



**Proactive Training**  
**RTO ID 22295**

# **STUDENT HANDBOOK**

## **(ASQA RTO)**

**Version 3.1 March 2022**



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## Who is Proactive Training?

Proactive Training is a Registered Training Organisation, exercised by the Australian Skills Quality Authority (ASQA). Our Training Organisation Identification Number (TOID) is 22295.

More information can be found at: <https://training.gov.au/Organisation/Details/22295>

## What We Do

Proactive offers Nationally Recognised Training. Each Proactive course delivers practical, hands-on industry skills, equipping each student with increased employability and career development. Proactive is a market leader in Food Processing, Hospitality, Leadership, and other related training services. We deliver the highest standards of training to all of our students. We seek to understand their needs and assist them in achieving their outcomes.

## Your Student Handbook

Whilst studying with Proactive It is important that you are fully informed on what is expected from you and what you can expect from us. This Student Handbook provides everything you need to know about your course, studying with us and setting your career goals.

Please take the time to read your Student Handbook before you start your course and use it as a reference for any questions you may have regarding your training. If there is something, you cannot find in this handbook please do not hesitate to talk to us directly at any time.

## Pre-Training Review

### What is a Pre-Training Review? Why is it important?

If you're enquiring about a Proactive Training Course, chances are you have already done some form of research into us as your potential course and training provider.

One of the key steps you will take now is to attend a Pre-Training Review.

The purpose of the Pre-Training Review is to help you with your final decision making **BEFORE** enrolling with Proactive Training.

The Pre-Training Review will:

- Explain the key details about applying for and completing a training program with Proactive Training
- Ensure that you are enrolled in an appropriate course



- Ensure that you understand requirements of the training and support Proactive can provide.

All students at Proactive Training must attend a Pre-Training Review in order to be invited to commence training.

**The things you can expect at a Pre-Training Review Session include:**

### **Course Information**

You will be provided in depth detail regarding your potential course. Along with practical details like location and session duration you will also be provided with details regarding how you will be taught and assessed.

**This includes:**

- Delivery modes and methods
- Topics covered in the course
- Key projects and assessments
- View sample assessments and the level of work required

### **Recognition of Prior Learning**

If you have any previous qualifications or significant experience in the industry of your potential course, you may be eligible for Recognition of Prior Learning (RPL).

This is where we review your current skills and qualifications and identify if you already have sufficient competency in any of the units for your potential course. If you do, we can complete an RPL, and this will save you from having to complete the delivery and assessment for relevant units.

### **Career Guidance**

You may receive information on the kind of jobs this course could lead to. Some have very specific job outcomes, others more broad.

This will be discussed with you so that you have all the information you need to make a decision regarding your potential course.

We will also discuss potential opportunities for further study and, if possible, identify follow-on courses that you may wish to consider post-completion of this potential course.

### **Language, Literacy and Numeracy**

**Each course or qualification requires differing capabilities when it comes to:**

- Capacity for independent learning
- Reading comprehension
- Communicating in a written form



- Communicating orally

The Pre-Training Review allows you to understand what level is required for each of these areas. It will let us know if there are areas that you may require additional support in or if you may need to do further study prior to the course you are enquiring about and what options there are for you.

## **Digital Capacity**

Parts of the course you are interested in enrolling in may encompass an online component.

### **At the Pre-Training Review we will discuss:**

- Whether you have access to a computer or other device and regular internet access.
- Your existing capacity to communicate online.
- What steps we can take to overcome any barriers in these area

## **Ask Questions**

A range of people will be available at the Pre-Training Review for you to ask any and all questions you have. We will always have someone available who has in-depth knowledge and understanding of government subsidies, fees and payment plans to answer your questions.

Our industry-expert Trainers will also be able to answer any questions you have about the course, the industry or just general career advice.

The Pre-Training Review is one of the most vital sessions you will attend when deciding on a course or Training Provider. This is the time to get as much information as you need to make an informed decision.

Remember, the Pre-Training Review is for information gathering – there is no pressure to commit to a course or even select your Training Provider until you are fully comfortable with your choice!

## **Subsidies and Funding**

Proactive Training is approved to access funding under the Skills First Program. This means that, if eligible, the Federal and/or Victorian Government may partially or fully subsidise the cost of your training.

There are strict eligibility criteria for the Skill First Program; you can complete a pre assessment here to see if you may be eligible.

At Pre-Training Review we will let you know if you are eligible for a government subsidy, if there are any fees payable, and provide you with comprehensive details



regarding how accessing a government subsidy will impact your future access to government subsidies and funding.

### **It is Important to note:**

You can enrol in a maximum of two government-subsidised courses in one year (including courses on the approved Foundation Skills List). This maximum doesn't include pre-apprenticeships for individuals who want to enrol in an apprenticeship.

You can undertake up to two government-subsidised courses at one time (including courses on the approved Foundation Skills List).

You can only ever begin a maximum of two government-subsidised courses at the same qualification level. This restriction does not apply to courses on the Foundation Skills List, Victorian Certificate of Education (VCE)/Victorian Certificate of Applied Learning (VCAL) or to students starting training again in the same qualification (at the same or a different provider).

