STUDENT AND APPRENTICE INFORMATION HANDBOOK

RTO: 40817
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Student Pre-Enrolment Information

This information is provided for students to ensure they have comprehensive information regarding the obligations of Pro-Lift Training & Assessment Services in relation to training and assessment, and the obligations of the student in relation to the RTO and their study.
BACKGROUND

Pro-Lift Training and Assessment Services is a Registered Training Organisation (RTO National Code 40817), which provides training and assessment within the construction, transport, mining and resource industries for both high risk and low risk work.

Pro-Lift Training and Assessment Services has adopted policies and management practices which provide the highest professional standards in the marketing and delivery of vocational education and training services.

The management system will ensure Pro-Lift Training and Assessment Services complies with the current compliancing requirements including (but not limited to): Vocational Education, Training and Employment ACT, RTO Standards, User Choice and Certificate 3 Guarantee Policies and Work Health and Safety laws.

This handbook outlines the RTO’s roles and responsibilities in the provision of training and the support services that the RTO will provide to assist students in the successful completion of the training programs.

The handbook also outlines the student/apprentices' responsibilities and expectations which will assist in achieving the best possible outcome from the training enrolment. Students and apprentices are encouraged to discuss any concerns or queries that arise with their trainer/assessor and/or a member of the Pro-Lift Training and Assessment staff.

Please refer to Fact Sheet link below:

CONTACT INFORMATION

Mackay
PO Box 3611
NORTH MACKAY QLD 4740
Ph: 0437 943 146
training@proliftrto.com.au
CODE OF PRACTICE FOR TRAINING

As a Registered Training Organisation (RTO), Pro-Lift Training and Assessment Services have agreed to operate within the Standards for Registered Training Organisations 2015.

Pro-Lift Training & Assessment Services has implemented procedures which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguards the interests and welfare of our students and apprentices.

All Pro-Lift Training & Assessment Services employees maintain a learning environment that is beneficial to the success of the student. Pro-Lift Training & Assessment Services has the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate training and assessment methods and materials.

CLIENT SERVICES OVERVIEW

Pro-Lift Training & Assessment Services has sound and stable management practices to ensure effective client service. In particular, we will ensure timely issue of assessment results, qualifications and statements of attainment. These will be appropriate to the competence achieved and issued in accordance with AQF guidelines.

Our quality focus includes; Access and Equity, Recognition of Prior Learning, Credit Transfers, Equal Opportunity, Harassment and Discrimination, a fair and equitable Refund Procedure, Complaints and Appeal Procedures, and student and apprentice support and guidance.

Arrangements may be available for those students requiring language, literacy or numeracy support. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our student and apprentice information advice will ensure that all fees and charges are known to students before enrolment (including any outside support services fees), that course content and assessment procedures are explained and that vocational outcomes are outlined.

If training and assessment is conducted by a third party, Pro-Lift Training & Assessment Services will inform the student of the details of this arrangement. Students and apprentices will also be informed, in a timely manner, of any changes to the operations or services of Pro-Lift Training & Assessment Services, or any third-party arrangements.
ACCESS AND EQUITY

Pro-Lift Training and Assessment Services, is committed to integrating Access and Equity principles within all our services that we provide. All staff recognises the rights of students, apprentices and clients and provides information, advice and support that are consistent with our Core Business Values and this Code of Practice.

Access and Equity principles allow equity for all people through the fair allocation of resources, allow equality of opportunity to ensure access for all people to appropriate, quality vocational education and training programs and services.

These principles aim to increase participation within the vocational education and training system for people in underrepresented groups and the development of support services to enhance clients' chances to achieve positive outcomes.

These principles include the following groups of people:
- Aboriginal and Torres Strait Islander people
- Australian South Sea Islander people
- Mature age people
- People in custody
- People who live in remote or rural areas
- People with a disability
- People who want to improve language, reading, writing or numeracy skills
- People from a culturally and linguistically diverse background
- Women

EQUAL OPPORTUNITY, DISCRIMINATION AND HARRASSMENT

Pro-Lift Training & Assessment Services complies with current equal employment, opportunity and anti-discrimination legislation.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our equal opportunity, harassment and discrimination procedure ensures that students, apprentices and clients are treated with respect.

Regardless of cultural background, gender, sexuality, disability or age, all students have the right to be treated in a fair and considerate manner while studying in an environment that is free from discrimination and harassment.
Discrimination or harassment of staff, student or apprentices, by any member of the training and learning environment, is unacceptable, and contrary to the values we uphold. All members of Pro-Lift Training & Assessment Services are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in training.

In accordance with the current Anti-Discrimination Act, the learning and working environment will be free from discrimination, harassment, victimisation and bullying. Any grievances of this nature or any other form of discrimination or harassment will not be tolerated - and proven to be true - will result in disciplinary action being taken.

For further information please request a copy of Pro-Lift Training & Assessment Service’s ‘Equal Opportunity, Harassment and Discrimination Policy’ and/or follow the links listed below:


**APPEALS AND COMPLAINTS PROCEDURES**

Pro-Lift Training & Assessment Services aims to address all complaints and appeals within a reasonable timeframe as to not disadvantage the client or Pro-Lift Training & Assessment Services.

