

# STUDENT HANDBOOK



Registered Training  
Organisation Number:  
91340

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# 1. Introduction

PCYC Institute (RTO ID 91340) is the Registered Training Organisation (RTO) a division of the Police and Citizens Youth Club NSW (PCYC).

The information contained in this Student Handbook has been developed to inform prospective and current students of PCYC Institute of its procedures, rights, and responsibilities. It also includes the rights and obligations of our students.

Please take the time to read it and if you have any questions, speak to any of our friendly PCYC Institute staff members or trainers.

It is a requirement of your enrolment that you have read, understood, and agree to following the contents of this Student Handbook

As a student at PCYC Institute, we always welcome and encourage your input and feedback on how we can improve. Your feedback will help ensure we continue to improve the learning experience and outcomes you expect and deserve.

We look forward to being part of your learning journey and for PCYC Institute to be a catalyst in achieving your dreams and aspirations.

## PCYC Institute Contact Information

**State Head Office:** Level 2, 6B Figtree Drive, Sydney Olympic Park\*  
**Mail Address:** PO Box 555, Sydney Markets, NSW 2129  
**Phone:** (02) 9625 9111  
**Email:** [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au)

- \* This is our office only. Training is delivered at our PCYC Club locations and partner sites as scheduled throughout NSW.

# About this Student Handbook

## Copyright

The information in this Student Handbook is copyright to PCYC Institute and may not be reproduced in whole or in part without prior written consent of the PCYC Institute State Manager.

## Disclaimer

While every effort has been made to ensure that the information contained in this Handbook is free from errors and omissions and is not misleading in any way, PCYC Institute makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) under any law including negligence resulting from or in any way connected with the use of this Handbook.

PCYC Institute does not assume any legal liability, whether direct or indirect for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

PCYC Institute wishes to advise that enrolling in a course of study with us does not in any way guarantee successful assessment and completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification or guarantee that a learner will be able to obtain employment upon completion of the course.

This Student Handbook is uncontrolled once printed. Please contact PCYC Institute to ensure that you have the current version.

## Updates and Continuous improvement

PCYC Institute reserves the right to modify, revise or supplement anything in this Handbook at its sole discretion at any time.

## 2. About PCYC NSW

Police Citizens Youth Clubs NSW Ltd, (ABN 89 401 152 271), is a not-for profit and Registered Charity (CFN11892), known as PCYC NSW.

PCYC was established in 1937 by Police Commissioner William John MacKay. It was a partnership forged with the community through Rotary Club of Sydney to provide young people with a safe and positive alternative to the streets.

Once known as the Police Boys Club, PCYC NSW facilities today are a centre for all genders, to all ages and all members of the community.

Our clubs offer fun, fitness, and friendship, where all can enjoy a wide range of sports, arts, and recreational activities, in a safe environment.

Today, we operate more than 66 clubs and centres throughout New South Wales, with more than 100,000 members and more than 140 different activities – making us one of the largest youth organisations in Australia.

Our patron is Her Excellency the Honourable Margaret Beazley AC QC Governor of New South Wales. PCYC NSW is led by Dominic Teakle CEO.



Everything that we do centres around our Vision, Mission and Values:

### **Vision:**

Australia's pre-eminent youth organisation working with Police and community to empower young people to reach their potential.

### **Mission:**

We get young people active in life. We work with young people to develop their skills, character, and leadership. We reduce and prevent crime by, and against young people, and provide programs to suit all ages and lifestyles.

Please visit our website at <https://www.pycnsw.org.au/> for our PCYC NSW Programs.

## Values and Strategic Themes:

We provide a safe environment for youth.

Our programs and activities reduce youth crime and engage youth in the community.

Engage with youth on their terms.

Our people want to belong to PCYC and are motivated to serve youth.

Deliver our programs to achieve our Mission in an ethical, environmental and community sustainable way.

We achieve this through our Values:



### **3. About PCYC Institute**

As a multi-faceted youth organisation, PCYC NSW has a dedicated training division known as the PCYC Institute.

Established and accredited as a Registered Training Organisation (RTO ID 91340) in 2007, the PCYC Institute has several nationally recognised training certificates and units of competency on its Scope of Registration.

With a broad reach across the State, our Clubs provide the base for young people to attend pre-vocational training and Foundation Skills and non-accredited life skills in a safe and familiar environment.

It is also where mature aged students, who wish to be employed or be upskilled in the early childhood, youth, business, sport and recreation related sector, gain practical, industry-led, hands-on knowledge and skills.

PCYC Institute is managed and supported by a dedicated team of industry professionals empowering learners towards achieving their career goals and aspirations.

#### **Context**

PCYC Institute is committed to excellence and quality of service.

We comply with the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations (RTOs) 2015 to ensure nationally approved quality standards for training are met.

The focus of these Standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

We comply with the National Vocational Education and Training Regulator Act 2011, and the VET Quality Framework which includes:

- Standards for Registered Training Organisations 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data provision requirements.

The VET Quality Framework provides our students with the quality and assurance that is expected from PCYC Institute.

## **4. What is VET and competency-based assessment? A Summary.**

VET means vocational education and training. It is designed to teach you the skills and knowledge to prepare you for the workplace. Qualifications are designed by industry for industry and the subjects, or rather units of competency, are contained in nationally endorsed training packages. These units, also known as competency standards, state the required skills and knowledge to be assessed as Competent and therefore the standard required of the workplace. To attain a qualification certificate or Statement of Attainment, you will be required to be assessed and be deemed Competent for each unit you are enrolled.

You will be informed prior to enrolment the units in your chosen course; the schedule will notify you when these units will be delivered and assessed.

Should you be deemed Not Yet Competent you will be provided with the opportunity to be re-assessed.

You will be informed of how you will be assessed for each unit. There are no exams. You will be asked to 'show and tell' i.e., demonstrate the required skills and verify your knowledge and then be able to transfer these in different situations, or contexts.

Skills could be determined by being observed, demonstrate, role-play, presentation, while you might be given a project to complete, given short questions and answers to assess your knowledge and, for higher level qualifications, reports.

These completed tasks are referred to as 'evidence'. This evidence is used by your trainer/assessor to make their assessment judgement against unit of competency requirements. Therefore, assessment is objective, based on the quality of evidence you have provided.

Qualifications are nationally recognised. This means that your certificate is recognised by employers and Registered Training Organisations, like PCYC Institute, anywhere in Australia. It also means that we accept qualifications and Statements of Attainment issued by other Registered Training Organisations. You may receive exemptions, or Credit Transfer, for units you have previously been deemed Competent that are included in subsequent qualifications you may enrol in.

Over time, you may acquire skills and knowledge gained in the workplace or informally. This experience could be assessed without you attending the delivery of a course leading towards a qualification or Statement of Attainment. Again, you will need to demonstrate the same required skills and knowledge as stated in the units of competency as if you attended a course and this would usually be verified by a Third Party e.g., your (previous) employer. This is called Recognition of Prior Learning.



Qualifications are developed against ten different qualification levels, from Certificate 1 to Doctorate degrees at university.

The requirements of a qualification level are defined in the Australian Qualifications Framework. Qualifications delivered by PCYC Institute are in accordance with the AQF.

Your results are reported to your Unique Student Identifier (USI) account so should you lose your certificate or statement of attainment you or your employer can access your results completed since January 2015.

## Courses conducted by PCYC Institute

PCYC Institute delivers nationally accredited qualifications and short courses as well as non-accredited courses.

Our qualifications and units of competency on our Scope of Registration include\*:

BSB20120	Certificate II in Workplace Skills
BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management
CHC40221	Certificate IV in School Based Education Support
CHC40413	Certificate IV in Youth Work
FSK10119	Certificate I in Access to Vocational Pathways
FSK10219	Certificate I in Skills for Vocational Pathways
FSK20119	Certificate II in Skills for Work and Vocational Pathways
SIS20115	Certificate II in Sport and Recreation
SIT20316	Certificate II in Hospitality

## And Units of Competency

BSBCMM411	Make presentations
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCPRT002	Support the rights and safety of children and young people
CPCCOM1015	Carry out measurements and calculations
CPCCWHS1001	Prepare to work safely in the construction industry
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID010	Provide basic emergency life support

HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an education and care setting
HLTWHS005	Conduct manual tasks safely

\* Our scope may change at any time. Confirm at <https://training.gov.au/Organisation/Details/91340> or by contacting PCYC Institute.