## **Enrolment Procedures**

Once you have completed the Pre-Training Review and decided what course is right for you, we will require you to complete the Proactive Enrolment Form. This allows us to capture all your personal details and helps us to determine whether you are eligible for government subsidised training.

To help us in determining your eligibility for any subsidised training you will be required to provide some personal information in the form of one of the following:

- An Australian Birth Certificate (Not Birth Extract)
- A current Australian Passport
- A current New Zealand Passport
- A naturalisation certificate
- A current Green Medicare Card
- A signed declaration by a relevant referee (must confirm DOB, address, and residency status)
- A formal document issued by the Australian Department of Immigration and Citizenship confirming permanent residence

If you the information you provide does **not** include your date of birth, i.e. a Green Medicare Card, you must also provide one of the following:

- A current driver's License – must be valid
- A current learners permit – must be valid
- A proof of age card – must be valid
- A key pass – must be valid



## Student Fees

### Tuition Fees

The RTO will publish tuition fees on its website and fees are available by phone enquiry when contacting the office.

### Tuition Fees Policy

The fee payment schedule for publicly offered courses and courses paid for by employers will be in accordance with the RTO Standards for NVR Registered Training Organisations.

### Tuition Fees Concession Policy

Concession tuition fees apply for Commonwealth Health Care Card holders, Pension Concession Card Holders and students when enrolling in qualifications and courses with Proactive Training.

### Arrears Payments

For Qualifications Proactive Training will only invoice for student fees in arrears and expects payment in full after training has occurred or at agreed points throughout the training. Payment terms require payment in full after completion and prior to the issue of certificates.

For Short courses a deposit may be requested from clients, which is invoiced at the time of enrolment, and payment terms require payment in full after training has occurred and prior to the issue of certificates. The fees for these courses are less than \$1,000 per person.

### Refund Policy

For Qualifications Proactive Training **will only invoice for student fees in arrears** and expects payment in full after training has occurred or at agreed points throughout the training. As no student fees are collected prior to training delivery, no refund of fees is offered or required.

For Short Courses, a refund of any deposit paid is available if 48 hours' notice is given that they do not wish to commence the course. No further refunds are available except in exceptional circumstances with the approval of the RTO Director.

### Cancellation Procedure

When a student discontinues or cancels an enrolment with Proactive Training the following administration procedures are to take place:

- The student is contacted by phone to confirm cancellation





- For Qualifications, a Withdrawal Form is sent to the student with a self-addressed, stamped return envelope for the student to sign and send back. VetTrak result values updated to reflect the training activity for that individual.
- For Short courses, a refund of any deposit paid is given to the student if 48 hours' notice is received.

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

The USI will allow all of your training records, previous qualifications that are entered in the national vocational education and training (VET) data collection, to be linked.

The USI will make it easier for you to find, collate and authenticate your training achievements into a single transcript. It will also ensure that your records are not lost. The USI enables you to provide Proactive Training with access to an online authenticated record of your attainment to assist with the recording of enrolment details.

Proactive Training will ask if you currently have a USI. If not, we will ask you if we as the RTO can apply for one on your behalf. For this you will be required to complete Proof of Identification section on the Enrolment Form, providing us with a valid driver's license, Medicare card or Passport.

Authorisation for this is gained when you sign the Proactive Training Learner Declaration section on the Enrolment Form.

Once a USI has been issued, it will automatically be allocated to all the training you undertake with us.

## **Access & Equity**

Proactive Training encourages people with disabilities to apply for our courses.

Proactive Training is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation.

Proactive Training team members provide assistance to all clients to identify and achieve their desired outcomes. Proactive Training is committed to providing training and assessment services to all clients regardless of age, race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

All Proactive Training team members must follow the principles of fairness and flexibility in training and assessment.

If you wish to report a breach of the Access and Equity Policy can request an Proactive



Training team member to raise a Client Complaint and Appeals Form.

Special client needs, Including Literacy and Numeracy needs will be identified through;

- Initial contact with Proactive Training administration team members
- Receipt of enrolment form, and
- During information sessions, prior to the commencement of training and or assessment.

Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and involvement by disadvantaged students.

