



PWR
TRAINING RTO 45431
www.pwr.net.au



Student Information Booklet

RTO 45431

Table of Contents

1. OUR MISSION	5
2. STUDENT REQUIREMENTS AND CODE OF CONDUCT	6
2.1 Student Enrolment and Fitness	7
2.2 Language, Literacy and Numeracy (LLN)	7
2.3 Access and Equity, Harassment and Victimisation.....	8
2.4 Plagiarism.....	8
3. HEALTH and SAFETY.....	9
3.1 Clothing.....	9
3.2 Induction.....	9
3.3 Electrical Equipment.....	10
3.4 Fire Safety.....	10
3.5 First Aid.....	10
3.6 Computer Facilities.....	10
3.7 Manual Tasks.....	10
3.8 Training Facilities	11
3.9 Incidents and Accidents.....	11
4. COURSE CONTENT, ASSESSMENT and CERTIFICATION.....	11
4.1 Competency Based Training (CBT)	12
4.2 Delivery of training.....	12
4.3 Prerequisites.....	12
4.4 Assessment Principles.....	12
4.5 Certification	13
4.6 Booking / Enrolment Process Flow.....	14
4.7 Access to Records	15
4.8 Superseded Training Products.....	15
5. RECOGNITION OF PRIOR LEARNING (RPL).....	16
5.1 Credit Transfer.....	16
5.2 Recognition of Prior Learning (RPL).....	17
6. FEES and CHARGES – Individual student fees do not apply to Corporate or Inhouse bookings.....	18
6.1 Terms and Conditions - Fees.....	18
6.2 Prepaid fee protection for students.....	19
6.3 Payment Methods	19
6.4 Cooling Off Period and Consumer Protection	19
6.5 Student Cancellations	20
6.6 No Shows	21
6.7 Reassessment.....	21
6.8 Course Cancellations	21
6.9 Refunds.....	21
6.10 Replacement Texts or Training Workbooks	21
6.11 Fees and Charges Schedule	22
6.12 Changes to agreed services	22
7. CONTINUOUS IMPROVEMENT.....	22
8. COMPLAINTS and APPEALS.....	23
9. STUDENT WELFARE AND GUIDANCE	24
10. WORKING WITH CHILDREN CHECK (WWC)	24

WELCOME TO PWR

Hi, and welcome to PWR.

We would like to thank you for your decision in selecting us to be part of your continuing education of your chosen career.

This information handbook is designed to provide you with an overview of what you need to know about your vocational program, and our approach to providing you with a safe, fair and supportive training and assessment environment.

Our priority is to ensure that your wellbeing and education is maintained at a high level.

All training staff at PWR undertake professional development to ensure that the services we offer are current with Legislation and relevant industry knowledge, are required to hold relevant competencies, and with their industry experience, are able to provide a service based on quality and knowledge. This will ensure that the skills which you learn can be taken into the workforce not only to prioritise the protection of life, but to identify what to do if an emergency arises.

Organisation and individual-specific training needs will be identified to ensure that our competency-based training programs will meet those needs. We provide the opportunity for you to discuss any concerns you may have and to assist you with decisions for future training relevant to your chosen vocation.

Again, we would like to extend our appreciation in selecting us to assist you and wish you well with your chosen vocation.

Thank you



Simon Paull
CEO
Paull & Warner Resources (PWR)

COMPANY INFORMATION

Paull & Warner Resources (PWR)

Contact: RTO Training and Compliance Manager

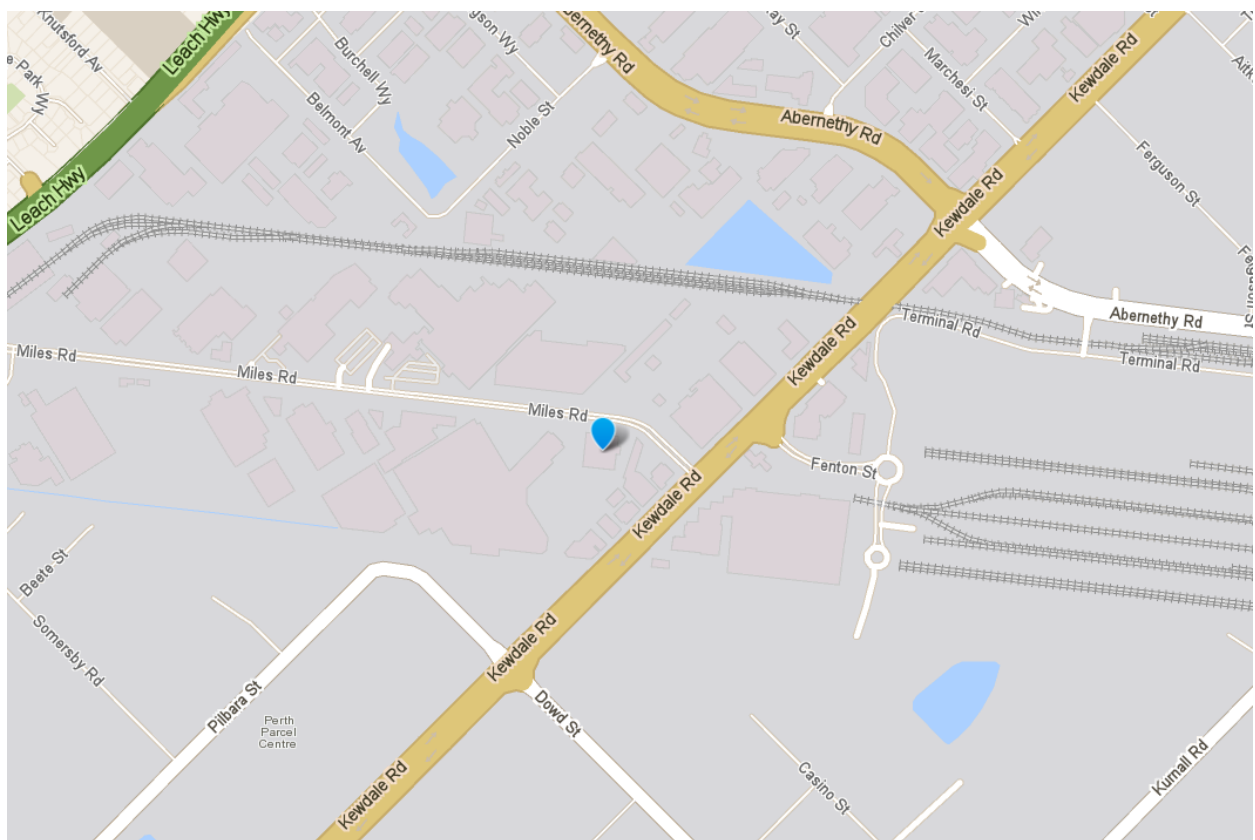
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Document Identifier: TR-GD	Document Name: RTO Student Information Booklet
Document Owner: J Mullen	Document Approver: J Mullen
Version: 2.0	Issue Date: 04/07/2020
	Review Date: 04/07/2022
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INTRODUCTION