At any time, should an academic appeal or complaint arise, the ‘Complaints and Appeals Policy and Procedures’ will outline necessary details to assist in rectifying or solving the issue raised and follow the same procedures as outlined below.

Students will have a maximum period of twenty (20) days in which they can appeal against their assessment results or lodge a formal complaint in writing. Only in special circumstances will incidents reported outside of this time frame be investigated. The student or apprentice should first approach their assessor if they wish to appeal an assessment decision.

If the matter is not resolved to the satisfaction of the student the matter will be referred to the Pro-Lift Training & Assessment Services Manager. All attempts will be made to ensure complaints and appeals are resolved within sixty (60) days. If the complaint or appeal cannot be resolved a party, independent of Pro-Lift Training & Assessment Services and the complainant/appellant, will be engaged.
Pro-Lift Training & Assessment Services records all complaints and appeals and conducts root cause analysis to investigate and implement actions from complaints and appeals. For full details on the complaints and appeals procedure please contact our administration staff.

**COURSE FEES AND CHARGES**

**GENERAL FEE INFORMATION**

Pro-Lift Training & Assessment Services has documented and implemented systems to protect fees paid in advance. For accredited training and/or assessment, no more than $1500 will be payable by the student prior to course commencement. Upon course commencement, the remainder of the course fees are payable by the student.

Fees may be paid by cash, direct debit, EFTPOS or credit card. Fees and charges are detailed in the fee structure information which can be obtained from administration.

**Please Note:** A credit card surcharge will apply to payments made by credit card.

**Enrolment Fees**
For course costs, over $1500.00 students and apprentices are required to pay a deposit of no more $1500.00 prior to the course start date to secure their enrolment. The remainder of the course fees are payable on the first day of training.

Enrolment in any course is subject to positions being available.

**RPL and Credit Transfer Fees**
RPL applications must be paid in full prior to commencement of assessment. RPL fees will depend upon the course selection. There is no charge for credit transfer.

**Invoicing**
Third party invoicing is permitted when bookings and notifications are made by employers and upon receipt of a purchase order providing details of the training course requested.

Invoice payment must be made within fourteen (14) days from the invoice date unless otherwise agreed upon.
Funding
At times, some courses may attract government and/or private funding through different initiatives and schemes. Funding is not guaranteed and may be subject to specific terms and conditions. To enquire about current funding opportunities please contact the administration office.

REPLACEMENT STATEMENT OF ATTAINMENT

$30 per statement of attainment.

FEE FOR SERVICE

Our Fee Schedule is available on request and is subject to change. Fees include administration charges, training materials, and training and assessment. Additional government charge may apply to courses which encompass Licensing requirements.

Fees are to be paid as per the invoice issued. A student is considered not eligible for the issue of any course certificate or statement of attainment until all required fees are paid.

FEES UNDER USER CHOICE PROGRAM

Fees and charges paid will depend on your eligibility for funding through the User Choice Program and the selected qualification.

Fees include administration charges, training materials, and training and assessment activities. Additional government charges may apply to courses which encompass Licensing requirements.

Under the User Choice program, we as the RTO, are required to collect Student Contribution Fees from apprentice/students as a participant’s contribution towards training. The Student Contribution Fees are charged at the rate of $1.60 per nominal hour of the chosen qualification and are reviewed annually. Payment is based on the funded hours as supplied by Department of Employment, Small Business and Training. An estimate can be provided upon request.

There are some categories for exemption of these fees. If you fall into any of the exemption categories listed below, please advise us immediately. If any additional charges apply they will be negotiated up-front and disclosed to the student and employer prior to the apprentice’s or student’s enrolment.
Categories for exemption of the Student Contribution Fees:
Pro-Lift Training & Assessment Services can apply a partial fee exemption and must charge 40 percent of the fee for the following categories:
- The student was or will be under 17 at the end of February in the year in which the Supplier provides training, and the participant has not completed year 12;
- The student holds a health care card or pensioner card issued under Commonwealth Law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on that card;
- The student holds an official form under Commonwealth Law that the participant, his or her partner or the person of whom the participant is dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The student is an Aboriginal or Torres Strait Islander person.

Pro-Lift Training & Assessment Services can apply for a full fee exemption for the following categories:
- The payment of the student contribution fee would cause the student extreme financial hardship. The exemption process would need to be in place at the time of enrolment.
- Where credit transfer/national recognition has been applied to a Unit of Competency/Module

FEES UNDER CERTIFICATE 3 GUARANTEE PROGRAM

Under the Certificate 3 Guarantee program the government provides eligible individuals with access to a subsidised training place in an Australian Qualifications Framework (AQF) Certificate III level qualification.

A co-contribution fee must be paid as a contribution towards the cost of training and assessment services. The fee may be paid by the student or may be paid on behalf of the student by a third party. The co-contribution fees cannot be paid or waived by the RTO.

Student contribution fees and charges paid will depend on your eligibility for funding through the Certificate 3 Guarantee Program, any concessions that may apply, and the selected qualification.