PCYC Institute only issues AQF qualifications and Statements of Attainment that are within its scope of registration.



## 5. Legislative Requirements

As a Registered Training Organisation PCYC Institute is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOS's and students. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector.

### Complying with Legislation

PCYC Institute complies with all relevant State and Commonwealth Government legislation and regulatory requirements Standards and Frameworks applicable to the industry and latest versions and Amendment Acts including (but not limited to):

- Australian Consumer Law 2011
- Anti-Discrimination Act 2004
- Australian Privacy Principles (March 2014)
- Australian Qualifications Framework (2013)
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Racial Hatred Act 1995
- Commonwealth Sex Discrimination Act 1984
- Copyright Act 1968
- Disability Discrimination Act (Commonwealth) 1993

- Disability Standards for Education 2005
- Equal Opportunity Act
- Fair Work Act 2009
- Food Safety Standards (Australia) and associated State legislation
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1998 (Commonwealth)
- Privacy Amendment (Private Sector) Act 2000
- Privacy and Personal Information Protection Act 1998
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations (RTOs) 2015
- Workers Compensation Act
- Work Health and Safety Act 2011 (Commonwealth)
  
- State and Territory Public Health Regulations
- State and Territory Children and Young Persons (Care and Protection) Acts
- State and Territory Trade Practices Acts

#### **Training authorities/regulators:**

- NSW Department of Education
- Department of Education, Skills and Employment (Cth)
- Australian Skills Quality Authority (ASQA) / National VET Regulator (NVR)

#### **Legislation may be accessed from:**

<https://www.legislation.gov.au/> (Cth)  
<https://legislation.nsw.gov.au/> (NSW)

#### **Privacy**

PCYC Institute considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. Staff and those acting on behalf of the RTO are made aware of the confidentiality procedures and privacy policies prior to commencing work with our RTO.

PCYC Institute will comply with all legislative requirements, including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act).

We will ensure no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

## Privacy and access to information

PCYC is committed to the privacy of the students and works diligently to ensure that everyone is treated respectfully and professionally.

### Distributing Information

- Personal information will not be released without your consent
- PCYC may from time to time be required to provide personal information to external organisations including the Australian Government and other designated authorities to provide specific services as required by law. These may include but are not limited to:
  - Commonwealth Department of Education
  - Australian Standards Quality Authority (ASQA)
  - Department of Immigration and Border Control (DIBP)
- If there is a serious health-related issue and some information may be provided to the Institute during a consultation with a practitioner, then this information may be accessed by the Institute staff for the purposes of providing further helpful services to the student.

### Maintaining information

- PCYC will ensure that your records are kept updated by making the changes in the student personal files in the student management
- PCYC will destroy records relating to personal information when that information is no longer necessary to be retained within the Institute's records. Personal information will be destroyed by shredding or other secure process.
- Students' personal records cannot be released to parents, partners, or any external party without the written consent of the student.
- Any complaints regarding a privacy matter will be handled in accordance with the PCYC Complaints and Appeals Policy and Procedures.
- Should complaints not be resolved by the Institute, students may also address their complaints to the Federal Privacy Commissioner at:
  - Office of the Federal Privacy Commissioner  
GPO BOX 5218  
Sydney NSW 1042  
[www.privacy.gov.au](http://www.privacy.gov.au)
- Any policy and the availability of complaints and appeals processes within the Institute, does not remove the right of the student to act under Australia's consumer protection laws.

## 6. Pre-Enrolment Information

### Student Selection and Enrolment Procedure

Access to information about our courses that PCYC Institute offers are made available through different mediums including flyers, social media and enquiries made direct.

PCYC Institute is committed to the integrity and accuracy of the information provided to prospective students and in compliance with consumer protection legislation and Standards for Registered Training Organisations 2015. Prospective students therefore have confidence in being able to make an informed decision prior to enrolment.

Prospective students are provided with information including:

- the qualification outcomes

- course location
- estimated duration
- eligibility
- how delivered and assessed, including face-to-face, on-line, work placement
- Recognition of Prior Learning
- name and contact details of any third party or subcontractor which will provide training and assessment to the student
- payment of fees and refunds.

Please refer in this Student Handbook PCYC Institute's obligations to the learner and the learner's rights and their obligations.

### **Enrolment Process:**

1. Contact PCYC Institute to discuss the course you are interested in. Advice given and course suitability will be discussed, including:
  - a. Recognition of Prior Learning, if applicable, and confirmed.
  - b. 100 points of ID
  - c. Eligibility requirements are confirmed including your Unique Student Identifier (USI). Also, depending on the requirements of the course, a Police Check and Working with Children Check.
  - d. Any equipment or materials you are required to provide or have access to (at student expense), for example laptop/desk computer with camera and microphone, internet access, personal protective equipment, pen, and paper
  - e. Email address and contact details
  - f. Commencement date and duration
2. An enrolment form is completed and submitted to PCYC Institute
3. Any support needs are identified, including a language, literacy and numeracy assessment conducted to determine your suitability for enrolling in the course and agree on types of support that PCYC Institute may provide or refer you to including another training provider who may better suit your specific needs. Support may include but not limited to language, literacy and numeracy support, study skills, alternative resources.
4. Enrolment is confirmed in writing, usually by email, prior to course commencement, and receipt of payment. The confirmation is a contractual agreement made between the student, or their parent or guardian if under the age of 18, and PCYC Institute.

### **Unique Student Identifier (USI)**

The Unique Student Identifier is a National Government initiative for all vocational students from 1 January 2015. Every student is required to provide PCYC Institute their verified USI before we can issue any accredited certification. This is usually requested on enrolment.

You can access all your nationally recognised training records using your USI account number. Your student records are updated on your USI via the RTOs AVETMISS reporting which is conducted at least annually.

With your prior permission, PCYC Institute may assist you in obtaining a USI.

For more information, please visit <https://www.usi.gov.au/>

## 7. Fees

PCYC Institute operate as a 'fee for service' training business. This means all training programs attract charges.

Where less than \$1,500 is collected before the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the student, client, government agency or the student's employer.

Where the total course fee is more than \$1,500, PCYC Institute will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This Schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services.

PCYC Institute allow students to spread payments across the duration of the course via our payment plan agreements confirmed on enrolment.

Fee information is available via our:

- Program Brochures
- Promotional Material
- Direct Email

We will provide the following fee information to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees, and any other charges.
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- c) The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

This Handbook contains information of PCYC Institute's additional charges including the issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and our refund policy.

### Fee Structure

Total course fee:

- Each qualification or unit of competency offered by PCYC Institute has a specific course/unit fee.
- The course fee is the maximum fee that may be charged to the student for his/her selected training program.

- The course fee includes learning material, tuition, and assessment (except Recognition of Prior Learning)

It is our policy that the course/unit fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, charges, or expenses.

Where additional resources usually associated with a program of study are required (for example, reference material, research documents, own computer), the student will be advised of exactly what is required in the course information.

There may be additional or other fees incurred. These include:

- Recognition of Prior Learning Administration Fee (non-refundable) - \$150
- Recognition of Prior Learning - (per unit applied for) - \$350
- Re-enrolment (per unit applied for) (for example, due to plagiarism or course duration expired and you wish to complete any remaining units) - \$350
- Re-print certification - where the student requests a new copy of his/her certification \$50.00
- Late payment (Payment Plan) – An Interest rate of 3% of the amount due will be added to the outstanding amount for each week that the amount remains overdue.

Additional charges, for example excursions, industry visits, travel to work placement (as appropriate)

## Payment Options

Payment can be made via Electronic funds transfer and by Debit/Credit Card payments (Mastercard or Visa) or by EFT.