## **Recognition of Prior Learning (RPL)**

### **Recognition Policy**

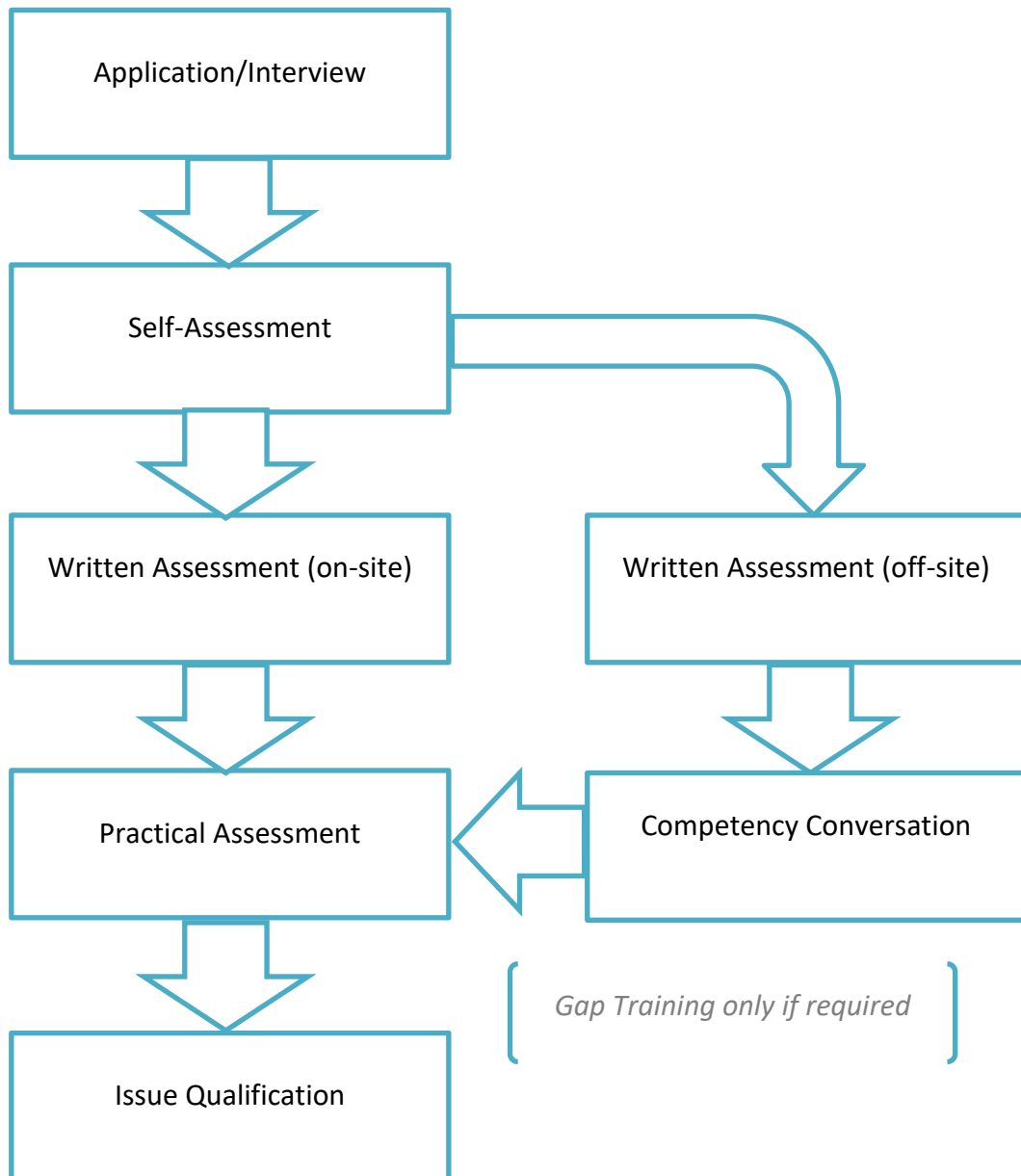
Proactive Training is committed to providing up to date and relevant Recognition of Prior Learning (Recognition) information to all students at enrolment and whilst enrolled. Proactive Training team members will provide support and guidance regarding Recognition enquiries in a timely manner.



## Proactive Training Recognition Model

The processes used to assess Recognition applications received by Proactive Training involves participation in the same or modified versions of the assessment the student would be required to complete as part of the full course.

### Overview of Recognition Process





### **Assessment based on**

- Completion of a Self-Assessment questionnaire enabling you to assess your skills and knowledge against the qualification requirements
- Completion of written questions and activities component of standard classroom-based assessment activities.
- Completion and observation of standard Demonstration Assessment activity
- Testimonials of learning, skill, or competence (desirable but optional)

### **Recognition Procedures**

- Once recognition is determined Proactive Training team members will provide you the Course RPL tool kit.
- You will be provided with a Recognition Assessment Guide related to the units of competency or qualification sought by the recognition applicant.
- Once you have completed the Course RPL tool kit return it to our admin team and your trainer will process your RPL application.

## **Recognition of Qualifications – Credit Transfer**

### **Recognition Policy**

Proactive Training recognises qualifications and statements of attainment issued by any other RTO and communicates this recognition through its information provided to potential and enrolling students.

### **Recognition Procedures**

- You will be required to provide originals of any and all relevant of all qualifications and/or statements of attainment for consideration for recognition
- We will photocopy submissions and have you sign and date to indicate your ownership
- We will then contact the RTO that issued you with these qualifications to verify the accuracy and validity of the qualification

## **Attempt at Competency**

If, for any reason you have been deemed not yet competent after their initial full unit submission, your assessor will provide additional learning support and feedback, including identifying the areas which require further your development.

### **Qualifications**

- You are allowed 2 further resubmissions for competency for this unit.



- Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.
- Should you provide your 2nd submission (2nd attempt), and it is again deemed not yet competent, the assessor will provide additional learning support demonstrating gaps in their evidence and strategies to demonstrate the required skills, knowledge and competencies required. Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.
- If you are unsuccessful upon their 3rd attempt, you will be deemed not yet competent, and you are required to wait for 6-12 months before re-enrolling in the full unit.
- Trainers/Assessors are available for consultation if you wish to discuss your responses before submission.