All fees include administration charges, training materials, and training and assessment activities. Additional government charges may apply to courses which encompass Licensing requirements.
There are some categories for exemption of these fees. If you fall into any of the exemption categories listed below, please advise us immediately. If any additional charges apply they will be negotiated up-front and disclosed to the student and/or employer prior to the course enrolment.

**Categories for exemption of the Co- Contribution Fees:**
Pro-Lift Training & Assessment Services can apply for a full exemption for the following categories:
- Skilling Queenslanders for Work (SQW) participants
- Queensland Year 12 graduates undertaking high priority qualifications
- VETIS students

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<tr>
<th>Qualification</th>
<th>Location</th>
<th>Co-contribution Fees</th>
</tr>
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<tbody>
<tr>
<td>Certificate III in Surface Extraction R1130115</td>
<td>Cairns, Mossman, Mareeba, Atherton</td>
<td>$40</td>
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**FEES UNDER CONSTRUCTION SKILLS QUEENSLAND (CSQ)**

**Civil and General Short Course Programs**
Under the CSQ Civil Short Course Program, Construction Skills Queensland provides eligible individuals with access to a maximum of three (3) subsidised short courses per year.

Under the CSQ General Short Course Program, Construction Skills Queensland provides eligible individuals with access to a maximum of eight (8) subsidised short courses respectively, per year.

A co-contribution fee may be payable as a contribution towards the cost of training and assessment services. The fee may be paid by the student or may be paid on behalf of the student by an employer or third party.

Student contribution fees and charges paid will depend on the short courses and the funding amount that the short courses attract. Please contact Pro-Lift Training & Assessments Services for a comprehensive list of the CSQ Civil and General Short Courses available and the applicable fees.
All fees include administration charges, training materials, and training and assessment activities. Additional government charges may apply to courses which encompass Licensing requirements.

**Certificate III Qualifications**

Under the CSQ Skills Assessment Gap Training (SAGT) Civil Construction and General Construction Programs, Construction Skills Queensland provides eligible individuals with funding towards specific construction qualifications.

A co-contribution fee may be payable as a contribution towards the cost of training and assessment services. The fee may be paid by the student or may be paid on behalf of the student by an employer or third party.

Student contribution fees and charges paid will depend on the qualification. Please contact Pro-Lift Training & Assessments Services for further information on the qualifications available, eligibility requirements, program details and any applicable fees.

All fees include administration charges, training materials, and training and assessment activities. Additional government charges may apply to courses which encompass Licensing requirements.

**PAYMENT PLANS**

Student may select to apply for a payment plan through Certegy Ezi-Pay. Certegy Ezi-Pay is a monthly payment plan allowing student fees of be easily managed through set monthly payments.

Please discuss this payment option or request further information from your RTO representative.
REFUND AND CANCELLATION POLICY

Course Cancellations and Disruptions
Every effort will be made to ensure courses are not cancelled. In the event that a course or session must be cancelled, Pro-Lift Training & Assessment Services will endeavour to make available another course or session within a reasonable time frame.

Students and apprentices will be notified when a course is cancelled or postponed as soon as practicable and offered a full refund or the opportunity to enrol in the course at a later date. All fees paid will be transferred to the new enrolment.

In the event where a course has been disrupted at any time after commencement, arrangements will be made for the participant to complete the training at a later date. If a suitable date cannot be arranged, a partial refund will apply and will be determined by the time and duration of the disruption.

Student Refunds
Students who advise Pro-Lift Training & Assessment Services their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:
- 7 business days or more a full refund will be provided
- 4 to 6 business days 50% refund, less $50 administration fee will be provided
- 3 business days or less no refund will be provided

Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation

If the student cancels a course or is prevented from completing a course due to injury, ill health, or the death of an immediate family member, a full refund minus a $50 administration fee will be provided, where a medical certificate or relevant documentation is supplied.

If the student wishes to postpone a course due to injury, ill health, or the death of an immediate family member any fees paid can be transferred to a new course date without the administration fee provided a medical certificate or relevant documentation is supplied.
Applicable course pre-requisites must be supplied prior to the course commencement. If the student does not provide the required pre-requisites the student may not be able to attend the course and will forfeit all fees paid.

**Course Withdrawals and Transfers**

If a student commences a course but withdraws part way through due to injury, ill health or the death of an immediate family member, the student will be permitted to return within 60 days and complete the training.

If the student is unable to return to complete the training, then a refund based on the percentage of the course not completed will be provided, where a medical certificate or relevant documentation is supplied.

Transfers to a different course date will be accepted up to 7 days prior to the course commencement. Transfers once the course has started will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

To cancel a course enrolment(s), participant must contact Pro-Lift Training & Assessment Services in writing or in person.

Where a student leaves before finishing a course and they do not produce a medical certificate or similar, fees paid will be forfeited, unless advised at the discretion of Pro-Lift Training & Assessment Services.

All notifications to withdraw from a course and/or refund requests must be made in writing. All refunds will be paid within 7 business from approval.

This information and the availability for the Appeals and Complaints processes does not remove the right of the student or apprentice to take action under Australia’s consumer protection laws. Pro-Lift Training & Assessment Services Refund policy is available upon request.

