evidence but cannot determine assessment outcomes. This is the responsibility of the supervising trainer/assessor.

PMV will:

- appoint a vocationally competency industry current trainer who holds TAE40110 Certificate IV in Training and Assessment to act as the “supervising trainer”
- specify the supervising trainer’s duties within their roles and responsibility document,
- ensure the supervised trainer participates in internal training and assessment professional development, as well as validation activities and any relevant continuous improvement processes
- encourage and support the supervised trainer to gain the TAE40110 qualification.

The supervising trainer will:

- help the trainer requiring supervision to find appropriate resources, discuss strategies and session plans and provide input into training
- observe training sessions and give feedback
- approve any additional training materials to be used with the standard training manuals and approve the design of any formative assessment/ evidence-gathering activities.

*Note that the supervising trainer is accountable for the training delivery.*

*Note that the vocationally competent trainer working under supervision is not able to determine assessment outcomes for students.*

### **Professional Development for all Staff**

PMV will provide all staff with opportunities for ongoing professional development. These opportunities will encompass both professional development opportunities

designed to meet the needs of staff and professional development designed to meet specific PMV needs, including meeting the requirements of the Standards for RTOs.

Both formal and informal professional development opportunities will be encouraged and this will be monitored yearly. The staff will be encouraged to analyse lessons learned from professional development experiences over the past year. Their involvement in professional development will be considered as part of their performance review process.

### **Professional Development as Trainers and Assessors**

Trainers and assessors are responsible for maintaining their vocational competency, industry currency and current knowledge and skills in vocational education, training and learning. They are required to review their own industry activities related to training and assessment and vocational currency, and, through discussion with CEO, seek professional development activities to enable up-skilling and maintenance of both vocational, and training and assessment currency.

All trainers are observed delivering and assessing training at least annually by PMV's external compliance consultant. Feedback is provided to each trainer/assessor including suggestions for professional development if required. The focus is not on technical competencies, but on ongoing development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment

For ongoing development of trainers and assessors, PMV's external compliance consultant attends most post-course review meetings to provide input regarding training and assessment practices and regular updates on the changing VET environment.

PMV also ensures that all trainers and assessors are given the opportunity to engage in PMV industry activities to maintain currency and continue to develop their competency as trainers and assessors.

PMV encourages its trainers and assessors to keep their vocational competencies current through direct involvement with industry based projects as PMV engages in consultation work within the energy industry.

PMV may hold internal professional development workshops annually that will generally be held over one or two days. These workshops will include annual assessment validation activities and are designed to provide staff with updated information on changes to PMV and the VET sector as appropriate. All staff will be provided with all information and resources discussed at these workshops.



## Student Fees and Refunds Policy and Procedure

### Policy

PMV is committed to safeguard and protect student fees received in advance of services rendered. PMV does not require prospective or current learners to prepay fees in excess of \$1500, being the threshold prepaid fee amount. Next payment up to \$1500 is payable at the end of the week 1. Balance is payable by instalments not exceeding \$1500, distributed over the duration of the course". So PMV is not required to meet the requirements for fee protection outlined in the Standards for RTOs 2015.

### Authority

The CEO has responsibility and authority for overseeing implementation and maintenance of the Student Fees and Refunds policy and procedure.

### Links to the Standards

*This policy and procedure links to Clause 5.3 in Standard 5 and Clause 7.3 in Standard 7 of the Standards for RTOs 2015.*

### Procedure

#### Student Fees

PMV has 2 main business sectors. The collection of student fees procedure for these business sectors and target market are as follows:

1. Corporate Clients

Corporate clients (employers) will be billed for services which include training and delivery in accordance with the PMV proposal or negotiated agreement with clients. The invoice will be expected to be paid before the course is due to be completed.

2. Student directly enrolled with PMV

PMV only collects an initial deposit of \$1500 in advance from individual students. The balance fees, if any, is collected in instalments not exceeding \$1500, distributed over the duration of the course.

### Refund Policy

Where fees have been paid in advance, no cancellation fee will be charged for cancellations received more than ten (10) working days prior to the commencement of a course. If PMV has already received full or part payment for the course, the amount paid will be fully refunded.

Notification less than ten (10) working days prior to a course will result in a cancellation fee of 25% of any fees paid. Notification less than five (5) working days prior to a course will result in a cancellation fee of 50% of any fees paid. Cancellations made after the start of the course, will not be eligible for any refund of fees.

Refund payments will be credited within five working days, upon receipt of written cancellation. All payments will be credited to bank accounts.

PMV reserves the right to ask any person to leave the course, without refund, if that person disrupts the smooth flow and progress of the course (in accordance with the PMV Code of Practice).

In the event of PMV cancelling a course, liability will be limited to the refund of the full course fee only if pre-paid.

PMV must be in receipt of a formal notification of a cancellation or transfer request, in writing, by mail or e-mail, and receipt must then be confirmed in writing by PMV staff.

PMV will make all reasonable efforts to deliver the course as outlined on the website.

Once students have commenced study in their chosen qualification or course PMV guarantees to complete delivery of the training and assessment unless unforeseen circumstances make this impossible, in which case PMV will assist students to transfer to other RTOs so that students can complete their course.

PMV reserves the right to ask any person to leave the course, without refund, if that person disrupts the smooth flow and progress of the course (in accordance with PMV's Code of Practice).