## Withdrawal from Course or Qualification

There are three possible circumstances by which you may be withdrawn from a Subject Enrolment and/or qualification:

1. you have engaged in some learning activity, and then notified us of your withdrawal before engaging in all of the assessment criteria ('Formal Withdrawal');
2. you have engaged in some learning activity, and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying us; or
3. you have not engaged in any learning activity for the subject.

If you are withdrawn from a qualification, you will receive a Statement of Attainment for all units you have been deemed Competent in. You may choose to re-enrol in the course or qualification at a later date (you may be required to complete new application forms).

**IMPORTANT** note: students being withdrawn from a Subject and/or Qualification are reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

## Plagiarism

Proactive Training is committed to quality training and assessment and will not tolerate plagiarism at any level. Plagiarism is the act of taking credit for someone else's



work. As there are varying degrees of plagiarism each suspected case will be adjudicated individually.

## **Confirming Authenticity**

You are required to sign your assessment records stating the work submitted is your own.

If an assessor suspects that plagiarism has occurred, the assessor is to immediately bring the matter to the attention of the RTO Director.

The RTO Director, or delegate, will address the matter directly with you to determine the severity of the plagiarism.

If the matter is deemed as a 'low' severity you will be counselled and given the opportunity to make corrections to the submitted work.

If the matter is deemed to be a 'high' severity the RTO Director can make a decision on whether dismiss you from further participation in the training and assessment.

All matters of plagiarism are to be treated confidentially.

Outcomes are to be recorded in your individual file.



## Student Work Retention

Designated Proactive Training team member shall ensure that all your student records relating to participation in training and relating to the services are maintained in an accurate manner providing for the safekeeping of all student assessment results. The RTO will adhere to the ASQA General Direction *Retention requirements for completed student assessment items*.

All physical your student records will be retained for a term no less than two (2) years after you complete, including enrolment information, training plans and completed student assessments where you have been deemed competent in that unit.

All records of your attainment of competency and qualifications will be retained electronically no less than thirty (30) years after you complete.

Proactive Training will create and store the following information:

- Student Surname
- Student given name
- Student last known postcode
- Student date of birth
- Enrolment date
- Qualification / Course code and title
- Unit codes for each unit commenced
- Unit outcomes for each unit commenced
- Credential awarded (Statement of Attainment, Certificate, Diploma)
- Date credential issued
- Credential number

The RTO Director will be advised in writing at least one week in advance of before any records are to be destroyed.

Records will be made available for audit purposes

The RTO will comply with all laws relating to record keeping, in particular:

- Public Records ACT 1973
- Record keeping requirements under the Standards for NVR Registered Training Organisation
- Electronic Transactions (Victoria) ACT 2000



## Records Management

Proactive Training is committed to implementing best practice in its records management practices and systems. We will be required adhere to the following written procedures and safeguard confidential and personal information according to the Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988).

- Upon enrolment, your personal details shall be filed in your designated student file, and then filed in the secured storage area. An electronic copy shall be kept on the password protected server.
- Your personal details and records shall be maintained in a current up to date condition. Updating of records will be actioned upon receipt of advice of changes.
- Your records shall be backed up electronically at least weekly and a copy of all student records removed from the premises for safe keeping in a location agreed to by the RTO Director.
- Only the Proactive Training team member directly involved with student welfare and or student results will have access to your personal details.
- Upon reasonable request and notice, we will provide you with access to your personal student records and reissue statements of attainment or qualifications achieved.
- On cessation of services and the discontinuation of its business the RTO Director shall ensure that all your student records are made available to ASQA.

## Privacy and Confidentiality

Proactive Training will comply with Privacy legislation (Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988)) in relation to the collection and management of personal information ensuring personal information is safeguarded, confidentiality is respected, and our records are secure.

### What information do we collect?

Personal information that may be collected and will be held confidential on our database could include:

- Your contact details such as address, telephone number, and the name and address of any other contact person such as partner or parent, and information such as birth date
- Any essential medical information for the purposes of identifying and providing services, for example information about disability





- Information in relation to your selection process and outcomes, enrolment details and outcomes of training

### **Ensuring Confidentiality**

To maintain confidentiality and privacy of information:

- You may access your personal information in line with these procedures, and the records procedures outlined in this handbook
- Folders and files containing confidential information will only be accessible to authorised users
- No public access or unauthorised access to the office computers will be allowed. We will ensure security of records, for example by locking filing cabinets and doors where records can be accessed.

### **Collecting, Handling and Using Information**

In collecting, handling, and using personal information Proactive Training will:

- Only collect personal information directly related to the service delivery, employment, or participation, and will treat it as confidential
- Inform you of the nature of the information held by us and how it is to be used
- Not disclose any information we hold to third parties without written consent to the disclosure unless the disclosure is required or authorised by law, except in emergencies
- Obtain written informed permission prior to any photographic, video, or other identifying images of students, staff and organisations being taken and used, for example in marketing materials
- File written permission in the relevant personal file, and abide by all conditions imposed
- Allow you to view your own records, personal file, folio of work and any personal information we hold (with supervision by the training manager or delegate) and amend any incorrect records
- Inform you about their obligations under privacy legislation through the student handbook and these procedures
- Treat any breaches of confidentiality and privacy seriously, supporting staff and students to access our complaints mechanisms

### **We use information collected to:**

- Perform administrative tasks
- Inform you about our services or those of other organisations
- Develop products and services that may be of help to you
- Comply with the requirements of regulatory and registering bodies



- Assist in the resolution of complaints and appeals.