Welcome to Paull & Warner Resources (PWR) and thank you for choosing our company's reputation for the delivery of exceptional training and assessments services by our fully qualified trainers and assessors from the mining and emergency services sectors.

PWR is a Registered Training Organisation 45431 who have undergone successful accreditation by the Australian Skills Quality Authority (ASQA) to deliver training packages and assessments that are of the highest quality and comply with all the Australian Quality Training Framework (AQTF) standards for the Vocational Education and Training (VET) system. For more information on the VET system please visit training.gov.au.

PWR offer a wide variety of nationally-accredited and non-accredited courses that can be delivered as complete training packages or specifically adapted to meet your company's requirements.

PWR's other divisions collectively enable us to operate as a first-class RTO due to being:

- Australia's leading supplier and fabricator of emergency response vehicles;
- A major supplier of medical and emergency response equipment
- A major provider of emergency response, medical and security personnel
- Designers, installers and maintainers of fire detection and occupant warning systems, fixed and mobile fire suppression systems and portable firefighting equipment
- Owners of one of Western Australia's most realistic indoor rock climbing centres, Urban Ascent

1. OUR MISSION

In recognition of our mission to deliver quality and effective training that meet the needs of our students and industry standards, our objectives are:

People

We strive to attract, recruit and retain talented, competent and committed training professionals. We promote excellent performance through leadership and professional development.

Safety and Equality

We are committed to providing a training environment which is safe, equitable and which promotes confident and productive training.

Integrity and Ethics

We conduct ourselves in accordance with shared and agreed standards of behaviour, with ethical conduct and integrity our highest standards.

Quality Committed

We aspire to deliver consistent, high quality services and apply quality systems which support training excellence.

Learner Centred

We thrive on providing training that is learner-centred and which supports lifelong learning. We respect our clients and strive to attract and retain them through high quality training experiences.

Industry Engagement

We recognise the value of industry engagement as the driving force in shaping our training strategies. We deliver training services which are founded on industry needs and expectations.

Continuous Improvement

We are committed to industry best practice and continually seek improvement in the development and delivery of our training packages.

Privacy

Under the Data Provision Requirements 2012, PWR is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by PWR for statistical, regulatory and research purposes. PWR may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

- NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

2. STUDENT REQUIREMENTS AND CODE OF CONDUCT

It is important to understand that our training courses are directed at high risk areas of work, therefore, there are activities and practical assessments that are potentially hazardous, but participation is required to enable units of competency to be met. If you have any concerns, please feel free to contact PWR prior to the training to discuss. The location and all specific student requirements for each course are outlined on the [PWR](http://www.pwr.net.au) website under Course Information and available in our Course Marketing flyers. You will also receive reminders in your booking confirmation.

2.1 Student Enrolment and Fitness

You will be required to complete a Student Enrolment & Fitness Declaration form prior to the commencement of any training. This form includes a self-assessment made by the student on any issues that may require some reasonable adjustment to our training package or assessment to support a student in the areas of; fitness, language / literacy and disability.

Most of the courses provided by PWR require a certain level of fitness or physical ability, please check the student requirements for each course prior to enrolment or call our office for more information. We expect our students to advise the trainer / assessor immediately if any changes arise during the course. If you do not understand something or require clarification please do not hesitate to contact us on (08) 9471 4900 or email training@pwr.net.au.

All students receive equal opportunities to complete their training, and there may be pre-requisites for particular units – these will be identified in pre-course information and discussed prior to enrolment. The requirements for applications for Recognition of Prior Learning (RPL) will be discussed later in this Booklet.