**Refund of Fees under the User Choice Funding Programs**

In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

Pro-Lift Training & Assessment Services will provide a full refund to the student for any units of competency that have not yet commenced at the time of cancellation.
Should the student withdraw from a unit of competency once training and support services have commenced, a proportionate refund of the fees paid will be provided to the student.

Students can access Pro-Lift Training & Assessment Services’ refund policy PL-002 Refunds & Cancellation Policy on our website www.prolifttraining.com.au or request a hard copy at any time.

Refund of Fees Certificate 3 Guarantee Program
In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

If a student withdraws from a course fees will be refunded on a pro-rata basis. This means that refunds will be calculated according to the proportion of training that has started.

A full refund will be provided for units of competency in which the student has not started any training activities.

No refunds will be provided for units of competency for which training has started but the student withdrawals part way through.

Students can access Pro-Lift Training & Assessment Services’ refund policy PL-002 Refunds & Cancellation Policy on our website www.prolifttraining.com.au or request a hard copy at any time.

COURSE ENROLMENTS

Prior to enrolment course information can be sourced either from the website or by contacting the administration office. Course information sheets and/or Training & Assessment Strategies will provide information about the course, any pre-requisites and materials or resources that the student may require.

Enrolment can be made by contacting our administration office or for short courses, via the website www.prolifttraining.com.au. Enrolment of students and apprentices will be conducted, at all times, in an ethical and responsible manner and consistent with the requirements of our training & assessment strategies and the training package/accredited course.
Pro-Lift Training and Assessment Services will ensure that appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes. This will be based on the applicant’s previous qualifications and experience, formal and informal training and unrecognised skills. Queries regarding enrolments should be directed to administration who will consult trainers and assessors where required.

**LANGUAGE, LITERACY AND NUMERACY**

During the enrolment process student language, literacy and numeracy skills will be evaluated. If this process identifies any areas of concern Pro-Lift Training & Assessment Services will provide options and assistance for the individual. If it is determined that the student requires external assistance Pro-Lift Training & Assessment Services will refer the student to a relevant specialist. Any fees associated with these services will be at the expense of the student and clearly explained in detail at the time of referral.

Every effort is made to enhance effective participation by all persons during training and assessing by providing support which may include access to language, literacy and numeracy programs and services where required or requested. Support may be provided in any of, or a combination of, the following formats:

- Mentoring sessions
- Coaching sessions where applicable
- Oral assessments
- Variation in training delivery
- Additional training (tutorials)
- Referrals to a learning support organisation (further details provided on request)
- IT support through emails etc

**STATEMENT OF ATTAINMENT AND QUALIFICATION ISSUANCE**

On successful completion of the training course students will be issued with a Statement of Attainment (SOA) or Qualification and Testamur which lists the accredited unit(s) of competency or qualification achieved. Replacement SOA or Testamur can be arranged by contacting the RTO Office staff. An administration fee of $30 will apply.
RECOGNITION OF PRIOR LEARNING (RPL)

All students and apprentices have the right to apply for recognition of prior learning (RPL) if they believe they have previously undertaken relevant learning through formal or informal training, work experience or similar means. RPL provides a way to formally recognise a student or apprentice’s existing skills.

RPL is an assessment process whereby skills can be recognised. These skills may have been obtained in a number of ways, eg:

- Formal or informal training and education
- Work experience
- Life experiences
- Any combination of the above

Through the process of RPL, students/apprentices can obtain formal qualifications and recognition. These qualifications are nationally recognised under the Australian Qualification Framework (AQF).

There are several ways RPL can be assessed. The methods of assessment are varied and will be determined after the person seeking RPL has submitted an application form. The methods of assessment may include, but not limited to:

- Written or oral examination
- Practical test
- Work samples
- Interview / conversation
- Third party reference
- A variety of documents including: training certificates, photos of work samples, resume etc.


RPL procedures and comprehensive RPL Kits are available upon request. To apply for RPL or request further information contact administration to discuss the options available and any associated fees.
CREDIT TRANSFER

Credit transfer means that the student holds a successful result on the same or similar course from another registered training provider or RTO. It can also mean that the student or apprentice has successfully completed the same or similar course with a different code and name but the same content. As the student/apprentice does not have to repeat the course or parts of the course then a Credit Transfer can be requested to recognise the previous qualification or statement of attainment.

To initiate this process students are required to complete an enrolment and application form. To support the application a copy of the certificate or statement of attainment listing the unit(s) of competency must be provided. Upon validation of the documents supplied credit will be applied. Any fees paid in advance for relevant unit(s) of competency will be refunded.

This process is best initiated prior to or, as soon as possible after course enrolment. Students/apprentices should discuss options with the trainer or administration staff.

UNIQUE STUDENT IDENTIFIER

From 1st January 2015, each student will need a Unique Student Identifier (USI) to obtain their certificate when studying nationally recognised training within Australia. This includes studying at a private registered training organisation (RTO), completing an apprenticeship or skill set, and certificate or diploma course.

A USI gives you access to your online USI account which will help you keep all your training records together. The USI can be created either by you, the student or upon receiving permission from the student, by Pro-Lift Training and Assessment on your behalf.