**We provide access as follows:**

- Anyone about whom we hold personal information may request access to the information we hold. This must be done in the presence of a Proactive Training team member who will allow records to be copied but not removed. You may also request us to amend this information if our records are inaccurate
- Only upon receipt of written consent from you, will Proactive Training team member provide a third party with your personal details.
- Access to your records may be provided where the Standards for Registered Training Organisations or an officer of the law require Proactive Training to do so.

## **Provision of Information**

Proactive Training provides timely and accurate advice to all potential and enrolling students. Proactive Training team members and management will, at all times, respond in a responsible manner to all reasonable requests for information about the training and assessment services offered.

As a potential or enrolling student you will be provided comprehensive information by Proactive Training team members shall ensure that you are fully aware of the Enrolment Process and Course Requirements.

On receiving a request for information concerning Recognition of Prior Learning (Recognition) Proactive Training administration team members shall ensure that those enquiring are handed or mailed the RPL tool kit containing information about the process of Recognition.

On receiving a request for information concerning qualifications and statements of attainment Proactive Training administration team members shall ensure the student is provided with the required information in a timely fashion.

### **Replacement Records**

If a student requires a replacement Qualification Certificate or Statement of Attainment a fee of \$20.00 +GST may be charged.



## Qualifications Issuance

Proactive Training management shall ensure qualifications issued by the RTO are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

### Qualifications Issuance Procedure

As soon as practical after the confirmation of achievement of competency the administrative assistant shall formalise competency by issuing a statement of attainment or certify the qualification.

Any delivery of training and assessment in another language other than English shall be noted on Proactive Training qualifications and statements of attainment.

## Rights & Responsibilities

### Your Rights

As a student you have a right to:

- Be treated fairly and with respect from all Proactive Training team members
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Have access to student support
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions

### Your Responsibilities

- Treat team members at Proactive Training with respect and fairness
- Take ownership of your role as a learner
- Submit assessment items by the due date or seek approval for an extension
- Submit assessment items that are your own. Please read the section on Plagiarism
- Keep a copy of your training plan and update it as you progress and complete assessments
- Attend scheduled training sessions
- Notify your trainer if intending to suspend or cancel your training program



## Harassment

Proactive Training will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality, or age.

Harassment is unlawful under Australian Government and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Harassment, victimisation, and bullying can take many forms. It can be overt or subtle, direct, or indirect.

### Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour or race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene, or objectionable

### Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

### Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades, or humiliates a person
- Aggression, verbal abuse, and behaviour which is intended to punish
- Personality clashes and constant 'put downs'
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against trainers and assessors

You should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive to others.



Such conduct, when experienced or observed, will be reported to management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against students who have been found to have harassed other students or team members.

Proactive Training expects you to uphold to the spirit of this policy. Breaches of the policy will be considered to be a 'misconduct' or 'serious misconduct' which may result in your expulsion.

## **Student Counselling Services & Support**

Proactive Training caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. You are encouraged to express your views about your learning needs at all stages of your learning experience from the initial counseling and enrolment stage.

Proactive Training provides suitable resources to help you to identify your learning needs and provides team members with the required information for use in designing your training and assessment strategies. In designing and adapting training and assessment products Proactive Training will do its best to ensure they are relevant to industry needs.

Proactive Training is committed to providing students requiring support, advice, or assistance while training.

To achieve this and to ensure the quality delivery of training and education, Proactive Training provides:

### **During the course you may be supported by**

- Training sessions
- Email service
- Telephone support

### **Special Needs Support**

- Learning and study aids
- Literacy
- Numeracy



- Reasonable adjustment
- Monitoring of course progress

## Language, Literacy and Numeracy

Your language, literacy and numeracy skills may be assessed by us for the purpose of ascertaining the likely ability for you to cope with the requirements of the course you are planning to enroll in.

### Assessment will be by:

- Interview to formally assess spoken English skills and/or
- A short written comprehension test, using content from the course.

In the case you are deemed not to have sufficient language, literacy, and numeracy skills to satisfactorily complete the course, advice on acquiring these skills will be offered to you.

## Digital capacity

If for any reason face to face access to learning is restricted, (i.e., COVID restrictions), it may be required that parts of the RTO's training programs be delivered and or assessed remotely via digital technology.

A learner's digital capacity will be assessed by Proactive for the purpose of ascertaining their ability to cope with the requirements of remote learning.

### Assessment will ascertain:

- Ability to access to a computer or other device and regular internet access
- Learners existing capacity to communicate online
- What steps will be taken to overcome any barriers in these area

## Reasonable Adjustment

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

If you meet essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for you to complete your course work or



demonstrate competency. This may include adjusting the physical environment, your learning materials, or the manner that a theory test is completed.