Fees must be paid by the due date agreed. This will be clearly stated before your enrolment. (No awards will be issued unless full fees have been paid)

## GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by PCYC Institute are GST-Free following the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment required in advance for qualifications full course fees. All Students are placed on payment plans for their course fees.

A tax invoice/receipt will be issued for all payments.

## 8. Refunds Policy

PCYC Institute will protect fees paid in advance and has a fair and reasonable refund policy.

With regard to all withdrawals, prior to processing refund applications, PCYC Institute will firstly encourage the student to: a. continue with their enrolment by providing the client with additional learning support or b. defer the course to a later date.

Refunds will be paid by PCYC Institute in the event that the enrolment is terminated early; or it fails to provide the agreed services including cancellation of a course.

Refunds will be issued in full when PCYC Institute cancels a course. If PCYC Institute cancels a course, clients do not have to apply for a refund. The refund will be processed automatically.

In the event that a student wishes to defer or cancel their enrolment, they are to request by email to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) for a Deferral, Amendment, Withdrawal Form.

Upon receipt of the completed Deferral, Amendment, Withdrawal Form PCYC Institute will consider and decide whether a refund will be payable. This will be based on:

1. Students enrolled in a course and who submit their completed Deferral, Amendment, Withdrawal Form to cancel their enrolment more than 6 business days prior to the commencement of their course will be entitled to a full refund of fees paid.
2. Students who submit their completed Withdrawal Form in five or less business days of course commencement will incur a withdrawal fee of 25% of fees paid at the discretion of PCYC Institute. This fee is required to cover the cost of staff, administration, and resources in the preparation of their course commencement.
3. Students who cancel their enrolment after their course has commenced may be eligible for a refund for unit(s) of competency paid for but not commenced as scheduled from the date of receipt of the Deferral, Amendment, Withdrawal Form. PCYC Institute will consider the Withdrawal Form and the circumstances of the withdrawal and fees paid to date.

Examples of circumstances may include:

- If the student provides a medical certificate for an ongoing or serious condition or has notified PCYC Institute of their undergoing extreme personal hardship.
- If the student's enrolment is terminated because of a failure to comply with PCYC Institute Access and Equity Policy including any offences, bad behaviour, or breach of PCYC rules and codes, then all fees for the course paid will not be refunded.
- PCYC's terms and conditions and refund policies do not remove the right of a student to take further action under Australia's consumer protection laws.

PCYC Institute will settle refunds within 14 business days of receipt of the Deferral, Amendment, Withdrawal Form.

Refunds will be paid directly to the person who initially paid the fees.



There is no refund applicable for any textbooks/ uniforms/consumables/etc that have previously been issued to the student.

There is no refund paid to students who do not obtain their qualification/Statement of Assessment after assessment.

PCYC Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student or client.

The student or client may be able to make an official complaint. Refer to Complaints and Appeals Policy.

Records of fees paid, and any refunds given will be recorded.

## 9. Orientation

Prior to or on course commencement students will be given a mandatory orientation. This will include:

1. Introduced to PCYC and PCYC Institute
2. Location Overview and site tour (as appropriate)
3. Course Overview
4. Trainer Overview and being first point of contact
5. Schedule including training and assessment due dates
6. Legislative requirements (eg Workplace Health and Safety, Anti-Discrimination)
7. Learner and Trainer expectations and behaviours
8. How training and assessment is conducted including methods of assessment, and what and how assessment documents are to be completed and submitted
9. Recognition of Prior Learning and Credit Transfer
10. Access to training resources
11. Fees/Payment Plan (as appropriate)
12. Complaints and Appeals procedure
13. Confirmation of issuance of Student Handbook

## 10. Third Party Providers and Contractors

PCYC Institute has a Service Agreement with Third Party and Contractors. The Service Agreement states the roles and responsibilities of both parties:

- Bravehearts Foundation <https://bravehearts.org.au/> (Third Party - training delivery only).

PCYC Institute also employs Contractors to deliver as required:

- First Aid - Michael Hughes Foundation <https://www.mhf.life/> and
- NSW White Card - Coastal OHS Services (RTO 91577) <https://coastalohs.com/>

Other Third Parties and Contractors may be employed. Where a Third Party or Contractor may be employed to deliver on PCYC Institute behalf, students will be informed.

### **Arrangement with Bravehearts Foundation:**

Learners enrol, makes payment and is provided training material (online) for the unit(s) enrolled by Bravehearts.

Receipt of payment, refunds and course cancellations follows Bravehearts Terms and Conditions.

Completed student assessments are sent direct by the student to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) for marking by a designated PCYC Institute assessor.

The student completes a PCYC Institute enrolment form, provides their Unique Student Identifier Number (USI) and remains a student of PCYC Institute.

PCYC Institute issues the Statement of Attainment, upon successful completion, direct to the enrolled student.

Any complaints or appeals made by Bravehearts enrolled students should be made directly to PCYC Institute in the first instance and PCYC Institute will then follow up these with Bravehearts as applicable and will follow PCYC Institute Complaints and Appeals processes.

### **Arrangement with Michael Hughes Foundation (MHF)**

MHF is contracted to deliver First Aid units of competency for PCYC designated programs on PCYC Institute's behalf or MHF may enrol, receive payment, deliver and assess learners for courses promoted by MHF to their clients.

MHF is provided with student names for courses delivered on PCYC Institute's behalf. PCYC Institute stores and records student outcomes.

MHF clients enrolls directly with MHF, makes payment to and are provided with training and assessment for the unit(s) enrolled.

Receipt of payment, refunds and course cancellations follows MHF Terms and Conditions.

MHF clients completes and provides to MHF a PCYC Institute enrolment form, their Unique Student Identifier Number (USI) and outcomes, and this information is entered on PCYC Institute Student Management System (SMS) by MHF. The information entered on the SMS remains the property of PCYC Institute.

Student information is maintained and stored by both MHF and PCYC Institute. Please request and refer to each Privacy Policy as required.

PCYC Institute receives and verifies MHF client student assessments and ensures all mandatory reporting information has been received and then issues, upon their successful completion, the Statement of Attainment. Statements of Attainment are sent to and distributed by MHF.

Any complaints or appeals made by MHF clients should be made directly to MHF in the first instance following their Terms and Conditions and related policies.

## **Arrangement with Coastal OHS**

Coastal OHS may be contracted by PCYC Institute to deliver on its behalf CPCCWHS1001 Prepare to work safely in the construction industry. Coastal OHS will be provided with PCYC Institute student details and USIs to enrol, deliver, assess and issue their Statement of Attainment. PCYC Institute distributes their Statements of Attainment and records on its SMS. Coastal OHS invoices PCYC Institute for these services.

Any complaints or appeals made by PCYC Institute students should be made directly to PCYC Institute in the first instance and PCYC Institute will then follow up these with Coastal OHS and follow PCYC Institute Complaints and Appeals processes.

## **11. Training and Assessment**

We are committed to delivering high-quality training and assessment services that exceed the expectations of our students and of industry. To ensure this, we have implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment including feedback from internal and external stakeholders.

### **Trainers and Assessors**

Your trainer/assessor holds the required qualifications and industry experience in compliance with Standards for Registered Training Organisations 2015 and are either employees or contractors of PCYC Institute. You may have more than one trainer/assessor to deliver/assess your course to share their knowledge, skills and expertise.

### **Attendance**

Training is competency-based which means that training and assessment will be conducted throughout your learning and after the learning. Therefore, regular, and consistent attendance is essential. It is expected that students will attend a minimum of 80% of scheduled training hours.

Training refers to both face-to-face and online delivery.

### **Reporting absenteeism or late arrival**

Students are required to contact their trainer as soon as practical if they are going to be unable to attend on any day, or if running late. Students who do not attend scheduled training need to present a medical certificate on return to the training program. If special absence due to extenuating circumstances is required, please notify PCYC Institute as soon as practical for the request to be discussed and reviewed for approval.

### **Work Placement**

Some of our courses, as a condition of enrolment and the course, may include unpaid work placement where you apply the skills and knowledge prior to being assessed.