Due to this new initiative, Pro-Lift Training & Assessment Services cannot issue a Statement of Attainment, Qualification or Record of Results until the USI number is provided and verified for our records.
For more information visit www.usi.gov.au or ask a Pro-Lift Training & Assessment Services staff member.
### LICENSING AND IDENTIFICATION

For students that undertake courses with a Licensing outcome the student **must be 18 years or over** when applying for the license.

The applicant must provide a variety of documentation which supports his or her identity. The assessor must sight three (3) original Evidence of Identity (EOI) documents. Student may provide the following combination of EOI documents:

- one (1) Category A + two (2) Category B
- two (2) Category A + one (1) Category B

At least one (1) Category A document must be photographic and show a full name and date of birth. A list of the documents can be found on the following page.

#### Proof of Identity Documents

<table>
<thead>
<tr>
<th>Category A</th>
<th>Category B</th>
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<tbody>
<tr>
<td>Australian Birth Certificate – full, not an extract or a Commemorative Certificate</td>
<td>Australian Defence Force photo identity card (excluding civilians)</td>
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<tr>
<td>Bicentennial Birth Certificate (born in 1988)</td>
<td>Australian Firearm Licence (with photo)</td>
</tr>
<tr>
<td>Australian Citizenship Certificate/Naturalisation Certificate</td>
<td>Australian Security Guard/Crowd Controller Licence (with photo)</td>
</tr>
<tr>
<td>Department of Immigration and Border Protection (DIBP): - Certificate if Evidence of Resident Status - Visa Evidence Card (with PLO56 Visa)</td>
<td>Department of Veterans’ Affairs/Centrelink Pensioner Concession Card (including Healthcare card)</td>
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<tr>
<td>Queensland or Federal police officer identity card</td>
<td>Education institution student identity document (must include photo and/or signature)</td>
</tr>
<tr>
<td>Queensland High Risk Work Licence (photographic)</td>
<td>Financial institute debit/credit card – original sighted (must include signature and embossed/printed name)</td>
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<tr>
<td>Australian Passport</td>
<td>Medicare card</td>
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<td>Foreign Passport</td>
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<td>Australian photo driver licence</td>
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<td>Queensland Accreditation/Authorisation (laminated): - Driver/rider trainer; pilot/escort vehicle driver; dangerous goods driver; tow truck driver/assistance certificate - Bus; taxi; limousine driver</td>
<td>Interstate government-issued or government approved Proof of Age Card</td>
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<tr>
<td>DIBP – Immicard; Temporary or Resident Visa; Document for travel to Australia. Note: Electronic Travel Authority (ETA) is not accepted.</td>
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<td>Queensland Card 18+ (laminated)</td>
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TRAINING AND ASSESSMENT PROCEDURES

TRAINING

Competency based training
Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT looks at the skills and knowledge that a person needs to do a job. Assessment criteria are defined for each unit of competency. The assessment criteria, describes the performance criteria to be applied and the associated skills and underpinning theory knowledge requirement.

Flexible learning
Pro-Lift Training & Assessment Services will provide flexible training delivery to meet the needs of our clients where appropriate.

ASSESSMENT

Assessment under Competency Based Training
Assessment under CBT is criteria based where a predetermined standard must be achieved. The students or apprentices’ performance is compared to the standard rather than against a predetermined percentage, pass mark or other student/apprentice’s results. This means that the system of measuring results by marks or percentages is no longer relevant. A student is assessed as either competent or not yet competent.

To achieve competency students must satisfactorily complete all the requirements of the program or course. Assessment will meet the national assessment principles (including RPL and Credit Transfer). Assessment will be conducted professionally to ensure their validity, reliability, flexibility and fairness.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the students/apprentices prior to the commencement of a course. These methods may include:

- Written assessment
- Practical assessment
- Oral assessment
- Work log books
REASONABLE ADJUSTMENT

To assist a student or apprentice with a disability, Pro-Lift Training & Assessment Services trainers and assessors will make reasonable adjustments to the training delivered to assist the student. Adjustments are made to ensure that students with a disability have the same learning opportunities to perform and complete assessments as students without a disability.

The purpose of reasonable adjustment is to make it possible for students and apprentices to participate fully. It is not to give students with a disability an advantage over others, to change course standards or outcomes, or guarantee success. Students may appeal against as assessment result if they are not satisfied. Refer to Appeals and Complaints section in this handbook.

STUDENT/APPRENTICE RULES

Students and apprentices are to be considerate of others at all times and respect the Pro-Lift Training & Assessment Services commitment to provide a learning environment conducive to comfort, respect and requirements of all students for successful outcomes in training.

Mobile Phones

Mobile phones must remain switched off during classes to avoid disturbance of staff and other students during course times. Students may make and receive calls during schedule breaks. As mobile phone use is classed as a hazard when used during the use of equipment, mobile phones must not be used when using equipment at the training facility.

If employers need to contact their employee a message can be left with reception/administration to be forwarded on. Please respect others at all times.

Smoking

Smoking is banned within five (5) meters of building entrances. Smoking is only permitted is designated areas for which information will be provided during the induction process.