In most situations, as a student with a disability you will be able to tell the RTO what you need to be able to study. If necessary, the RTO will also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

### **Adjustments may include:**

#### **Modifying educational premises**

- Ensuring that classes are in rooms accessible to the person with a disability.
- Ensuring that bathroom facilities are made available and are accessible to the person with a disability.

#### **Modifying or providing equipment**

- Enlarging computer screens
- Providing specific computer software. (Text To Speech)

#### **Changing assessment procedures**

- Allowing for alternative examination methods such as oral exams
- Allowing additional time for someone else to write an exam for a person with a disability
- Allowing one-on-one assessment

#### **Changing course delivery**

- Providing study notes or research materials in different formats (Text to Speech)

Please note that some Training Packages state there are mandatory skills that cannot be modified as a reasonable adjustment.

If there is no room for reasonable adjustment in a particular unit of competency the RTO will discuss alternative with the student as part of their individual training plan.

## **Monitoring of Course Progress**

Proactive Training systematically monitor your course progress against your Training Plan and will provide counselling if it is deemed you are at risk of failing to meet your course progress requirements.

We will make contact via e-mail, SMS, or phone when you fail to attend scheduled classes.



## Complaints and Appeals

This policy provides a process for grievances, complaints and appeals to be heard and actioned. All grievances, complaints and appeals received by the Pro-Active Training and Assessments (Proactive Training) are viewed as an opportunity for improvement.

Despite all efforts Proactive Training to provide satisfactory services to its students, grievances and complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated grievance, complaint and appeal resolved and resolutions reached that attempt to satisfy all parties involved. This grievances, complaints and appeals process is at no cost to the student (unless referred to a third party; see Procedure for more details).

Proactive Training recognises the need for students, staff, and other clients to have confidence that complaints and grievances will be dealt with in a fair and equitable manner based on procedures that are appropriate, accessible, and easily understood. Proactive Training has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment, or harassment.

### Complaint Procedure

Access to the grievances, complaints and appeals policy and procedure is available to all students and potential students by direct contact with Proactive Training, through our website and within the Student Handbook.

### General Complaints and Grievances

How to make a complaint or grievance:

1. The initial complaint should be discussed informally with the relevant staff involved.
2. If the complaint is not resolved informally, the student may choose to lodge a formal grievance.
3. The complaint or grievance is recorded, and Proactive Training will make contact within 10 working days to arrange a meeting.
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties.
5. Written documentation on the outcome and resolution is provided to all parties and actions are immediately implemented.
6. If a student is not satisfied with the outcome, they will be referred to an external body where the matter can be dealt with independently
7. The complaint or grievance will be discussed at Proactive Training Management meetings.





In cases where a general complaint is made, where possible all informal attempts shall be made to resolve the issue. These may include advice, discussions, and general mediation. Any staff member can be involved in this informal resolution process. If however a student has lodged a formal grievance, the following procedures must be followed:

- Any student, potential student or third party may submit a formal grievance to Proactive Training with the reasonable expectation that the grievance will be treated with integrity and privacy. There is no cost for the process unless it is referred to a third party
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the process. Use of external services will be at the complainant's costs unless authorised by Proactive Training
- Any person wishing to submit a formal complaint (grievance) can do so by submitting, in writing, details regarding the complaint, providing as many details as possible Grievance, Complaints and Appeals Policy
- All formally submitted grievances are submitted to  
Compliance Manager,  
Pro-Active Training and Assessments,  
187 Greville St Prahran  
Victoria 3181  
or emailed to [support@proactivetraining.com.au](mailto:support@proactivetraining.com.au)

These are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of grievance
- Date of the event which led to the grievance
- Attachments (if applicable).

Once a grievance is received it is to be entered into the Grievance, Complaints and Appeals Register, which is monitored by Proactive Training regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint/grievance
- Determined resolution
- Date of resolution.

A student may be assisted or accompanied by a support person - regardless of the nature of the issue or complaint/grievance - throughout the process at all times. Proactive Training shall refer the matter to the appropriate staff to resolve or make a



decision regarding the complaint within 10 working days, and will keep the complainant informed of any decisions, outcomes or processes put in place to deal with the complaint/grievance.

Once a decision or outcome has been reached, Proactive Training shall be required to inform all parties involved of the decision or outcome in writing. Students shall also be notified that they have the right of appeal and are referred to the appeals procedure. To appeal a decision, students are required to provide Proactive Training (in writing) their grounds for the appeal.

Proactive Training shall ensure that any substantiated complaint/grievance is actioned immediately. If the internal or any external complaint or grievance handling process results in a decision that supports the student, Proactive Training must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome. Copies of all documentation, outcomes and further action required will be placed into the 'Grievance, Complaints and Appeals Register' and in the student's file by the Proactive Training Compliance Manager.

### **Appealing a Decision - Internal Appeals**

All students have the right to appeal decisions made by Proactive Training where reasonable grounds can be established. The areas in which a student may appeal a decision may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment, or Grievance, Complaints and Appeals Policy
- Proactive Training has dealt with any other conclusion/decision that is made after a complaint or grievance in the first instance

To activate the appeals process, the student is to submit the appeal in writing, which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained. Students can be helped and supported with this process by a relevant representative of Proactive Training.