PWR expects all students:

- To contribute to learning in a harmonious and positive manner, irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of PWR at all times.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offense to others.
- To be responsible for your own learning and development by participating actively and positively, and by ensuring that you maintain progress through the learning modules.
- To have met any course pre-requisites and provided PWR with certified copies of attainment prior to course commencement
- To utilise PWR's facilities and publications with respect, to honour our copyright and to prevent our publications from being distributed to unauthorised persons.
- To provide a USI (Unique Student Identifier) number on enrolment. The *Student Identifiers Act 2014* states that an RTO cannot issue training certificates unless a verified USI is received. For more information go to <https://www.usi.gov.au/>
- Provide suitable identification, e.g. drivers licence prior to course commencement so we can confirm your identity.
- To be punctual in attendance and never attend a training course adversely affected by drugs or alcohol.
- To complete a training evaluation form at course end, this provides PWR with valuable information in maintaining our professional standards for training by continually improving our services.
- To keep mobile phones turned off during training and assessment course times, if you have an urgent need to have your phone on please talk to your trainer / assessor before course commencement.

2.2 Language, Literacy and Numeracy (LLN)

Suitable levels of appropriate Language, Literacy and Numeracy skills are critical in almost all workplaces.

To provide a level of student support, PWR will:

- Provide students with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of Language, Literacy and Numeracy assistance available.
- Refer students to external Language, Literacy and Numeracy support services, where this level of support is assessed as necessary.
- Make any 'reasonable adjustments' required to support a student's learning experience; such as negotiating an extension of time to complete an assessment or providing support to a student to answer theory questions verbally etc.
- Negotiate an extension of time to complete a training assessment, if suitable and necessary.

2.3 Access and Equity, Harassment and Victimisation

PWR RTO is committed to ensuring the training environment is free from discrimination and harassment. Students should expect fair and friendly behaviour from PWR staff and other students. Discrimination and harassment will not be tolerated under any circumstances, and if it is found to have occurred, disciplinary action will be taken against any staff, contractor or student who breach our *RTO Policies and Procedures*.

PWR RTO management and staff provide assistance to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

Students with disabilities or impairments will need to inform the PWR Trainer / Assessor as soon as possible to allow us to make any 'reasonable adjustments' to address specific needs to the training and assessment process or training facility.

Students who feel they have been harassed, discriminated against, unfairly treated should report the situation to a PWR RTO staff member immediately who will initiate a fair and transparent procedure and will protect the complainants' rights. Refer to the *Complaints and Appeals* section for more information on this process.

Any suspected criminal behaviour will be reported to the Police immediately.

2.4 Plagiarism

PWR is committed to upholding high standards of integrity and honesty. Plagiarism and cheating in any form is unacceptable and will be acted upon immediately. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face consequence.

3. HEALTH and SAFETY

PWR's *Workplace Health and Safety Policy* states its commitment to the correct management of occupational health and safety. We will provide a safe and healthy environment for our staff, students, contractors and visitors by having a planned and systematic approach to the management of OHS.

We also ask students to comply with the following guidelines:

- Know and observe details of emergency response and evacuation procedures and plans (see *Fire Safety* and *First Aid* below).
- Do not undertake activities which may cause injury or harm to yourself or others.
- Be responsible for your own actions.
- There is a No Smoking policy at the PWR training facilities and offices.
- Report all hazards, incidents and near misses to the training staff.
- Comply with the site *Fitness for Work Procedure(s)* (including the drug and alcohol policy) – there will be no consumption of alcohol or drugs within the training facilities.
- Seek assistance if you volunteer to lift items (e.g. moving furniture) with the training facility.
- Observe hygiene standards, particularly in eating and bathroom areas.

3.1 Clothing

All students are required to wear appropriate clothing to all training courses. Our website and course marketing flyers contain information on specific course requirements for students, but students are expected to wear or bring at least:

- Long pants and long-sleeved shirts (Hi-Vis as required).
- Steel-capped boots or closed in boots / shoes.
- Long hair is to be retained by appropriate means and further restricted by a hairnet for practical components.
- Personal Protective Equipment (PPE) – hard hats, safety glasses, etc. – may be provided by PWR unless otherwise stated.

3.2 Induction

Prior to course commencement, your trainer will conduct an induction, which will include:

- Introductions
- Information about the location (toilets, tea, coffee etc)
- OHS issues and procedures (including emergency response and evacuation procedures, first aid, facilities, etc.).
- Use of Phones – Calls, texting, social media, photos, video
- PWR Feedback process
- Being on time for every session
- Participating as a team and preparedness to discuss ideas, thoughts and ask questions
- A course overview with expected outcomes
- Delivery and schedule of the assessment procedures
- The expectations and responsibilities of the trainer and the students
- The qualification(s) that students are issued on successful completion
- Checking all *Student Enrolment & Fitness Declarations* for currency e.g. Fitness check – has anything changed since you submitted your fitness declaration? Anything I need to be aware of as the trainer? (including LLN checks)
- Student Verification, e.g. Drivers licence, ID
- Distribution of relevant course materials

- Signing a Course Attendance Sheet

3.3 Electrical Equipment

- All electrical equipment that is not working should be reported immediately to training staff.
- All electrical work shall be performed by appropriately licenced or trained personnel, and only after seeking permission from PWR staff.
- Students and trainers shall not undertake any electrical work related to fixing electrical equipment or electronic training aids.