Students and staff that fail to comply with the smoking rules may potentially be fined $252 under state legislation.

Dress Code
Students and apprentices are required to wear clean clothing appropriate to the course i.e. appropriate worker clothing. Students may be required to wear specific items to comply with requirements for Work Health and Safety legislation including Personal Protective Clothing (PPE). This information will be provided prior to course commencement.

Thongs are not permitted.

Zero Tolerance to Drugs and Alcohol
Pro-Lift Training & Assessment Services has a ‘zero tolerance’ to drugs and alcohol for all staff, students, apprentices and visitors on all premises including car park areas and within the training grounds.

Any students or staff members found affected by drugs or alcohol will be required to leave the premises immediately.

Medical Conditions
A student with an ongoing medical condition is required to make Pro-Lift Training & Assessment Services aware of the situation at time of enrolment. If the condition or medication has a bearing on the safe operation of vehicles and/or equipment, the student will be excluded from this activity.

If the condition is of a permanent nature, it will be necessary for the student to check with the relevant regulatory body as to whether they are entitled to the issue of an operator’s Licence or accredit unit of competency.

DISCIPLINARY PROCEDURE

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, the following rules will apply to all students and apprentices. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course which may result in the qualification or competency not being awarded.
Dysfunctional behaviour may include:
- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- discriminatory behaviour such as harassment and bullying
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times
- willfully disobeys a lawful request of the employer/RTO
- class attendance whilst under the influence of alcohol or any non-prescriptive drugs.

The action taken will depend on the student’s history and the seriousness of the alleged offence/s. Any person subject to disciplinary procedures has the right of appeal, in writing, to Pro-Lift Training and Assessment Services management who will carry out an appropriate investigation and respond per the Complaints and Appeals Policy.

**STUDENT/APPRENTICE INDUCTION**

Upon the first day of the course all students will complete an induction. It is compulsory for all students to sit the induction as it provides an outline of the training requirements as well as a comprehensive overview of the student/apprentice rules, health and safety requirements, emergency procedures as well as the facilities and services available.

**User Choice Apprentices**
User Choice apprentice will complete an induction with a representative from Pro-Lift Training and Assessment Services prior to starting any training. This induction also requires the employer to attend. During the induction, all parties will discuss and select the units of competency being delivered as part of the qualification.

At this induction, the training plan will be completed and signed by all parties and the apprentice provided with their Training Record Book and other required documentation to commence the qualification.

You can access the QLD Department of Employment, Small Business and Training and Training Apprentice and Student information fact sheets at [https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets](https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets)

Alternatively, you can request the fact sheets from any of our RTO staff.
HEALTH AND SAFETY

Pro-Lift Training & Assessment Services accepts its legal and moral obligation as required under the current Work Health and Safety Act and is committed to ensuring the health and safety of all persons who may be affected by its operations and activities. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training in topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

All students also have obligations under the Work Health and Safety Act whilst participating in training. These obligations will be outlined at the commencement of the training. Training on specific industry hazards is incorporated in the training program.

SUPPORT SERVICES

Training Services
Students are offered the following support services to assist in successful completion of training:

- RPL assessment
- options in learning
- one on one tutoring
- pre-course interviews
- training needs analysis
- information on our web site
- professional referrals

Welfare and Guidance Services
Pro-Lift Training & Assessment Services will endeavour to provide welfare and guidance to all students, apprentices and clients.

This includes:

- Work Health and Safety
- review of payment schedules when requested
- learning pathways and possible RPL & RCC opportunities
- provision for special learning needs
- provision for special cultural and religious needs
Counselling Services
If a student has a problem with any unit of competency or course, they should feel free to discuss their concerns with their trainer/assessor who may refer them to the RTO Management. If the support needs extend to a need for counseling the student will be referred to an appropriate external support agency.

Any fees associated with these services will be at the expense of the student and explained in detail at the time of referral.

Some support services and their contact numbers are listed below:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/Fire/Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Interpreting Services</td>
<td>13 14 50</td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>1300 22 4636</td>
</tr>
<tr>
<td>Mates in Construction</td>
<td>1300 642 111</td>
</tr>
<tr>
<td>Black Dog Institute</td>
<td>1300 659 467</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Abortion Grief Counselling</td>
<td>1300 363 550</td>
</tr>
<tr>
<td>Alcohol and Drug Information Serv.</td>
<td>1800 177 833 (24 hour counselling and information)</td>
</tr>
<tr>
<td>Domestic Violence helpline</td>
<td>1800 811 811</td>
</tr>
<tr>
<td>Lifeline</td>
<td>131 114</td>
</tr>
<tr>
<td>Men’s Line Australia</td>
<td>1300 789 978</td>
</tr>
<tr>
<td>Pregnancy Counselling Australia</td>
<td>1300 737 732</td>
</tr>
<tr>
<td>Pregnancy Help Line</td>
<td>1300 792 798</td>
</tr>
<tr>
<td>Quitline</td>
<td>13 78 48</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>1300 363 622</td>
</tr>
<tr>
<td>Statewide Sexual Assault Helpline</td>
<td>1800 010 120</td>
</tr>
<tr>
<td>Industry Specialist Mentoring for Australian Apprentice (ISMAA) Program</td>
<td>1800 210 210</td>
</tr>
</tbody>
</table>

FIRST AID

If a student requires first aid, please ask any Pro-Lift Training & Assessment Services member for assistance.