Proactive Training shall then determine the validity of the appeal, organise a meeting with all parties involved and attempt to seek resolution. The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged. Proactive Training shall ensure that any substantiated appeal is acted upon.

Appeals are defined under one of the following categories and the appropriate procedures followed:



## General Appeals

Where a student chooses to appeal a decision or outcome of a grievance, they are required to notify Proactive Training in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged with the

Compliance Manager,  
Pro-Active Training and Assessments,  
187 Greville St Prahran  
Victoria 3181  
or emailed to [support@proactivetraining.com.au](mailto:support@proactivetraining.com.au)

The Compliance Manager is responsible for ensuring the details of the appeal are added to the 'Grievance, Complaints and Appeals Register'.

The Compliance Manager of Proactive Training shall seek details regarding the initial documentation of the complaint or grievance and make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reason/s for the decision. The 'Grievance, Complaints and Appeals Register' must be updated. If the student is not satisfied with the outcome, they are provided the option of activating the external appeals process. The student is required to notify Proactive Training if they wish to proceed with the external appeals process.

## Assessment Appeals

Where a student wishes to appeal an assessment, in the first instance they are required to notify their teacher/assessor. Where appropriate the teacher/assessor may decide to re-assess the student's project to ensure a fair and equitable decision has been attempted. The teacher/assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with the Compliance Manager and the appeal shall be entered into the 'Grievances, Complaints and Appeals Register.'

The Compliance Manager shall seek details from the teacher/assessor involved and any other relevant parties. A decision shall be made regarding the appeal either determining that the assessment decision stands or details of a possible further re-assessment by a third party. The third party shall be another teacher/assessor appointed by the Compliance Manager of Proactive Training.



The student shall be notified in writing of the outcome with reason/s for the decision and the 'Grievances, Complaints and Appeals Register' is updated. If they are not satisfied with the outcome, the student shall also be provided the option of activating the external appeals process. The student is required to notify Proactive Training if they wish to proceed with the external appeals process

### **Further Steps and Information - External Appeals**

A student may seek an external appeal and review at any stage of the complaint / grievance resolution process (though it is usually expected that a student will have accessed the internal review and appeal processes before referring the complaint to an external agency). If Proactive Training receives notification that a complaint or grievance is the subject of formal external enquiry or legal action, the internal resolution process will be suspended until the external action is completed and maintain the student's enrolment until the external appeal process is finalised.

If a student's complaint against Proactive Training has been heard as an Appeal, the only avenue for further review or appeal is external. No further internal review or appeal is available.

In following external avenues for complaint / grievance resolution, students may choose to lodge an external appeal or complaints / grievance to the Resolution [Institute](https://www.resolution.institute/) <https://www.resolution.institute/>. The costs for an external appeal are reasonable and is shared between the RTO and the applicant of the appeal.

Students can seek other external reviews or appeals by seeking assistance from agencies such as the ASQA or relevant Commission or the Office of Fair Trading. See following contact details

#### Australian Skills Quality Authority

P: 1300 701 801

E: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

[www.asqa.gov.au](http://www.asqa.gov.au)

Proactive Training will comply with the findings of the external appeals process.

Where a decision or outcome is in favor of the student, Proactive Training shall follow the required action and recommendation to satisfy the student's grievance as soon as practicable. The decision of the external appeal is final and any further action the student wishes to take is outside Proactive Training policies and procedures.



## Further Steps

If a student continues to be dissatisfied with the decision of Proactive Training, they may wish to seek legal advice or place a complaint directly with ASQA.

If, after Proactive Training's complaints and appeals processes have been completed, the student still believes Proactive Training is breaching or has breached its legal requirements, the student can:

- Seek legal advice; or
- Submit a complaint to ASQA by completing the 'Complaint About a Training Organisation Operating Under ASQA's Jurisdiction' form.

In exceptional circumstances, the student must attach evidence to their complaint form showing that they have followed the Proactive Training formal complaints procedure and Proactive Training's response.

ASQA's processes require students identify themselves as a complainant, although students may request their identity to be kept confidential throughout any investigation that ASQA undertakes.

## Occupational Health and Safety

Proactive Training is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors, and employees.

Management of Proactive Training is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under State and Australian Government legislation.

### Procedures

All team members, irrespective of their position must:

- Take reasonable care to ensure good health and safety procedures are implemented at all times
- Identify and support measures to eliminate or minimise unsafe conditions
- Assume personal responsibility for their own safety and for those of other work colleagues by always operating in a safe and appropriate manner
- Must be responsible for ensuring that all students, visitors, and new employees are aware of Proactive Training OH&S requirements by an induction

The RTO Director or delegate is responsible for ensuring appropriate return to work programs are in place as required

### Register of Injuries, incidents, and near misses

Proactive Training will keep a register of injuries, incidents, and near misses in the administration office. This must be completed in the case of an injury, incident or near miss, and if the incident is notifiable to WorkSafe (as per



<http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification/your-legal-duties/health-and-safety-incidents>) follow procedure Actions in the Event of a Critical Incident Procedure

The Site Manager is to notify the RTO Director and Compliance Manager of any Injuries, incidents or near misses. Near miss register is kept in the Administration Manager's filing cabinet.