You will be required to provide PCYC Institute with a Working With Children Check depended on the type of course enrolled and where the placement is conducted. For some courses, a Police Check may also be required.

You will need to advise on enrolment prior to course commencement if you have any health barriers or other needs that may prevent you from attending work placement.

Work placement is organised by PCYC Institute in consultation with you. You may have to pay for any transport costs or organise your own transport to attend work placement. Work placement may be conducted outside of college training hours/days.

Your trainer/assessor will visit you on work placement to provide support as well as observe you perform tasks as evidence towards meeting the requirements of your assessment tasks.

Should you be late or unable to attend you should contact the host employer as well as your trainer to meet workplace expectations.

### **Quality training and assessment principles**

In the planning, delivery and assessment, and course review, PCYC Institute will apply the Principles of Assessment and the Rules of Evidence.

#### **Principles of assessment**

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

#### *Fair*

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

#### *Flexible*

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

#### *Valid*

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance

- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

### *Reliable*

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

### **Rules of evidence**

The evidence given to an assessor to make their assessment judgement should be:

- Valid
- Sufficient
- Authentic
- Current

### *Valid*

The evidence gathered gives the assessor the assurance that the learner has the required skills, knowledge, and attributes as contained in the unit of competency being assessed.

### *Sufficient*

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

### *Authentic*

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

### *Current*

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

## **Connecting Training and Assessment with the workplace**

All aspects of PCYC Institute training and assessment are informed by meaningful industry engagement.

Each qualification, and accredited short course, has a Training and Assessment Strategy (TAS). The TAS details who, what, where, when, why, by whom training and assessment is conducted, and ongoing student support that may be provided. The design and quality assurance of the delivery and assessment described in the TAS is confirmed through industry consultation to ensure validity and currency of what is delivered and assessed i.e., that the course skills, knowledge, and attributes attained meets the expectations of the workplace.

## **Assessment Policy**

### **PCYC Institute will:**

1. Comply with the assessment requirements of the relevant training package or VET accredited course; and
2. Is conducted in accordance with the Principles of Assessment and Rules of Evidence
3. Offer Recognition of Prior Learning upon enrolment (Refer to Enrolment Policy; Recognition of Prior Learning and Credit Transfer Policy)
4. Advise assessors of any review and subsequent version changes to assessment tools.

Evidence may include:

- i. Projects
- ii. Written Assignments
- iii. Workplace assignments
- iv. Workplace performance
- v. Documentation
- vi. Demonstration
- vii. Questioning
- viii. Role play
- ix. Simulation
- x. Oral presentations
- xi. Written tests
- xii. Portfolio
- xiii. Third party reports.

## **Assessment submission and Recordkeeping**

1. Assessment due dates are included in the course schedule, or as advertised (for example conducted on one day courses).
2. The student will be assessed when they are ready to be assessed within scheduled timeframes.
3. Assessment must be submitted within three (3) months of commencement of the unit (does not apply for one day courses)
4. If more than two consecutive scheduled units of assessment have not been submitted, then the student will be required to state how they intend to complete these. Their enrolment in further units of their course may be withheld.

5. This assessment tool instructs how assessment is to be completed, the evidence to be gathered and assessed and submitted.
6. The student is required to complete the assessment cover sheet, signed declarations and Student Feedback section prior to being assessed.

### **Recording Results**

1. All assessments are recorded following PCYC Institute Records Management Policy.
2. Assessors have up to two weeks to assess the evidence submitted (same day for one day courses).
3. The assessor will provide constructive written feedback, and orally when possible, to the student
1. Where a student is deemed Competent, their student record will be updated leading to either statement of attainment (for single unit(s) courses) or full qualification to be issued.
2. If the outcome is Not Yet Competent, ie one or more assessment tasks have been assessed as Not Satisfactory, the assessor will guide the student with an action plan to achieve competency. Students are allowed two re-submits within defined timeframes not exceeding three months from unit commencement (with the exception of one day courses when any re-submit(s) is done on the day. The trainer/assessor will update the result and feedback of these re-submits. If the student is not deemed Competent on the second re-submit attempt, the student will be required to undertake further learning and as a consequence may need to re-enrol in the unit, and therefore pay the unit fee, if they wish to continue. A Not Yet Competent final result will be recorded.
4. Student outcomes are reported to the required regulatory bodies, including the USI Registry.
5. Assessment tool including evidence submitted and assessment judgement given to be kept for a minimum period of six (6) months.
6. All records of assessment outcomes will be kept for a period of 30 years.

### **Plagiarism and referencing**

Plagiarism is academic misconduct. Plagiarism is presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement.

The assessor must be assured that you have the required knowledge, skills, and attributes as stated in the unit of competency otherwise it is considered as fraud.

Evidence of plagiarism may result in having to re-enrol in the unit of competency or disqualification from the course enrolled.

Assignments must reflect your own work and any material used as a source must be correctly referenced. Discuss this with your trainer/assessor if you are not sure how to do this.

Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document.

Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book / internet etc. and year and place of publishing) or may be included in brackets in the text.

## Results and Grading

You will be informed of the outcome of your assessment within 14 days from the date the assessment was submitted. Feedback will be delivered in writing and where possible, verbally to you.

For each assessment task completed per unit there are two possible outcomes:

S = Satisfactory

NS = Not Satisfactory (requires more training and experience).

You will be awarded C = Competent on completion of the unit when the assessor is satisfied that you have completed all assessment tasks satisfactorily and that you have provided the appropriate evidence required to meet all the unit criteria.

If you fail to meet this requirement you will receive the result NYC = Not Yet Competent and you will be eligible to be re-assessed up to three times. The opportunity to be re-assessed will be negotiated between you and your trainer/assessor within a determined timeframe – usually within two weeks of the result.

## 12. Assessment Appeal Process

If a student believes that they have been assessed unfairly, they may appeal the assessment judgement.

An appeal will be considered when:

- The student provides evidence of disadvantage because the trainer did not provide a subject outline at the start of the training
- The student provides evidence of disadvantage because the trainer changed the assessment requirements without consultation or in an unreasonable way
- The student provides evidence of disadvantage because the assessment requirements were applied against him/her in an unreasonable or prejudicial way
- The student provides evidence that a clerical or administration error has occurred
- The student provides evidence that there is a difference between the observation of a practical session and the formal assessment.

If a student lodges an appeal for re-assessment, PCYC will, following agreement between PCYC Institute State Manager and trainer, and depending on the circumstances:

- Provide the student with an opportunity to re-sit the assessment or resubmit the piece of work to be re-marked
- Appoint another trainer not directly involved in the assessment to consider the complaint
- Allow the student to present the appeal in writing and in person
- Keep records of the appeal and appeal process
- Consider the facts supporting the appeal
- Gather such information as is necessary to allow consideration of the Appeal, including through use of interviews with the student, other students, and the trainer
- Decide on whether to uphold the appeal, and advise the student of that decision and the reasons for the decision
- If upholding the appeal, arrange for a new assessment convenient to the student and our trainers.



## 13. Recognition of Prior Learning (RPL)

Recognition of Prior Learning must be applied for at the time of enrolment.

PCYC Institute recognises that you may already have the required skills and knowledge to be assessed.

We want to make sure that you are not made to undertake training in an area in which you are already Competent. We will help you to identify your suitability to apply for RPL.

Recognition of Prior Learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

RPL is 'assessment only' i.e., there is no training or learner resources provided by PCYC Institute prior to being assessed.

To grant RPL, the assessor must be confident that the learner, or rather the Candidate, is competent against the units(s) of competency.

Assessment must satisfy the Rules of Evidence.

Where the student is not able to achieve the full qualification through RPL, and gap training is required, a training plan and costing structure will be developed by PCYC Institute. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee and the number of units to be delivered. The duration of your course may then be reduced.

The Candidate provides evidence to be assessed. This evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

### Steps in the RPL process

At enrolment and your request to apply for RPL, you will complete a Recognition of Prior Learning Application Form and pay the Administration Fee. This is accessed and confirmed by contacting [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) .