3.4 Fire Safety

- PWR will communicate the emergency response and evacuation procedures (including the location of firefighting equipment) to all students using the training facilities.
- All users of the training facilities need to be familiar with all EXIT locations and the locations of all firefighting equipment.



3.5 First Aid

- First aid facilities are available within the training areas.
- All incidents must be reported to training staff.
- All incident information and the administration of first aid shall be recorded by training staff.

3.6 Computer Facilities

Extended periods of computer work can result in general fatigue and eye strain, and repetitive tasks and incorrect posture can result in constant aches and pains.

Current OHS guidelines indicate that computer users should allow a five to ten-minute rest every hour, including a change of position and stretching exercises as required:

- Posture can be improved by adjusting the chair height so that the operator's feet are flat on the floor or a footrest, and your elbows are at a 90° angle.
- The screen should be positioned to avoid reflection and at a suitable distance so it can be easily read.

3.7 Manual Tasks

Except as part of a practical or assessment, students are encouraged not to lift anything related to the training provided by PWR, unless they do so voluntarily and take all responsibility for any injury caused.

- Always assess the load - never attempt to lift anything that is beyond your capacity.
- Always clear the route prior to lifting.
- Always bend your knees and keep your back straight when lifting.
- Carry the load close to your body.
- Ask for assistance.

3.8 Training Facilities

- Ensure all work areas are clean and clear of clutter to avoid the risk of slips and trips, and place all rubbish in the bins provided.
- Ensure that the kitchen and eating areas are left clean and tidy.
- Do not sit or climb on desks or benches.



3.9 Incidents and Accidents

PWR is committed to ensuring that anyone injured or suffering an illness during a PWR training course will receive the appropriate first aid or medical treatment as soon as possible as per our *Injury Management Procedure*.

The level of investigation required and the composition of the investigation team shall be comparative to the potential severity of the incident / accident. The investigation team shall include suitably trained PWR personnel and technical experts as appropriate.

The investigation shall determine:

- Consequence (severity) of the impacts
- Likelihood of occurrence / recurrence
- Contributing factors and root causes
- Effectiveness of immediate corrective actions
- Actions required preventing recurrence
- Actual or potential breaches of legal requirements
- Relevant internal and external communication required.

4. COURSE CONTENT, ASSESSMENT and CERTIFICATION

PWR RTO offer a wide variety of nationally-accredited courses that can be delivered as a generic training module or specifically adapted to meet the needs of a client or individual. All competency based training (CBT) delivered by PWR is of the highest quality and complies with the relevant guidelines and standards.

The Course Outline will be provided to you during the booking / enrolment process and will include course content and assessment information, duration, location, pre-requisites, Language, Literacy and Numeracy and physical requirements of the course, and the vocational outcomes. If a student feels they already possess some of the competencies identified in the course they can contact the PWR trainer / assessor to seek Recognition of Prior Learning (RPL). See more information in *Section 5 Recognition of Prior Learning*.

PWR may, as part of an assessment or to determine pre-existing skills required to enter a course, gather evidence of your competency from a supervisor / line manager at your workplace. If you do not wish for this to happen please contact the PWR Training and Compliance Manager to discuss and arrange an alternative.

PWR RTO has developed all related training and assessment documentation relevant to the mining and emergency services industry after 12 years of engagement with a wide range of industry professionals. PWR RTO employ four permanent full-time staff and have access to numerous casual contractors who are qualified trainers and assessors and are all active and current members of the mining and services industry who maintain relevant site experience in their field.

PWR have four dedicated inhouse training facilities that consist of two office-based training rooms used for delivering theory and assessments, an emergency services scenario facilities where we can simulate real-life emergency situations for each student's practical assessments and used in our practical assessments and an area dedicated for Fire protection inspection and maintenance training.

4.1 Competency Based Training (CBT)

Competency based training is an approach to vocational education and training that places emphasis on what a person does in the workplace and how competency in this work can be formally achieved by completing a program of training, or by recognition of workplace experience and learning. It allows you, as the student to gain the relevant knowledge to perform tasks which adhere to current Standards and Legislation in specific industries.

Some of our courses have self-directed or pre-course learning requirements, when this is the case the student will receive all the required learning commitments in the form of a Delivery and Assessment Plan (DAP) outlining the specific information and instructions required by the student to ensure they are ready for the face to face workshop component of the course.

4.2 Delivery of training

Our training courses are delivered in various modes and may include:

- Pre-existing skills validation (third-party report)
- Pre-course self-directed learning
- Face to face workshops
- Practical assessments
- Theory questioning
- Written theory
- Discussional learning

4.3 Prerequisites

It is critical that a student has fulfilled the required prerequisites for a course prior to their enrolment. Prerequisites vary between different courses and can be found on our website and in our course marketing flyers. Proof of pre-requisites (certified copies) must be provided to PWR during the course enrolment process. If you require further advice on course prerequisites please contact PWR.

4.4 Assessment Principles

PWR ensure that all assessments conducted by fully certified PWR trainer / assessors during the training course will be valid, reliable, flexible and fair. PWR wherever practicable, will make *'reasonable adjustments'* to their training or assessments to ensure any students with disabilities in teaching, learning or assessment activities will have the opportunity to complete the requirements of the course.