COURSE INFORMATION

Flyers and Training and Assessment Strategies have been developed for all of the courses within our current scope of registration to assist the student in their registration of training. Alternatively, you can contact us directly. General Course information is also available from www.training.gov.au.
SAFETY AND SECURITY

Every effort is made to ensure the safety and security of students while on Pro-Lift Training & Assessment Services premises and premises hired by Pro-Lift Training & Assessment Services.

All students are required to carry out directions given by Pro-Lift Training & Assessment Services staff to ensure their own safety and that of others whilst at the facilities. Information regarding emergency procedures will be provided in the induction.

Pro-Lift Training & Assessment Services does not accept responsibility for the loss of personal property or possessions. Students are urged to take suitable precautions to protect personal belongings.

PRIVACY

Pro-Lift Training & Assessment Services understands the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and where they apply to our dealings with you the student.

Collecting general personal information is essential to be able to conduct vocational training and assessment within the guidelines of regulatory requirements. Pro-Lift Training & Assessment Services collects your personal information by means of the Enrolment Form and survey forms. If sensitive information is gathered, it will be done so as required by the Federal and State Government Training and Employment departments.

We use the information collected only for the services we provide. No staff or client information is shared with third parties unless requested by industry governing bodies such as Department of Employment, Small Business and Training and/or funding bodies or as requested by the student.

Note: Personal information is any information that would allow a person to be identified. For example, an individual’s name, age and physical characteristics.
National VET Data Policy

Under the Data Provision Requirements 2012, Pro-Lift Training & Assessment Services 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) may be used or disclosed by Pro-Lift Training & Assessment Services for statistical, administrative, regulatory and research purposes. Pro-Lift Training & Assessment Services may disclose your personal information for these purposes to:
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- 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 a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other. 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

ADDITIONAL INFORMATION

External Review
Pro-Lift Training & Assessment Services participates in external monitoring and audit processes required by the state registering body. This covers random quality audits, audit following complaints and audit for the purposes of re-registration.

Freedom of Information
All students and apprentices will have access to their own personal records retained by Pro-Lift Training & Assessment Services under the current Right to Information Act by sending a written request to Pro-Lift Training & Assessment Services.
If, at any time, a student, apprentice or client feels that we are not abiding by our Code of Conduct then they are encouraged to report their complaints or grievance to the trainer / assessor or partners. We encourage the use of the ‘Complaints and Appeals' form if your concerns are not satisfactorily dealt with.

Legislative Requirements
The RTO operates within a framework that includes all relevant Commonwealth, State or Territory regulations and regulatory requirements and in particular, the VET Quality Framework (VQF).

We are subject to a range of legislation relating to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few. There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation, follow the links to the websites of the legislation listed on the next page.

If a complaint made by a student to us involves an allegation of criminal misconduct, we will immediately refer the matter to the appropriate authority.

Pro-Lift Training & Assessment Services will meet all legislative requirements of State and Federal Government. Legislation which have been identified as being applicable to this organisation and the training it delivers include (but may not be limited to):

- Anti-Discrimination Act
Management and Administration
Pro-Lift Training and Assessment Services has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisations sound financial position and safeguards student fees until used for training/assessment. We have a Refund Procedure that is fair and equitable and can be accessed upon request. Student records are managed securely and confidentially and are available upon request. Pro-Lift Training & Assessment Services has adequate insurance policies which cover both public liability and professional indemnity.

Marketing and Advertising
All marketing of vocational education and training products will be done with integrity, accuracy and professionalism as practically possible, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn against other training organisation or training product.

Quality Management Focus
Using enrolment, survey forms and customer feedback forms, the information gathered will assist Pro-Lift Training & Assessment Services in continually improving the services we deliver. We value feedback from students, staff and the broader community.
Sanctions
All guarantees as outlined in the Code of Conduct will be honoured. We understand that, if we do not meet the obligations of the Code or supporting regulatory requirements, we may have our registration as a RTO withdrawn, cancelled or have conditions applied.

Training and Assessment Standards
Pro-Lift Training & Assessment Services has personnel with appropriate qualifications and experiences to deliver the training and facilitate the assessment relevant to the training products offered.

Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Facilities, equipment and training materials will be practical and relevant to ensure the learning environment is conducive to the best outcome of the student.

Indemnity
Pro-Lift Training & Assessment Services and its staff shall not be held responsible for any personal items that are lost or damaged at Pro-Lift Training & Assessment Services. Pro-Lift Training & Assessment Services may need to obtain medical treatment for you if it is deemed necessary by a staff member acting on behalf of Pro-Lift Training & Assessment Services. Neither Pro-Lift Training & Assessment Services nor its staff will be held responsible for any expense, loss or damage or liability of whatever nature or howsoever occasioned because of authorising and arranging such emergency medical treatment.