You will then receive an RPL Kit which details the RPL process along with the requirements for the qualification and units of competency you seek recognition.

There are six key steps:

1. You will conduct a Self-Assessment to determine your eligibility to apply for RPL and for you to consider what evidence you can provide to support your assessment application. Supporting evidence may include examples such as any certificates, references, workplace documents, verified job descriptions, logbooks, pay slips etc.

2. Should you consider that you have sufficient evidence to satisfy a complete unit of competency you will apply for RPL and pay the required fee.
3. An interview/discussion will then be arranged with your Assessor who will guide you further in the preparation of your portfolio of evidence and other methods of assessment. This may include observation of your skills at your workplace. An Assessment Plan will be developed and agreed upon including when evidence is due – usually four weeks per unit of competence.
4. The evidence is submitted to the assessor when they will review your evidence. The assessor will also verify your evidence which may include contacting your current/previous employer.
5. A Professional Conversation will be had between you and your assessor to clarify any of the evidence submitted as well as to confirm your required knowledge.
6. The Assessor will then map your evidence against the requirements for the unit of competency. The Assessor will then contact you with the assessment result of either Competent or Not Yet Competent and you will be provided with their written feedback. If any gaps in criteria is identified, you will be advised and given the opportunity to re-submit.

## **Credit Transfer**

PCYC recognises AQF qualifications and statements of attainment granted by other Registered Training Organisations.

If students have completed courses from a Registered Training Organisation that delivers AQF qualifications or units of competency that are nationally accredited, then these courses or units will be automatically recognised by PCYC providing they are the same units as those offered by the Institute.

Units of competency with different codes or titles but which are equivalent to those offered by PCYC (as determined by the Training Package developer) may be recognised providing they were deemed Competent in the past 5 years.

Credit Transfer is an automatic recognition, not requiring the student to go through the RPL process.

Students can apply for Credit Transfer by completing the Credit Transfer Application Form including their certificate and transcript or Statement of Attainment on enrolment or on commencement of the course available from [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) .  
The unit(s) applied for will then be verified.

PCYC retains the right to verify the documents and paperwork presented to determine they are true and correct, and to verify that the competences presented are current.

Where Credit Transfer has been approved there may be a reduction in fees calculated pro rata.

## **Student Responsibilities**

- Declare that the assessment tasks completed are of their own work
- Submit assessment tasks as scheduled

## **Assessor Responsibilities**

- Assessors will provide you with all relevant information relating to the assessments prior to commencement
- Assessors will inform students prior to the assessment process being undertaken, of the appeals procedure that can be utilised if the student wishes to appeal against the assessment outcome or make a complaint.
- Assessors will demonstrate integrity and professionalism by respecting the confidential nature of assessment and the communication and records storage procedures established by PCYC to protect the privacy of students, their history, their records, and related documentation.
- Assessors are committed to the Principles of Access and Equity and students who have special needs may be allowed reasonable adjustment in accordance with the Institute's Access and Equity Policy. This means that there may be modifications to the way in which evidence of a student's competence is gathered, however, it will not change the standards or outcomes that must be achieved.

## **Change of Address and Contact Information**

You must advise PCYC Institute immediately if you change your address or contact details. Please email and request A Change of Address and Contact Information Form at [rtto@pcycnsw.org.au](mailto:rtto@pcycnsw.org.au)

## **14. Issuance of Certificates and Statements of Attainment**

Upon successful completion of your course, you will be issued with your certificate or, for partial qualifications, a Statement of Attainment.

Final checks will be made to ensure that your student file is complete including final payment that may be outstanding has been paid.

Your certificate or Statement of Attainment will be sent by email or by Australia Post within 28 days of your course completion (i.e., the date you were deemed Competent for your final unit).

## Policies

The following Policies guide and direct PCYC Institute practices. These are summarised below. The complete Policy is accessed on request to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au)

### 15. Access and Equity Policy

This Access and Equity Policy describes how training and assessment opportunities are to be offered to all people on an equal and fair basis. PCYC Institute prohibits discrimination towards any group or individuals in any form inclusive of:

- Age
- Disability
- Marital status
- People in rural and remote areas
- Pregnancy
- Race, colour nationality, ethnic or ethno-religious background
- Sexual orientation
- Socio economic background

The Scope of this Policy is broad since it relates and refers to how PCYC Institute treats all students fairly and equitably including: preparing and developing courses, student access enrolment practices, participation, progress, support, complaints and appeals, and assessment. It includes steps to be taken to prevent discrimination, harassment or victimisation of all students and staff, (including Contractors and Clients). PCYC Institute will treat all students fairly and equitably in accordance with all relevant legislation.

Practising this Policy will guarantee that any student who meets PCYC Institute entry and course requirements will be accepted into any training programs. If any student or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to RTO 's management for consultation.

Access and Equity principles contained in this Policy reflect the expectations of individuals in the community and workplace settings.

PCYC Institute will identify on course enquiry or on enrolment support provisions individual learners may require.

This may include:

- Language literacy and numeracy support
- Assistive technology
- Additional tutorials
- Other assistance such as IT support for those studying online

A Language, Literacy and Numeracy assessment is a requirement of enrolment. Should barriers be identified support and strategies may be agreed upon which may include referral to external agencies or training organisations.

PCYC Institute must ensure that the enrolling student can complete their training and assessment.

## **16. Harassment and Discrimination**

Under Australian law, every workplace is required to ensure that it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and can feel safe, valued, and respected.

Harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

If a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or another staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff member to follow our policy and procedures to rectify the situation.

All our students and staff have the right to discuss matters of harassment with the relevant members of the team without making a formal complaint. All discussions are dealt with in confidence. The right to lodge a formal complaint of misconduct against the offending party is available from [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) and will be actioned according to our policy and procedures. An investigation will be carried out until a satisfactory outcome is achieved.

PCYC Institute staff and students should be aware of the following definitions:

### **Racial harassment**

Involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, descent, nationality, colour of their skin, language, ethnic origin, or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

### **Sexual harassment**

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

## **Bullying**

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

## **Confidentiality**

Relates to the privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO, this may refer to private verbal discussions, student assessments, managerial decisions, and legal proceedings.

## **Discrimination**

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## **Harassment**

Involves any behaviour intended to disturb, offend, or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **Personnel**

Refers to all employees and contractors of PCYC Institute

## **Victimisation**

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work-related resources.

**Disruptive behaviour**, including breach of harassment and discrimination is not permitted. Examples may include emotional, physical, or psychological behaviour. This also includes damage to property. People of not good behaviour will be removed from PCYC Institute.

## 17. Work, Health and Safety Policy

The following presents a strategic overview of our safety system. PCYC Institute applies the requirements of the Work Health and Safety Act 2011 at our premises, thereby always ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all PCYC Institute employees and management contribute to and assists in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Our management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for our students, employees, management, and stakeholders
- Adequately maintained facilities and equipment including heating, lighting, and ventilation

Whilst you are attending training at PCYC premises, staff, contractors, and students are subject to the PCYC Workplace Health and Safety (WHS) system. This includes the following obligations:

- Staff, contractors, and students are responsible for the safety of his or herself, to others, equipment, materials, and property.
- Staff and students to report any potential hazard and incident. PCYC Institute management will review documented incident and near miss reports as part of continuous improvement to minimize re-occurrence.
- The premises must be always kept clean and hygienic.
- You must perform tasks and activities in a safe manner in accordance with instructions from your trainers and supervisors.

### Who to speak to if you have any safety concerns?

PCYC has designated health and safety officers. If you have any concerns about health and safety, your first point of contact is your trainer, alternatively, the PCYC Club or site manager.

The following procedures and standards are observed by all staff at PCYC Institute to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations

- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all RTO staff and students to see

Students will be given a site tour, including toilets, access to parking (if available) first aid, and evacuation procedures, student lounge/kitchen, at site orientation.

## 18. Complaints and Appeals

Communication is very important to any work environment, as it helps an organisation run effectively and efficiently and your feedback is taken seriously.

PCYC Institute considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within PCYC Institute's internal processes.

