



RTO No. 41059

paradigm

TRAINING GROUP

Student Handbook

www.paradigmtraining.edu.au



1300 161 640



info@paradigmtraining.edu.au



developing you!



01 About Paradigm Training Group

Paradigm Training Group (**PTG**) is a Registered Training Organisation (**RTO**) that specialises in delivering progressive, quality training solutions across Australia.

Whether you are looking to study online, face-to-face or a combination of the both, our team of professional trainers and assessors will provide you with the guidance and support needed to assist in gaining your nationally recognised qualification.

All our trainers have a thorough knowledge of their subjects gained through:

- Formal study and practical on-the-job learning
- Extensive experience in industry in their field; and
- Appropriate qualifications and experience in training and assessment.

From your initial enquiry and enrolment through to the completion of your study with **PTG**, there will always be a supportive team member to assist you.

Why do our students choose to study with **Paradigm Training Group**?

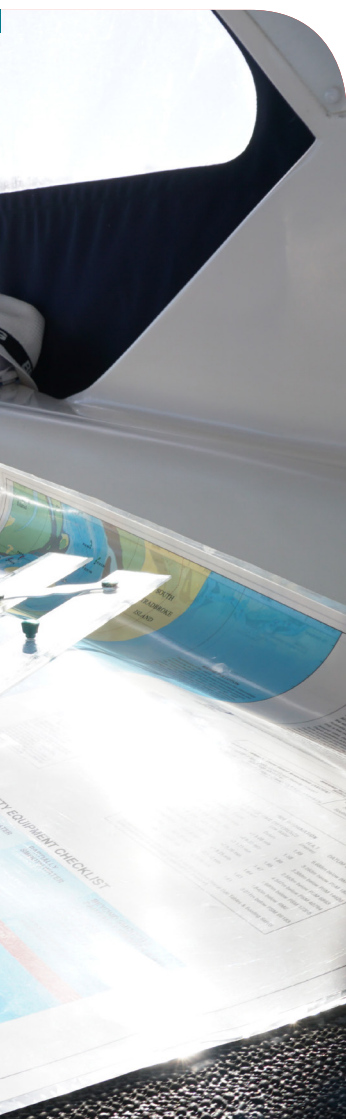
- Excellent student/trainer relationships
- Nationally Registered Training Organisation (**RTO**)
- Innovative and varied training and educational programs
- Flexible online, on-site or face-to-face training in central locations
- Supportive, industry qualified trainers
- User friendly learning and assessment materials

PTG, in line with legislative and regulatory guidelines, provides all student related terms, conditions, course fee and refund policies in advance.



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01.1 Feedback and Communication

Paradigm Training Group endorses open communication and feedback to meet the needs and concerns of students as well as for ongoing improvement of PTG services.

PTG encourages feedback on your interactions with us. We value your opinion, and we aim to deliver a high-quality, second-to-none training experience. Your views on your entire customer experience, from initial customer service to finalizing of your training and assessment, are welcome at any stage. Feedback can be given directly to any PTG staff member, or submitted formally in writing or online.

While studying at PTG you are encouraged to provide ongoing feedback during your course and a formal written feedback form on completion of your program.

01.2 Contact Information

Physical Address:

Building J01A/ 1 Boatworks Drive, Coomera
QLD, 4209

Postal Address:

PO Box 274 Biggera Waters
QLD, 4216

Phone:

1300 161 640

Email:

info@paradigmtraining.edu.au

Website:

www.paradigmtraining.edu.au

02 Student Information

02.1 Enrolment



All students must be over the age of 18 to participate in a course with PTG.

Exceptions to the age of participation may only be granted by a designated PTG member of staff and with the express written permission from a parent or guardian of the enrolling student.

Students undertaking, or considering undertaking, enrolment with PTG are encouraged to read through the enrolment information on the PTG website. Future students are encouraged to discuss PTG course options and units of competence offered with PTG staff prior to application. A copy of the Student Handbook is distributed electronically to all students prior to commencement of their program of study and is publically available on the PTG website.

Some PTG courses or units of competence may only be offered if there is sufficient demand. The availability of specific elective units of competence may vary from time to time. *PTG* reserves the right to cancel any course or program for which there are insufficient enrolments.

Some courses may specify mandatory minimum pre-requisites relating to health and safety, language, literacy and/or numeracy requirements or the nature of the program. Appropriately, qualified persons will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on the student's qualifications and proficiencies.

Participation in PTG courses is subject to payment of all fees and charges.



02.1.1 Conditions of Enrolment

PTG is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings, including:

- Client information
- **Confidentiality**
- Complaints and appeals
- **Fee structure**
- Participant code of conduct
- **Refund policy**
- Commitment to engage in learning and assessment activities
- **Training standards**
- Marketing
- **Access and equity**
- Workplace Health and Safety
- **Regulatory reporting requirements (AVETMISS)**

Enrolment into a qualification or course with PTG is subject to the terms, conditions and policies outlined in this Student Handbook.

02.1.2 Pre-delivery Assessment

PTG is committed to assisting students achieve the best possible learning experience. Prior to enrolment students are encouraged to discuss with PTG any specific needs or concerns they may have including, but not limited to:

- Client Support Services including Language Literacy and Numeracy
- **Recognition of Prior Learning (RPL)**
- Learning Pathways
- **Assessment Procedures & Process**
- Delivery Options

In circumstances where PTG is unable to assist students with specific needs, PTG will endeavor to refer students to organisations or agencies that may be of assistance.