### **Maintenance of current Material Safety Data Sheet**

It is the responsibility of the Site Manager to ensure that Material Safety Data Sheets are obtained for each dangerous good or hazardous substance, and employees, contractors and emergency services personnel have access to the MSDS.

### **Maintenance of Safe Plant and Equipment**

It is the responsibility of the Site Manager to ensure current service and/or maintenance records are kept for plant and equipment are to be maintained.

### **Emergency Management Plan**

The Emergency Management Plan is to be followed in case of Emergency. This is detailed in the Emergency Action Plan, found at: 2014\General Administration

### **Consultation**

The RTO Director or delegate will consult with employees and contractors, so far as is reasonably practicable, on issues that may directly affect the health and safety of employees

### **Critical Incidents**

A critical incident is any traumatic event, or the threat of such which causes extreme stress, fear or injury that could happen at Proactive Training or in connection with Proactive Training. The purpose of this procedure is to ensure that critical incidents are correctly dealt with.

### **Actions in the Event of a Critical Incident**

- 1.1 In line with community expectations the Site Manager or any staff member who becomes aware of an urgent immediate issue that requires outside assistance must phone 000 as quickly as possible. For example:
  - If a person has been injured, has lost consciousness, or otherwise appears to require immediate medical attention, phone the Ambulance Service via 000
  - If there is threat to safety, violence, criminal activity, or other indicator that the police are required phone the Victoria Police via 000 as quickly as possible.
- 1.2 Any potential critical incident must be immediately reported to the RTO Director or delegate as soon as a staff member becomes aware of it.
- 1.3 No staff member should take action in the event of a critical incident without approval from the RTO Director or delegate (unless such action is required for the personal safety of the student or others).



- 1.4 The Site Manager will be the point of contact for any authorities such as emergency services.
- 1.5 The RTO Director is the only person from the RTO authorised to make comment to the media in relation to critical incidents (and then, depending on the severity of the incident should seek legal advice before speaking to the media).
- 1.6 If the critical incident is notifiable to WorkSafe (as per <http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification/your-legal-duties/health-and-safety-incident>)
  - Contact the WorkSafe Incident Notification Unit on 132 360
  - The site of the incident to be notified must not be disturbed until an inspector arrives or until directed by an inspector, except to protect the health and safety of a person; or provide aid to an injured person involved in the incident; or to take essential action to make the site safe and prevent a further incident.
  - Complete and send an incident notification form to WorkSafe within the following 48 hours.

#### **Follow-up after a critical incident**

1. The RTO Director must ensure all critical incidents proceed to resolution and take any action required to affect this.
2. Critical incidents must be recorded as follows:
  - The critical incident must be recorded in the relevant student files, describing all details of the incident including the event itself (date, time, and nature of event, consequences, people, or objects involved, witnesses).
  - If relevant, copies of HRW Critical Incident Reports will also be filed in the student files
  - In addition, the Critical Incident Log must be completed and saved in the folder.

Actions and follow-up must be recorded including feedback from the student or relevant person on their satisfaction with those actions.

## **Risk Management and Identification**

Proactive Training is committed to the ongoing identification, analysis, and management of all risks to team members, students and stakeholders within the ongoing training and delivery services.

### **Risk Management and Identification Procedures**

Any Proactive Training team members that identify any areas of risk to personnel, students or the delivery of Proactive Trainings' training and assessment services shall inform the RTO Director or Quality and Compliance Manager in writing as soon as practicable and entered into the Continuous Improvement Action List



## National Student Outcomes Survey

As part of your commitment to training you may be selected to participate in The National Student Outcomes Survey. This is a national survey of Vocational Education and Training (VET) students conducted after they complete their training.

It collects on VET students' reasons for training, their employment outcomes, satisfaction with training, and further study outcomes.

### Who is included in the survey?

Students included in the survey are those who completed their training in the previous calendar year and have an Australian address as their usual address.

**Graduates** are defined as students who gained a qualification through their training.

#### Qualifications include:

- Bachelor's Degree or higher
- Advanced Diploma
- Associate degree
- Diploma
- Certificates I to IV

**Subject completers** are defined as students who successfully completed part of a course (at least one subject) without gaining a qualification and left the VET system.

### Who is doing the survey?

**The National Centre for Vocational Education Research (NCVER)** - a not-for-profit company owned by the State, Territory and Federal ministers responsible for vocational education and training. NCVER collects information and provides research on vocational education and training in Australia to governments, the training sector, industry, and the community.

**Australian Government Department of Education and Training** - the government department funding the survey. They will use the results to develop government policy to help employers and industry.

**The Social Research Centre** - a national market and social research company that conducts the survey on NCVER's behalf.

### When is the survey conducted?

If selected a letter and information page will be mailed to you at the end of May each year. The letter includes your training details and instructions on how to complete the survey online. Each letter contains a unique login code and a personalised QR code for accessing the online survey.





## Further Information

Proactive Training has endeavoured to include all the information you need to undertake and be successful in your training in this handbook. However if there is something you would like to know that is not contained here, please feel free to contact us at any time on the details below.

Phone: 03 9521 2553

Email: [support@proactivetraining.com.au](mailto:support@proactivetraining.com.au)