If you have any problems, complaints or wish to appeal an assessment result or decision made, in the first instance you should speak to your trainer to assist you or contact PCYC Institute at (02) 9625 9111 or email [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) .

### Policy

- PCYC Institute complaints and appeals policy is based on the principles of natural justice and procedural fairness.
- PCYC Institute will ensure that any complaints are resolved promptly, objectively and with sensitivity.
- All complaints, appeals, and outcomes are treated as confidential (unless they involve breaches of the law), and records will be dealt with in accordance with PCYC Institute's Privacy and Access to Information Policy and Procedure.
- PCYC Institute will ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised.
- Each complaint, appeal and outcome is acknowledged and recorded in writing. A written explanation for decisions and actions taken during the process will be given to all parties if requested.
- Complaints and appeals are finalised as soon as practicable and provide for review by an independent party.
- Nothing contained in this policy precludes students from taking action under Australia's Consumer Protection Laws

### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received in any form and does not need to be documented formally to be acted on. Complaints are usually made directly by the student.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding related to training/assessment. An appeal must be made in writing and specify the



particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of informing the student of the decision or finding.

PCYC's Complaints and Appeals process is a staged process:

1. As soon as the complaint or issue arises, it will be dealt initially by discussion with all mentioned parties involved and an agreeable solution will be worked towards for all parties in an impartial and professional manner.
2. If the complaint is not resolved informally, students may then use PCYC's formal Complaints and Appeals process.
3. If the complainant is dissatisfied with the outcome, he or she may lodge an internal appeal with PCYC CEO.
4. If parties remain in conflict, they may agree to appoint an external mediator to help resolve the complaint. Each complainant has an opportunity to formally present his or her case and be heard by an independent mediator or panel and is entitled to seek outside support at any time if he or she desires.

## Procedures

PCYC Institute will:

1. securely maintain records of all complaints and appeals and their outcomes.
2. maintain the enrolment of the complainant or person lodging an appeal during the complaints or appeals process
3. identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
4. Provide assistance to students during the complaint handling process.

### Stage 1: Before an issue becomes a formal complaint

If the complainant believes that they have been treated unreasonably or unfairly about an academic or non-academic matter or feel that they have been disadvantaged or feel distressed, and they wish to make a complaint, the complainant is encouraged to initially talk to the person concerned directly and personally in an informal and confidential manner to resolve the issues.

To resolve concerns or difficulties informally with the person(s) concerned:

- In the first instance the complainant should try to discuss their concerns with their trainer delivering the course
- Alternatively, they may contact [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) or phone (02) 9625 9111 and discuss with a PCYC Institute staff member for an informal discussion.
- If the problem is of a personal nature that may require professional help, the trainer or PCYC Institute staff may help them to find appropriate professional help.

## **Stage 2: Formal complaint**

If the complaint is not able to be resolved through informal discussion with the parties involved, then a formal complaint should be made.

The person making the complaint is required to complete a Complaints Form available from [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au)

The complainant must include any supporting documentation to assist the staff member in understanding the complaint.

When the completed form is received by PCYC Institute, it is entered into the student records management system as well as recorded in the PCYC Institute Complaints Register.

The PCYC Institute State Manager or their delegate dependant on the nature of the complaint, will then assess it.

The complainant will be issued with a written confirmation of receipt of the complaint within three working days.

The relevant staff member will investigate the complaint and interview key people where necessary (which may include the complainant). The complainant may ask another person to accompany them to these interviews.

The formal complaint handling process will commence within 10 business days of the receipt of the formal complaint, and all reasonable measures will be taken to finalise the process as soon as practicable.

The complainant will usually receive a written response within 10 business days of the complaint being lodged outlining the outcome and rationale for the decision from the PCYC Institute State Manager. The complainant will be notified of any delays, which may occur during the process.

Where PCYC Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, they will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will regularly update the complainant or appellant on the progress of the matter.

The report will also advise you of your right to access the internal appeals process if you are not satisfied with the outcome of your formal complaint.

At all meetings minutes are taken and outcomes recorded.

All parties will receive a written copy of the minutes.

The Complaints Register is updated.

## **Stage 3: Internal appeal**

If the complainant is dissatisfied with the outcome of the formal complaint, they may, as the appellant, apply to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) and lodge an Appeal Form to PCYC CEO within 10 business days of receiving notification of the outcome of your formal complaint.

The appellant will be asked to give their reasons for appeal. Further consultations may be held. The CEO may consult with the appellant as well as others within PCYC Institute, PCYC NSW, or relevant external agencies in determining their recommendation.

Where possible, such consultations with the complainant will take the form of face-to-face interviews. The appellant may ask another person to accompany them to these interviews.

Following the consultation, the CEO will provide a written report within 10 working days to the complainant advising the further steps taken to address the complaint, including the reasons for the decision. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

The Appeal will be recorded in the Appeals Register.

#### **Stage 4: External appeal**

If the complainant is dissatisfied with the outcome of the appeal, they can seek to exercise their rights from other outside parties and legal sources should that be necessary.

If the complaint cannot be resolved by this stage, then an independent person may be brought in, for example:

- Private conciliators or dispute resolution counsellors
- Representatives of state or territory government departments
- Commonwealth and State or Territory offices of the Ombudsman
- The Anti-Discrimination Board
- The Office of Fair Trading.

PCYC will work with the complainant to arrange an external arbiter to ensure that all matters are handled professionally so that a suitable outcome is reached for both parties.

The cost of any external appeal will be borne by the Appellant but reimbursed by PCYC Institute if the external appeal is found in the Appellants favour.

All meetings and outcomes will be recorded in writing and all parties will be given a copy of this.

If, after following the PCYC Institute Complaints and Appeals Procedure, the appellant still believes that PCYC Institute is breaching or has breached its legal or contractual requirements, or if they have a complaint about the Vocational Education and Training sector, they may submit a complaint through the National Training Complaints Hotline. Information of the National Training Complaints Hotline and contact information may be viewed at <https://www.dese.gov.au/national-training-complaints-hotline>. The National Training Complaints Hotline is 13 38 73. The Hotline directs complaints to the appropriate Commonwealth, state, or territory organisation for help.

If the appellant is not satisfied with the resolution of the appeal, they may contact Australian Skills Quality Authority (ASQA) and lodge a written complaint.

Please note: ASQA will only consider complaints that are in breach of the Standards for RTOs 2015. ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

Complaints are lodged through asqaconnect. Please visit <https://asqaconnect.asqa.gov.au/>

## 19. Course Commencement Completion and Extension

Please refer to the Course Information provided to you or contact PCYC Institute for course commencement and completion dates.

PCYC Institute reserves the right to change the dates, the schedule or cancel a course at any time.

While the scheduled training component may have finished, it may be possible that there may be assessment tasks to be submitted left outstanding. Students have up to four weeks to complete and submit by email to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) any outstanding tasks from the schedule end date otherwise a Statement of Attainment will be issued for previously completed units of competency.

The student enrolment will be deemed as having withdrawn should final assessments have not been submitted. An extension may be possible in extenuating circumstances, for example extended hospitalisation. Please apply to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au)

## 20. Consumer Rights

As a student, you are covered under consumer protection laws. We have processes to protect our students and handle complaints.

### Privacy Statement

The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act).

Privacy Principles are applied to all aspects of PCYC Institute operations including the Collection, Use and disclosure, Data quality and Security of information:

### Collecting Information

PCYC will only collect your personal information for the following purposes:

- For the essential communication for your safety and comfort during your studies
- When it is necessary for the Institute to contact your nominated family member in the case of emergency or accident
- Selected student details are also collected and used for:
  - Processing enrolments
  - Enquiries regarding courses available and sending out course information
  - Communicating accurately with students
  - Assisting students with courses they may be interested in
  - Assisting students with RPL applications
  - Student account details
  - Assessing an individual student's entitlements for government-funded areas.

- The Institute will ensure that when personal information is collected it will not intrude to an unreasonable extent into the personal affairs of the prospective student and that the information is accurate, up to date and complete.