This includes:

- Ensuring that course activities are sufficiently flexible;
- Providing additional support where necessary; and
- Offering a reasonable substitute within the context of the course where a learner cannot participate

Assessments of CBT are primarily based on gathering evidence of practical and theory related exercises. Attitude to course participation, knowledge, experience, skills and ability are all taken into consideration for a student's assessment. The trainer will determine if the student has met all the required competencies relating to the course they are participating in.

Within a given course, students may be required to provide verbal answers to questions relating to the performance criteria of a particular element of a unit of competency, with a result of 'Yes' or 'No' being recorded depending upon a satisfactory answer. Other assessment components will be made up of written tests and practical exercises that demonstrate competency and understanding.

Students will be given up to three (3) attempts at any one assessment item and each assessment item will be marked either Satisfactory (S) or Not Satisfactory (NS). Where a student receives a NS, they will receive further training / support before the re-assessment attempt. If after three attempts the student has not met the assessment requirements they will receive a result of Not Yet Competent and will need to either re-enrol in a future course or undergo re-assessment at a later date at their own cost. Refer to *Fees and Charges Schedule*.

A result of 'Competent' or 'Not Yet Competent' will be determined by the trainer / assessor and recorded on the Assessment Form, summarising the outcome of the competencies covered in the course. Results of 'Not Yet Competent' will be provided confidentially to the student, and will include a discussion on the student's options.

Reasonable Adjustment

'Reasonable adjustment' is a term used in the education, employment and VET sectors to refer to any modification made to the learning environment, certification requirements, training delivery or assessment method to help learners with disability access and participate in education and training on the same basis as those without disability.

PWR invite students to disclose any information that may require reasonable adjustments to complete their course and will consider making adjustments as long as those adjustments do not pose a risk to themselves or others. PWR will also ensure that all information received is handled confidentially.

4.5 Certification

A Testamur and record of results will be issued after a student has successfully completed a Vocational Education and Training (VET) qualification.

A Statement of Attainment will be issued to a student on successful completion for every nationally accredited unit of competency.

A Statement of Attendance will be issued for courses successfully completed, which are not nationally-recognised. All certification documentation will be sent no later than thirty (30) days after the course is completed on the condition that full payment has been received.

If the student does not agree with the decision of the trainer (i.e. 'Not Yet Competent'), and after discussion with the trainer the result has not changed, the student has the right to appeal the decision by completing lodging a Complaint or Appeal, explained later in this Booklet.

Certificates will be posted to students at their nominated postal address from their Student Enrolment form. Duplicate copies of certificates will incur a fee (as set out in 6.11 Fees and Charges Schedule).

4.6 Booking / Enrolment Process Flow

Booking and Enrolment process (manual) for Private Students



4.7 Access to Records

Students are entitled to have access to their student file, and learning and assessment records, and may require these to monitor their training progress or simply to go back and confirm something in a previous training module. A student's individual assessment paperwork will be scanned and all electronic records are kept in a secure location in accordance with PWR's *Document and Record Management* procedure for a minimum of thirty (30) years. Other electronic records are kept in our fully compliant student management system. In the event that PWR RTO ceases to operate, all our records are transferred to the Australian Skills Quality Authority (ASQA) in the appropriate format as specified by the national regulator.

Students are welcome to request a copy of their student file by:

- Writing to: PWR RTO Head Office – 26 Miles Road Kewdale WA 6105
- Emailing training@pwr.net.au
- Calling (08) 9471 4900

Students will be required to pick up their records in person at an agreed time at our head office to allow us to confirm their identity.

4.8 Superseded Training Products

Students who are enrolled in a superseded training product will be informed and transferred to a current training product within 12 months (1 year) of the replacement being published provided the replacement training product is on PWR's scope of registration.

Where the developer responsible for the parent training package deems the replacement training product is equivalent to the superseded qualification, PWR's scope of registration will include the replacement training product.

In cases where the training product is not considered equivalent to the earlier version transferring any student enrolments, PWR will:

- apply to ASQA for the replacement to be added to the scope of registration, and
- have that application approved.

Students who will complete their study and be issued with a qualification or statement of attainment within the one-year transition period do not need to be transferred to a replacement training product.

If a qualification is removed or deleted without being superseded by another the completion of the qualification is dependent on what is the best path for the student. Regardless, all training, assessment and issuance of certification must be completed within two years of the date the qualification was removed.

Where a skill set, unit, course or module (not attached to a qualification) is removed or deleted from the National Register, PWR will ensure that all training, assessment and issuance of certification is completed within one year of the date the skill set, unit or module was removed or deleted.

5. RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the Standards for Registered Training Organisations (RTO's) 2015, PWR RTO provides the opportunity for students to apply to have prior learning recognised towards a qualification or units of competency for which they are enrolled.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. RPL assessments are conducted against the requirements of a unit of competency in respect to both entry requirements and outcomes to be achieved.

For more information on the PWR RPL process or the relevant fees and charges for specific qualifications / units of competency please contact the RTO Training and Compliance Manager to discuss and / or request an *RPL Application Tool Kit*.

Credit Transfer is a simple transfer of units of competency that are equal by code, title and outcomes that form part of a qualification that you have enrolled into.

PWR RTO believe that by removing the need for duplication of learning, recognition encourages individuals to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes which has benefits for the individual and industry.