PRO-LIFT TRAINING & ASSESSMENT SERVICES CODE OF CONDUCT

Pro-Lift Training & Assessment Services Code of Conduct outlines the acceptable behaviour requirements by all parties. Each party must conduct themselves in a manner which is respectful, appropriate and honest. At no time is behaviour that is of a discriminatory nature, disrespectful nature or nature provoking insightful behavior acceptable or tolerable.
Code of Conduct

- All persons will refrain from conduct that is discriminatory towards others including differences of gender, sexuality, race, culture, beliefs, religion, age, political affiliation, family circumstances, disability, etc.
- All persons will refrain from activity which could be interpreted as harassment, bullying, threatening, intimidating, insulting, or like.
- Treat all persons with respect, equity, fairness and courtesy.
- Will not place any person in way of harm or danger.
- Report all inappropriate conduct to relevant higher authority.
- Disputes/grievances can be resolved through the complaint process.
- Personal and private information will not be given to third parties unless prior consent from the individual in question has been granted or required under legislation.

Directors

- Directors will ensure that staff have the appropriate training and guidance to conduct themselves appropriately on behalf of the RTO.
- Directors will ensure they conduct themselves in a manner which will promote and encourage appropriate code of conduct from staff, students and other stakeholders.

Staff

- Will show respect and act in an appropriate manner which will not bring the organisation into disrepute.
- Will show students and other stakeholders respect and equality when dealing within the bounds of the organisation.
- Will ensure professional behaviour is upheld at all times.
- Ensure they abide by all procedures and direction of the organisation.
- Advise students and stakeholders of rights and responsibility regarding appropriate code of conduct – this can be done verbally, written, issuing of pamphlets, etc.

Students, Apprentices and Other Stakeholders

- Ensure accountability and responsibility of upholding respectful and appropriate code of conduct
All Persons

- Refrain from unbecoming behaviour towards others
- To ensure disagreements / conflict are discussed privately and in a manner which is in line with procedures.
- Any behaviour which promotes hatred or unsafe practice is ceased immediately.
- Respect all others for their right to freedom of speech within the boundaries of respectful and tasteful behaviour.

Some of the technical words in this handbook may be hard to understand. If you don’t understand something, please ask so we can explain it to you.

Have a question we haven’t covered in this handbook? Call us today and allow us to assist you with your query.

We hope that your experience with Pro-Lift Training and Assessment Services is a positive and fulfilling experience. We aim to provide a transparent service which is of a high quality for all students and stakeholders.
## Document Control

<table>
<thead>
<tr>
<th>Revised Date</th>
<th>Revised by</th>
<th>Reason for Revision</th>
<th>Date released for use</th>
<th>Initial</th>
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<tbody>
<tr>
<td>30-07-2013</td>
<td>Craig Finucan</td>
<td>Update of contained information.</td>
<td></td>
<td>CF</td>
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<tr>
<td>01-10-2013</td>
<td>Craig Finucan</td>
<td>Update of address and contact details and contained information.</td>
<td></td>
<td>CF</td>
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<td>26/08/2014</td>
<td>Petra Mould</td>
<td>Update of address to include Moranbah; update and reformat of information</td>
<td>26/08/2014</td>
<td>PM</td>
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<tr>
<td>05/01/2015</td>
<td>Petra Mould</td>
<td>Update information as per RTO Standards 2015 and the introduction of the USI.</td>
<td>09/01/2015</td>
<td>PM</td>
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<tr>
<td>28/01/2015</td>
<td>Petra Mould</td>
<td>Update information as per Audit findings</td>
<td>28/01/2015</td>
<td>PM</td>
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<tr>
<td>23/09/2015</td>
<td>Petra Mould</td>
<td>Addition of apprentice information including User Choice Inductions</td>
<td>23/09/2015</td>
<td>PM</td>
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<tr>
<td>22/10/2015</td>
<td>Petra Mould</td>
<td>Update Fees information for User Choice and other minor additions</td>
<td>22/10/2015</td>
<td>PM</td>
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<tr>
<td>22/03/2017</td>
<td>Petra Mould</td>
<td>Annual review and addition of Certificate 3 Guarantee information</td>
<td>30/03/2017</td>
<td>PM</td>
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<tr>
<td>20/07/2017</td>
<td>Petra Mould</td>
<td>Addition of Certificate Ezi-Pay information</td>
<td>20/07/2017</td>
<td>PM</td>
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<tr>
<td>19/10/2017</td>
<td>Petra Mould</td>
<td>Addition of credit card fees information</td>
<td>19/10/2017</td>
<td>PM</td>
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<tr>
<td>29/11/2017</td>
<td>Petra Mould</td>
<td>Addition of National VET Data Policy information.</td>
<td>29/11/2017</td>
<td>PM</td>
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<tr>
<td>13/02/2018</td>
<td>Petra Mould</td>
<td>Minor formatting and grammar updated. Updated table for Evidence of Identity; addition of C3G fees</td>
<td>13/02/2018</td>
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<td>26/02/2019</td>
<td>Petra Mould</td>
<td>Update to the Privacy and national VET Data Policy information</td>
<td>26/02/2019</td>
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