### **Use and disclosure**

PCYC Institute will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

### **Data security**

PCYC Institute will ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

### **Access and correction**

Students may apply to PCYC Institute to access their personal information unless prescribed exceptions apply. If the student identifies errors with the information, management will correct and update their file.

### **Unique identifiers**

We will not assign students unique identifiers except when it is necessary for the efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for which they were issued.

### **Trans-border data flows**

Our RTO's privacy protection principles apply to the transfer of data throughout Australia.

### **Sensitive information**

We will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

### **Student progress**

Students have the right to request information about or have access to their records. Our trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your trainer and assessor or administration staff at any time for a printout of your progress

Under the Data Provision Requirements 2012, and Standards for RTOs 2015, PCYC Institute is required to collect personal information about you and to disclose that information to regulatory bodies including Commonwealth and State or Territory government departments and authorised agencies and National Centre for Vocational Education Research Ltd (NCVER). Information is used for statistical, administrative, regulatory and research purposes. For more information about NCVER's website go to <https://www.ncver.edu.au/privacy>

You may receive surveys of your training experience at PCYC Institute during and post your training from NCVET, regulatory bodies, their agent or third-party contractor.

Student data collected and reported by PCYC Institute is submitted following Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

## 21. Deferral and Withdrawal Policy

Students wishing to defer or withdraw at any time from a course must do so formally in writing to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au). A **Deferral or Withdrawal Form** will then be sent to them to complete and return to PCYC Institute for the Deferral and Withdrawal process to commence.

Where and when possible, PCYC Institute will try to be flexible in accommodating a deferral or withdrawal.

Students may defer their studies once up to one year from deferral.

If students apply to defer their studies at least 28 days before they start the course and their deferment is accepted, any fees paid will be transferred to the enrolment intake.

Fee-paying students are unable to transfer their fees or receive any refunds for payments received if they apply to defer their studies after the course has started in accordance with PCYC's Refund Policy.

Deferral or Withdrawal will be decided and either approved or declined and notified to the student by the PCYC Institute State Manager with their reason(s) within five business days of receipt. The student file will then be updated to reflect the decision.

If the Deferral or Withdrawal is not approved and the student wishes to pursue the matter, then the student is required to notify PCYC Institute by email to [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) within five business days of the decision made to decline the deferral or withdrawal and to try and resolve the matter and achieve a mutually agreeable outcome.

All students have access to PCYC Institute's Complaints and Appeals resolution process, and all students will be given equal opportunity with their case.

When approval for a student to defer or withdraw has been given, staff must assist the student to document learning and competence to that point and ensure appropriate assessment documentation is included in the student's records.

Where a student appears to have left a course without formal notification, PCYC Institute staff will endeavour to contact the student to confirm the withdrawal and to see if the student wishes to document learning achieved for his/her records.

### Withdrawal from studies

- Upon receipt of the Deferral or Withdrawal Form, PCYC Institute will email the student to confirm the withdrawal request has been received.
- Students will not be considered withdrawn until this process has been completed and any property has been returned to the Institute. Students will be notified in writing when their application to defer or withdraw has been approved.

If a fee-paying student has commenced his or her course and paid that course's fees, and withdraws, those fees will be forfeited in accordance with PCYC's Refund Policy.

## **22. Fire/emergency and evacuation procedures**

As part of your orientation, you will be informed of the fire and evacuation procedure.

Whilst on PCYC premises, in the event of a fire the following procedure is to be followed:

1. The person first sighting the fire should alert others in the immediate area.
2. The fire brigade should be notified by dialling 000.
3. The person calling should clearly state to the Operator the address of the workplace. If possible, advise the nature of the fire, i.e., electrical, etc.
4. The designated fire wardens must be notified immediately after the fire brigade is called.
5. Any attempt to extinguish the fire should ONLY be made if it can be done WITHOUT danger.
6. In the event of an evacuation, all staff and students must calmly proceed out of the building to the evacuation assembly area. WALK - DO NOT RUN.
7. No staff or student at the Institute is to leave the evacuation assembly area until told to do so by a designated fire warden. A roll call will be taken at the evacuation point to ensure all are accounted for.
8. Under no circumstances must any staff/student attempt to return to the building for any reason once an evacuation has been ordered.
9. Designated fire wardens must ensure that all staff and students including any visitors are accounted for according to a checklist.
10. Upon arrival of the fire brigade the designated fire warden should advise the officer in charge the result of the headcount and the exact location of the fire in the building.

The fire brigade has total authority once called to a fire emergency and all staff and students must follow any instructions issued by the fire officers.

## **23. First Aid**

You will be informed at orientation where you may access first aid, and defibrillator (where available).

## **24. Insurance**

PCYC Institute will ensure that you are covered by appropriate health and safety insurance whilst you are on PCYC premises. If you have an accident or are injured whilst on PCYC Institute premises, you must report it immediately to your trainer and an Incident Report will be completed.

## **25 Mobile phone**

In the interests of all students, we ask that mobile phones be switched off or to silent mode during training as would be expected in the workplace. Please refrain from checking mobile phones until break times only. Please speak with the Trainer should there be a need to take any urgent messages throughout the day.

## 26. Records

PCYC Institute has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by the committees, individuals or organisations acting on its behalf.

Records include your student enrolment information, supporting documentation, attendance, completed assessments, outcomes are stored on our student management system.

### Recordkeeping Procedures

Upon enrolment, the student's details will be entered into the student management system. This process initiates the establishment of the student's file, which is then used to record all future details of the student. The RTO retains the data, and management of the file will be per our records policy.

PCYC Institute is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy.

### Access to Personal Records

Students have the right to request information about or have access to their records. Students are required to request at [rto@pcycnsw.org.au](mailto:rto@pcycnsw.org.au) and complete and submit a Request to Access Personal Information Form and will be forwarded to the RTO State Manager for approval. Our trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their file that can be supplied as a printout from records retained within the data management system.

- You should feel free to ask your trainer and assessor or administration staff at any time for a printout of your progress.
- If you believe that any information in the records is not accurate, you must ask to have it updated.

### Completed assessments

Student's assessments will be scanned, and outcomes stored electronically for thirty (30) years on the student management system. Access to the student management system is password protected.



## 27. Student Conduct Policy and Disciplinary action

PCYC Institute fosters appropriate workplace behaviours in its course delivery, including honesty, inclusivity, respect and trust among its values. Breaches of this Policy may result in disciplinary action which may include cancellation of student's enrolment.

PCYC Institute has systems and processes in place to manage and deal with any disciplinary matters relating to instances of misconduct whilst studying with us. A high standard of behaviour is requested of all staff and participants and the trainer reserves the right to ask any participant to leave a program or session if their behaviour puts others at risk or adversely impacts on the learning of others. Breaches of acceptable behaviour will be attended to including mentoring, providing informal feedback, and possibly counselling. Any breach of legislation may result in immediate termination and withdrawal from the course.

PCYC Institute requires students to agree to this Student Code of Conduct. Students are to:

- Act in accordance with the Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with PCYC Institute policies and procedures
- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with PCYC Institute, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Treat all staff and students with courtesy, respect and dignity
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities
- Ensure that PCYC Institute's reputation is not adversely affected
- Comply with all reasonable directions given by the PCYC Institute staff and trainers/assessors including its Contractors and Third Parties

### Breach of Student Code of Conduct

Strategies to address a breach may include the following disciplinary action:

- Reprimand the student (in writing) and warn against repetition of the misconduct
- Suspend the student from continuing on with their course, access to the facilities, for a designated period of time
- Cancel the student's enrolment (eg violence to others, damage to property under the influence of prohibited drugs and alcohol, smoking on PCYC Institute premises or breach of State or Commonwealth law)
- A charge may be made for the cost of damage to facilities and equipment

- Students are to be provided with a written statement detailing the decision, including information on their right of appeal.

Students who are in breach of the Code of Conduct and have their enrolment cancelled will not be entitled to a refund.

## **28. Student Information Policy**

PCYC Institute will provide all relevant information to each student prior to enrolment including this Student Handbook to enable the prospective student to make informed decisions about undertaking training with us. This information will be clear and readily available in print or referral to an electronic copy.