5.1 Credit Transfer

PWR will recognise the awards issued by other RTOs, limited to outcomes drawn from the National Skills Framework units of competency and accurately identified in Statements of Attainment and qualifications.

This recognition of prior formal training towards other formal training is known as credit transfer, and allows a student to be awarded a unit of competency / module based on the previous successful completion of a unit of competency.

Credit Transfer Guidelines

In relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled, if the units of competency or qualification to which credit transfer is being applied are included in PWR RTO's scope of recognition.
- Students may apply for credit transfer at any time, but are encouraged to do so prior to commencing a course. This will reduce unnecessary training and provide the student with a more efficient path to competency.
- The student does not incur any fees for credit transfer and PWR RTO does not receive any funding when credit transfer is granted.
- Credit transfer can only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek RPL.

Credit Transfer Evidence

A student applying for credit transfer must present their Statement(s) of Attainment or qualification(s) for examination by PWR RTO trainers. The student must provide evidence that the documents are theirs, that the details of which units of competency previously issued are present, and that they were issued by an Australian RTO. These documents must be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook, and must be certified as true copies of the originals.

How to apply for a Credit Transfer

Applying for a credit transfer is an easy process:

- Contact our office for an application form
- Provide supporting evidence (The original certified documents must be sighted and copied in our office).

5.2 Recognition of Prior Learning (RPL)

Skills and knowledge may be gained through a variety of ways including formal and informal training or work-based or life experience. The assigned PWR RTO Trainer Assessor will make a judgement on the competency of the student applying for RPL based on the evidence provided by the student. Evidence collected must show current usage of the skills and knowledge and confirm the student's ability to adapt prior learning or competency to the context of the intended workplace or industry.

RPL Guidelines

PWR RTO guarantee that all information relating to an application for RPL will remain confidential and apply the following guidelines for students wishing to apply:

- Any student is entitled to apply for RPL in a course or qualification in which they are enrolled.
- Students may not apply for RPL for units of competency or a qualification which are not included in PWR RTO's scope of registration
- Students may apply for RPL at any time, but are encouraged to apply prior to commencing a course. This will reduce unnecessary training and provide the student with a more efficient path to competency
- Students who apply for RPL whilst paid and enrolled in a current course are eligible at no additional charge
- Assessment via RPL will be undertaken by a PWR RTO Assessor who will apply the same principles of assessment and rules of evidence as per the National VET Regulator.
- RPL may be awarded for whole units of competency or you may be able to gain a complete qualification or, if you have gaps in your knowledge, parts of a qualification. If you need to, you can complete the rest of the qualification through training.

Forms of RPL Evidence

Forms of evidence accepted by PWR RTO for RPL assessment can include:

- Questioning (oral or written)
- Work records
- Certificates / results of assessments
- Any licences or tickets held
- Diaries, logbooks, job sheets
- Records of workplace training

- Evidence of relevant unpaid / volunteer experience
- Observation of performance in work based and / or simulated environments
- Performance appraisals
- Duty statements
- Third party reports from current and previous supervisors / managers
- Other documentation such as articles, reports, project material, portfolio and contents, papers or testimonials
- Structured assessment activity / activities

PWR RTO reserves the right to require students to undertake practical assessments of skills and knowledge to further satisfy itself of a student's current competency. Some courses may not be eligible for RPL due to the regulatory requirements.

Students must submit evidence that meets the following criteria:

Validity – The validity of evidence should be relevant to the applied unit(s) of competency the student is applying for.

Currency – The currency of evidence should indicate up to date knowledge and skills relevant to the applied unit(s) of competency the student is applying for.

Authenticity – The PWR assessor will ensure the actual piece(s) of work is completed by the student and the information is true and accurate.

Sufficient – The student has submitted all the required information for the PWR assessor to make a judgement on the specific requirements for the unit(s) of competency the student is applying for.

6. FEES and CHARGES – Individual student fees do not apply to Corporate or Inhouse bookings

6.1 Terms and Conditions - Fees

In accordance with applicable State Legislation, PWR are entitled to charge fees for items and services provided to students undertaking a course of study. These fees will cover training materials, student services, classroom facilities and specialised equipment necessary for our training and assessment services. PWR ensures that course fees paid in advance (no more than \$1500 / student) are protected with the business maintaining appropriate levels of insurance.

Private student

PWR will supply students with the following information when the confirmation of enrolment process begins:

- An invoice that states all costs and charges
- Payment terms including the conditions for Refunds and Cancellations fees
- Courses invoiced at less than \$1500, must be paid for during the enrolment process and prior to course commencement
- For courses valued over \$1500, the student is only required to pay \$1500 deposit at time of enrolment with the balance to be paid in either equal instalments or in full prior to any certificates being issued.