## Glossary of Terms

**Access and equity** means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

**Accredited short course** means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF Statement of Attainment.

**AQF certification documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

**AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package or VET accredited course.

**Assessment system** is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2 of the *Standards for RTOs 2015*.

**Assessors** are persons who assess a learner's competence in accordance with Clauses **Error! Reference source not found.** to **Error! Reference source not found.** of the *Standards for RTOs 2015*.

**Audit** means an audit or compliance audit undertaken by the VET Regulator.

**Australian Qualifications Framework (AQF)** means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

**Authenticated VET transcript** has the meaning given in the *Student Identifiers Act 2014*.

**Client** means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.

**Code** means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or Training Packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Current industry skills** are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with industry and may include, but are not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

**Data Provision Requirements** are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

**Educational and support services** may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

**Executive officer** means:

- a) a person, by whatever name called and whether or not a director of the organisation, who is concerned in or takes part in the management of the RTO; or
- b) an administrator, receiver and manager, or liquidator of the organisation (other than a receiver and manager, or liquidator, appointed by a court); or

- c) if the RTO is a body corporate:
- i. a person who, at any time during a period for which the organisation is registered, owns 15% or more of the organisation; or
  - ii. a person who, at any time during a period for which the organisation is registered, is entitled to receive 15% or more of dividends paid by the organisation; or
  - iii. the administrator of a deed of company arrangement executed by an organisation; or
  - iv. a trustee or other person administering a compromise or arrangement made between the organisation and another person or other persons.

**Financial Viability Risk Assessment Requirements** means the requirements made under section 158 of the *National Vocational Education and Training Regulator Act 2011* or equivalent requirements made or adopted by the VET Regulator of a non-referring State as the case requires.

**Government entity** means:

- a) a Department of State of the Commonwealth; or
- b) a Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth;
- c) an Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth;
- d) a Department of State of a State or Territory; or
- e) an organisation that:
  - (i) is not an entity; and
  - (ii) is either established by the Commonwealth, a State or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and
  - (iii) can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation whether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.

**High managerial agent** means an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.

**Independent validation** means, for the purposes of Clause 1.25 of the *Standards for RTOs 2015*, that the validation is carried out by a validator or validators who:

- a) are not employed or subcontracted by the RTO to provide training and assessment; and
- b) have no other involvement or interest in the operations of the RTO.

**Industry** means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g. employers;
- b) group training organisations;
- c) industry organisations;
- d) industry regulators;
- e) industry skills councils or similar bodies;
- f) industry training advisory bodies; and
- g) unions.

**Industry and Skills Council** means the Commonwealth, State and Territory ministerial council established by the Council of Australian Governments (COAG), or its successor.

**Industry engagement**, for the purposes of Clauses **Error! Reference source not found.** & **Error! Reference source not found.** of the *Standards for RTOs 2015*, may include, but is not limited to, strategies such as:

- a) partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;
- b) involving employer nominees in industry advisory committees and/or reference groups;
- c) embedding staff within enterprises;
- d) networking in an ongoing way with industry networks, peak bodies and/or employers;
- e) developing networks of relevant employers and industry representatives to participate in assessment validation; and
- f) exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

**Industry regulator** means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

**Learner** means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

**Licensed or regulated outcome** means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

**Mode of delivery** means the method adopted to deliver training and assessment, including online, distance, or blended methods.

**Module** means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

**National Register** means the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the *National Vocational Education and Training Regulator Act 2011*.

**Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.

**Operations** of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

**Person** includes a body politic or corporate as well as an individual.

**Professional development** means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) participation in courses, workshops, seminars, conferences, or formal learning programs;
- b) participation in mentoring, professional associations or other learning networks;
- c) personal development through individual research or reading of publications or other relevant information;
- d) participation in moderation or validation activities; and
- e) participation in industry release schemes.

**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the Training Package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

**Record** means a written, printed, or electronic document providing evidence that activities have been performed.

**Registrar** has the meaning given in the *Student Identifiers Act 2014*.

**Registration** means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.

**RTO** means a Registered Training Organisation.

**RTO code** means the registration identifier given to the RTO on the National Register.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

**Services** mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

**Skill set** means a single unit of competency or a combination of units of competency from a Training Package which link to a licensing or regulatory requirement, or a defined industry need.

**Standards for VET Accredited Courses** are the standards made under subsection 188(1) of the *National Vocational Education and Training Regulator Act 2011* or the equivalent requirements adopted by a non-referring State.

**Statement of Attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

**Statistically valid** means for the purposes of these Standards, a random sample of appropriate size is selected to enable confidence that the result is sufficiently accurate to be accepted as representative of the total population of assessments being validated.

**Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Trainers** are persons who provide training in accordance with Clauses **Error! Reference source not found.**, **Error! Reference source not found.** and **Error! Reference source not found.** of the *Standards for RTOs 2015*.

**Training** is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

**Training and assessment strategies and practices** are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

**Training Package** means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for



**Training Packages.** The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under the *Standards for RTOs 2015*. A Training Package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

**Training product** means AQF qualification, skill set, unit of competency, accredited short course and module.

**Unit of competency** means the specification of the standards of performance required in the workplace as defined in a Training Package.

**Validation** is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

**VET** means vocational education and training.

**VET accredited course** means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

**VET Quality Framework** comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework
- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements

**VET Regulator** means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.