Where there are any changes to agreed services, PCYC Institute will advise the student in writing and with a follow-up telephone call as soon as practicable.

## **29. Student Services**

PCYC Institute is committed to delivering high-quality services that support students throughout their training and assessment. We will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with PCYC Institute receive every opportunity to complete their chosen training program successfully.

PCYC Institute takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organization (additional fee may apply).

It is a requirement that all students are informed of and understand the extent of the training course, including education and support services, that they are enrolling in:

- Pre-enrolment materials and equipment to be provided by the student to be able to undertake the course
- Study support and study skills programs
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services

### **Educational and Support Services may include, but not limited to:**

- Training programs and services that promote inclusion and are free from discrimination

- Support services, training, assessment, and training materials to meet the needs of a variety of individual students
- Consideration of everyone's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While PCYC Institute guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of our RTO.

## 30. Smoking, Drugs and Alcohol

PCYC Institute is a smoking, drugs, and alcohol-free learning environment. You are permitted to smoke (including vaping) in designated smoking area.

## 31. Student Surveys

As part of PCYC's continuous improvement policy, you will be surveyed from time to time to seek feedback on the services provided by PCYC. These may be conducted internally and externally. In addition to PCYC's own surveys, the Institute is required by legislation and regulatory bodies and agencies including ASQA and NCVET to provide your contact details to ask you to complete their surveys.

### PCYC surveys

- Student surveys will be distributed at the end of each training period
- Participating in the surveys is voluntary. However, you are encouraged to complete them as they help provide information about the training and assessment services delivered by PCYC and will lead to improvements as appropriate.
- All information provided and survey responses will remain confidential. The information provided will not be used for any other purpose. Names are not required to be included in survey responses.

## NCVER surveys

- The National Centre for Vocational Education Research (NCVER) is a not-for-profit company owned by the State, Territory and Federal ministers responsible for vocational education and training. NCVER, under contract to the Commonwealth Department Education, collects information and provides research on vocational education and training in Australia to governments, the training sector, industry, and the community.
- The aim of NCVER surveys is to improve the economic and social outcomes of students who undertake vocational education and training (VET) across Australia. This is achieved by providing the Government with information on the:
  - Outcomes from training (e.g., Employment and further study outcomes)
  - Relevance of the training
  - Benefits of the training
  - Satisfaction with the training
  - Reasons for not continuing the training (where applicable).
- Information provided and survey responses will remain confidential. The information provided will not be used for any other purpose.
- Participating in the survey is voluntary. However, the answers are important as they help improve future vocational training.

## 32. STUDENT SUPPORT

All PCYC personnel are ready to provide friendly and helpful advice to help you succeed in your training, including student orientation, learning support, help with daily problems and referrals to other kinds of services.

In addition, the following support services may be of value to you:

Problem	Website	Phone no.
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Asthma	<a href="https://asthma.org.au">https://asthma.org.au</a>	1800 278 462
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	13 11 14
Depression	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 224 636
Domestic violence	<a href="https://1800respect.org.au/">https://1800respect.org.au/</a>	1800 737 732
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820

<b>Problem</b>	<b>Website</b>	<b>Phone no.</b>
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Emergency services (police, fire, ambulance)		000
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="https://www.acon.org.au/">https://www.acon.org.au/</a>	02 9206 2000
Grief support	<a href="https://griefline.org.au/">https://griefline.org.au/</a>	1300 845 745
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="https://www.health.nsw.gov.au/Infectious/factsheets/Pages/HIV-infection.aspx">https://www.health.nsw.gov.au/Infectious/factsheets/Pages/HIV-infection.aspx</a>	
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 139 313
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Smoking - Quit line		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980

<b>Problem</b>	<b>Website</b>	<b>Phone no.</b>
Victims of crime support		9374 3000

### **33. PCYC Institute Responsibilities**

**PCYC Institute is responsible for:**

- The compliance of training and assessment
- Issuance of AQF certificates or Statements of Attainment

### **34. Student Rights and Responsibilities**

**Students have the right to:**

- Be treated fairly and with respect by PCYC Institute staff and students in line with equity and anti-discrimination legislation and the Disability Standards for Education 2005.
- Privacy, dignity & confidentiality
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Complain through appropriate channels
- Appeal for a review of the results of an assessment
- Be protected from all forms of harassment
- Expect truth in advertising
- Know about policies referring to them
- A safe & clean learning environment

**Students have the responsibility to:**

- Treat other PCYC Institute students and staff, including PCYC staff and members and clients, with respect and fairness and not to exercise prejudice against people with disability. Behave in an acceptable and appropriate manner towards other clients and staff
- Respect property of PCYC Institute, training venues, PCYC Institute contractors and Third Parties and clients
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could offend, embarrass, or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Provide accurate information about themselves and advise of any changes
- Not to use mobile phones, pagers, or similar devices at any time in the class unless requested by your trainer to access for study purposes
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- Follow normal safety practices (e.g.: following both written and verbal directions given by PCYC Institute staff or venue staff)

## **35. PCYC Institute has workplace expectations.**

These include:

- The consumption of alcohol and/or the use of illegal substances on the premises shall result in disciplinary procedures which may result in removal from the Institute.
- Please refer to the college site location where smoking/vaping may be allowed.
- Food and beverages are not permitted in classrooms except bottled water.
- Students should arrive on time to class and stay for the entire duration of the class.
- Random arrivals and exits are disrespectful and distract the class.
- Students are responsible for catching up on unit content should they miss a class.
- Disruptive behaviour is not permitted. Examples may include emotional, physical, or psychological behaviour. People with disruptive behaviour will be removed and withdrawn from their course.
- People of not good behaviour will be removed from the Institute.
- The College does not accept responsibility for any loss of personal property irrespective of where such property was left. Students should report any loss to their trainer.
- Students must advise their trainer of any change of address or phone number.
- Students are expected to always dress appropriately.





## 36. PCYC COVID STATEMENT

PCYC takes the Health and Safety of our clients, our staff, Police, and the community very seriously.

With the current concern surrounding the spread of Corona virus [ COVID-19] we would like to reassure RTO students and stakeholders, that we are taking precautions to limit the risk of infection.

### **This includes but is not limited to:**

- Increasing cleaning and sanitisation in our clubs and teaching spaces.
- Availability of masks for indoor RTO sessions.
- Availability of Sanitiser
- Adherence to all current Health Orders, including social distancing and not attending work when unwell.
- Attendance registers to include temperature check at all classes
- Educating our teams and clients about hygiene and best practise.

### **We request our students, client, and visitors to:**

- Practise Good Hygiene to prevent Infection
- Wash your hands thoroughly and often
- When coughing or sneezing cover your nose and mouth with your arm.
- Dispose of used tissues immediately
- Practise social distancing

If you are experiencing even mild cold or flu-like symptoms, you must not attend class or training.

PCYC will continue to take direction from public health officials and will take whatever actions and precautions are required to protect our students, staff, members, Police, and the public.

**PCYC Institute**

**August 2021**



## 37. Student Acknowledgement Declaration

### Terms and conditions prior to enrolment.

I (the Student) agree to abide by the following terms and conditions set by PCYC Institute:

- I declare the information provided on the enrolment form is true and accurate
- I understand that supplying false or misleading information is an offence
- I declare that I have been provided with PCYC Institute's Policies and Procedures as summarised in this Student Handbook.
- I declare the information submitted belongs to me and has not been copied or completed by another person.
- I have read and understood the Student Handbook
- I have read and understood the Terms and Conditions of my enrolment
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice in this Student Handbook
- I have made an informed decision about this course based on the information provided by PCYC Institute
- I declare that I have read and understood the course information
- I declare that I can meet all course entry requirements

I acknowledge that I, \_\_\_\_\_, have received, read and understood the contents of this Student Handbook, which outlines the conditions of my rights and responsibilities as a student of PCYC Institute.

**Student Full Name** \_\_\_\_\_

**Student Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

*(This form is to be kept in the Student's file)*