- Invoices must be paid prior to PWR issuing any pre-learning material
- Qualifications and / or Statements of Attainment will be issued within 30 days of successful course completion on the condition that full payment has been received

Company enrolment (Site-based private workshops)

Companies may request private workshops for their employees at either their worksite (this will start the *Capacity to deliver training onsite* process) or onsite at PWR's training facility in Bassendean. These private workshops will attract a different pricing structure that will be individually negotiated on request and could include:

- Training material fees
- Trainer / Assessor costs
- Venue and Equipment Hire
- Travel, Accommodation, Meals and Freight charges
- Companies are required to provide PWR with all the required student enrolment information (including students USI number) once the booking has been accepted and confirmed by PWR. A Purchase Order must be raised and provided to PWR and payment made as per the relevant credit policy. Qualifications and / or Statements of Attainment will be issued within 30 days of successful course completion on the condition that full payment has been received.
- For internal PWR training there will be no fees taken or refunds provided to our students/staff

6.2 Prepaid fee protection for students

PWR does not intend to collect more than \$1500 in prepaid from any student. If the cost of a course exceeds \$1500, we only expect payment of an initial \$1500 deposit with the balance to be paid in equal instalments negotiated with the student or in full prior to certificates being issued.

6.3 Payment Methods

Invoices may be paid using any of the following payment methods:

- Cash (at PWR head office)
- Cheque (made payable to Paull & Warner Resources)
- Electronic Funds Transfer
- Credit Card (Visa or Mastercard)
- Company Purchase Order (by arrangement)

6.4 Cooling Off Period and Consumer Protection

PWR RTO is committed to providing our participants with the best possible services and products. Under the WA consumer protection laws, you have 10 business days to reconsider the contract (unsolicited agreement).

During this time, you can cancel the contract without penalty. This is called the 'cooling-off' period. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract).

You may terminate an agreement up to three months after it is made (or after the contract is received, if the agreement is by phone) if the salesperson:

- Visited you outside of the permitted selling hours;
- Did not disclose the purpose of the visit;
- Did not produce identification; or
- Did not leave the premises upon request.

The period is extended to six months if a salesperson:

- Did not provide you with information about the cooling-off period;
- Was in breach of other requirements for unsolicited agreements (such as failing to provide a written copy of the agreement or not including required information in the written agreement); or
- Supplied goods worth more than \$500 or services, other than electricity or gas, during the cooling-off period.

Please note that the cooling off period only applies to “unsolicited agreements” To find out more please visit the Commerce WA website: <https://www.commerce.wa.gov.au/consumer-protection/cooling-and-cancelling-unsolicited-contracts>

6.5 Student Cancellations

- Students who cancel their enrolment part way through a training program due to unforeseen circumstances must notify PWR RTO in writing at the earliest possible opportunity for a fee reimbursement to be considered by PWR RTO. PWR RTO is entitled to retain fees for any component of the course completed, up to the point of notification
- Students or clients who give notice to cancel their enrolment or course ten (10) days or more prior to course commencement will be entitled to a full refund of fees paid minus an *administrative fee if payment has been processed and materials have not been sent.
- Students or clients who give notice to cancel their enrolment or course between 49 hours and nine (9) days prior to course commencement will be entitled to a 50% refund of fees paid minus an *administrative fee if payment has been processed and materials have not been sent.
- Students or clients who give notice to cancel their enrolment between 25 hours and 48 hours prior to course commencement will be entitled to a 25% refund of the fees paid minus an *administrative fee if payment has been processed and materials have not been sent. The amount retained by PWR is required to cover the costs of staff and resources already committed, based on the students / clients’ initial intention to undertake the training.
- Students or clients who cancel their enrolment / course within 24 hours of course commencement will not be entitled to a refund.
- If pre-course or self-directed training materials have been sent to the student and the student cancels the course and does not return the material undamaged and unused within 14 days, PWR will retain up to 50% of the relevant unit(s) course fee
- Discretion may be exercised by PWR’s Director in all situations, if the student / client can demonstrate that extenuating or significant personal circumstances led to their withdrawal or cancellation. In these circumstances, the student / client may be offered full credit towards the course fee in another scheduled program in lieu of a refund as long as it is completed within six (6) months from the original booking request or a full refund may be granted (minus an *administrative fee if payment has been processed and materials have not been sent).

*Administration fee is set at \$50 per student cancellation to cover the administrative costs involved in enrolments, refunds and bank transactions.

6.6 No Shows

Where a student fails to attend a training course and PWR is not advised the student forfeits 100% of their course fee.

6.7 Reassessment

If a student fails to attend an assessment activity and the student's assessment must be completed at another time PWR will charge \$100 per hour re-assessment fee for the assessor and any additional expenses that may be incurred, e.g. equipment or facility hire etc.

Legislative or regulatory changes may result in there being a qualifying period before a student can resit (please consult your trainer regarding this timeframe, generally 21-60 days). The resit date will be scheduled at the discretion of PWR or the individual student.

Should the student miss an assessment due to illness or other extenuating circumstances they can resit / resubmit at no charge if a medical certificate is provided (unless there is on-site travel required). This will be re-scheduled at the discretion of PWR.

6.8 Course Cancellations

If unforeseen circumstances arise or a course does not meet minimum numbers and PWR is unable to fulfil its service agreement with a student / client and rescheduling is not an acceptable alternative, PWR reserves the right to cancel any course. Should this occur, the student or client is entitled to a full refund at no charge. PWR will not be liable for any claims arising from course cancellation.

6.9 Refunds

Requests for refunds must be in writing and addressed to: PWR RTO; 26 Miles Road; Kewdale WA 6105 or by email to training@pwr.net.au. The request must contain the following information:

- Students full name, address and daytime phone number
- Course / Unit of competency code and name
- Date of course
- Contributing evidence for refund
- Any undamaged or unused training material if relevant
- Nominated bank details for refunded payment (if approved)

Where refunds are approved, the refund will be paid within thirty (30) days from the day written notice was received from the student / client. Refunded fees will be paid electronically into the student / client nominated bank account.

6.10 Replacement Texts or Training Workbooks

Students who require replacement texts or training workbooks will be liable for an additional charge to cover the cost of replacement. The charge will be negotiated with the student dependant on the replacement.

6.11 Fees and Charges Schedule

Item	Charges (Ex GST)
Re-issue of Statement of Attainment or Certificate	\$50 per item
Re-assessment Fee	\$100 per hour
*Administration Fee	\$50
Cancellation – more than 10 days prior to course	\$0*
Cancellation – between 49 hours and 9 days prior to course	50% of course cost*
Cancellation – between 25 hours and 48 hours prior to course	75% of course cost*
Cancellation – under 24 hours	100% of course cost
No-Shows	100% of course cost
Credit Transfer	\$0
Replacement texts / training materials	Negotiable

*As indicated in Section 6.5

6.12 Changes to agreed services

Where there are any changes to the agreed training and assessment services, PWR will advise the student or client as soon as practicable, including any new third-party arrangements or changes in PWR ownership.

If PWR closes or ceases to deliver the agreed training and / or assessment PWR will offer refunds of any monies already paid and meet all regulatory and legislative obligations to protect the student's rights and ensure a smooth transition for the student to a provider that meets the training and assessment needs of the student.

Where there are any changes to existing qualifications or units of competency PWR will ensure students are transitioned accordingly as per *Section 4.8 Superseded Training Products*.

7. CONTINUOUS IMPROVEMENT

PWR is committed to the continued improvement of its training and assessment services, student services and its management systems.

The primary methods for students to report opportunities are:

- The *Learner Satisfaction Survey* – A nationally consistent survey tool designed to collect feedback from students about their experiences with an RTO and in undertaking nationally-accredited training.
- PWR's *Training Evaluation Form* – An in-house survey designed to provide PWR with information from students to improve their training and assessment services.

We encourage our students to provide both negative and positive feedback to our training staff in order to minimise the effect of minor issues and maximise on feedback that we can use to improve our services.

PWR also provide an opportunity for employers to give feedback regarding the quality of training delivered by the RTO to their employees.

PWR will notify students immediately in the event of any changes that may affect delivery of our services to them; this could include a change of ownership, a third-party arrangement or changes to qualifications / units of competency that they are undertaking.

8. COMPLAINTS and APPEALS

PWR is committed to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process including access to external, independent agencies if required.

Complaint

A complaint may be about anything done, or not done by management, personnel or other students which the student feels has been unjust or unfair.

Appeal

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged to PWR within fourteen (14) days of the student being informed of the initial decision or finding.

Complaint and Appeals Handling

PWR will apply the following guidelines to its complaints and appeals handling:

- A written record of all complaints and appeals shall be kept by PWR, including details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided the opportunity to formally present their case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and / or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within ten (10) working days of the lodgement, and all reasonable measures will be taken to finalise the outcome as soon as practicable.
- If PWR considers that the process will take more than sixty (60) calendar days to finalise the complaint or appeal, PWR will inform the student in writing outlining why the process is expected to take longer than sixty (60) calendar days and will regularly update the student on the progress of the matter in writing
- PWR will provide each student with a written statement of the outcome, including reasons for the outcome.
- Decisions or outcomes in favour of the student shall be implemented immediately, where appropriate.
- The complainant or person lodging an appeal is to have the opportunity for a person or an independent body review the complaint / appeal, following PWR's handling process.
- PWR shall maintain the student's enrolment during the complaint / appeal process.
- Complaints and appeals are to be handled with strictest confidence. No PWR representative shall disclose any relevant information to any person without the express permission of PWR's CEO, following permission being given by the person making the complaint / appeal.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement.

If the matter remains unsolved after PWR have provided resolution to the issue, the complainant can refer to information on the [National Training Complaints Hotline](#) or call 133873 or the Australian Skills Quality Authority complaints website (ASQA) [ASQA Complaints](#).

If a student feels that a complaint regarding access, equity, harassment or victimisation has not been handled effectively they will be advised to contact the Australian Human Rights Commission information line on 1300 656 419.

9. STUDENT WELFARE AND GUIDANCE

PWR strongly believes that offering additional support services to our students will provide them with stronger completion rates that in turn will increase client satisfaction, enhancing our RTO's reputation in the mining, emergency services and construction industries.

PWR have access to a range of support services that we can refer students to that includes:

- Language, Literacy and Numeracy (LLN) programs
- Independent mediation services
- IT Support
- Counselling services
- Self-directed learning course components for those that have existing knowledge and are time poor
- Learning materials in alternative formats
- Learning and assessment programs contextualised to the individual's workplace
- Relationships with other RTO's that deliver compatible courses that we do not offer

To find out more about any of these additional services and their associated cost(s) please call the PWR Training and Compliance Manager.

10. WORKING WITH CHILDREN CHECK (WWC)

PWR is committed to child protection across our organisation and ensures our trainers and any relevant support staff have current working with children check cards. As set out in the *Standards for RTO's 2015* and the *Working with Children Act 2004* we will ensure we keep adequate records that demonstrate compliance with the WWC Act at all times.

**We hope you enjoy your learning experience with PWR
and wish you well in your future endeavours**