02.1.3 Enrolment Procedure

Complete enrolment form.

Once enrolment form and course fees have been received and processed, students will receive an email confirming details including a unique username and password to access Axcelerate - PTG's online e-Learning platform. Once a student logs in to Axcelerate they can begin communicating with their trainer and assessor and access their course material and assessment items.

Students undertaking online training with PTG are required to possess a high degree of proficiency in reading, writing and speaking English (*equivalent to IELTS Band 6*).

PTG courses require a basic level of computer literacy. Students will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Students are required to be proficient in performing the following functions:

- Copy and Pasting
- **Accessing information stored on websites**
- Saving documents and creating files
- **Sending and receiving emails with attachments**
- Specific course requirements as determined by applicable Units of Competency.



An online enrolment form can be found on our website, or by clicking [HERE](#).

02.2 Fees and Charges

With the exception of funded programs (see program information for C3G and User Choice on the PTG website) the following applies for fee for service.

A copy of PTG fees and charges may be obtained by contacting PTG or visiting the PTG website at www.paradigmtraining.edu.au.

If an applicant is unable to pay the advertised course fees upfront, a payment schedule may be available to suit individual situations.

RTOs are required to adhere to regulations that specify student fee collection and protection. These prescribed conditions determine the amounts and frequency of payment. PTG adheres to the following prescribed method of fee collection:

- PTG will take no more than \$1,500 of the total course fees owing prior to the commencement of a course.
- Once a course has commenced, PTG may request any unpaid fees and may continue to take regular payments providing that, at any given time, no more than \$1,500, for yet to be delivered services, has been prepaid.

To accommodate this requirement, if requested, PTG will provide a payment schedule to each student specific to the individual student's circumstances. The payment schedule will detail when payments are to occur and what each payment covers.

PTGs preferred practice is to cluster units of competency into groups, and student's may purchase a group of units for a predetermined fee. Once the purchased group of clustered units has been completed the student may purchase the next cluster of units to ensure that payment in advance does not exceed \$1,500.

In the instance that a student is registered and fees are paid for by an organisation/ employer on behalf of a student, PTG will assume that the student is providing PTG with permission to share relevant personal particulars and information regarding course outcomes to the organisation/ employer.

All course prices shown or advised by Paradigm Training Group Pty Ltd include course fees, administration fees and material fees.

02.3 Cancellations, Withdrawals, Refunds and Transfers

A request for refund needs to be submitted by the student/applicant in writing and will be processed as soon as possible by PTG staff. Where a student/applicant is unable to complete a request in writing, PTG staff will do so for them with every effort made to acquire the student/applicant's signature against the request.

E-mails and other forms of communication will be considered proof of the student's request providing the medium is clearly identified as being the students own.

All refund considerations are strictly limited to the total monies PTG has actually received. The refund calculation will not include:

- 1 Application/enrolment fees are non-refundable;
- 2 No refunds will be given for notification of withdrawal occurring after the start of the program. The exception to this is noted in item five (5).
- 3 Once training of the course has commenced no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In these instances, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
- 4 The cost of books, equipment and other materials needed for the course;
- 5 Proportion of course money received for the proportion of the course provided to the student before the default date;
- 6 If a student notifies PTG of their intention to withdraw before the original start date and are eligible for a refund as per item three (3) above, then the refund will be paid within four (4) weeks of PTG receiving a request for refund.

7 All fees and charges are payable upon invoice and will cover the qualification or units specified. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.

8 Any refund will be paid to the person or entity that originally paid the course fees.

9 Fees may be subject to change without notice.

10 **User Choice**

Full refund for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment. Provision of proportionate refund where the participant has withdrawn from a unit of competency/module. Refund to employers/industry for additional charges paid beyond the participant contribution.

11 **Certificate 3 Guarantee (C3G)**

Full refund for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment. Provision of proportionate refund where the participant has withdrawn from a unit of competency/module. Refund for additional charges paid beyond the participant contribution such as the AMPA fee for maritime students.

In all circumstances PTG will provide a statement and an explanation of how the refund was calculated. If a student disagrees with the calculations made against a refund they should refer to the PTG complaints and appeals policy and process.

The availability of PTG's complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

Fees paid in advance are subject to the restrictions and conditions set by the Registering Authority. In programs funded by Government Authorities, client charges will be determined by compliance with the terms of the Government Contract.

Situation		Refund Entitlement
Where a student pays a deposit and withdraws from the course:	1 month prior to the commencement of the course	A fee equal to 5% of the course cost will be retained to cover administration cost. Any additional funds already paid to see RTO will be returned to the student
	Less than 1 month prior to the commencement of the course	A fee equal to 10% of the course cost will be retained to cover administration cost. Any additional funds already paid to be RTO will be returned to the student.
	Where a student has already commenced a course and withdraws	PTG will generally agree to negotiate a proportional refund of fees already paid to PTG equal to the proportion of the course not yet delivered but reserves the right to refuse a refund in this situation where PTG believes this is warranted
In a circumstance where the RTO cancels a course		The student will be offered a choice of an alternate course or a full refund of all fees paid to that time

02.4 Student Support

Ongoing support for PTG students is provided throughout the duration of a course. This support includes, but is not limited to the following:

- Help-desk function by email info@paradigmtraining.edu.au
- **Help-desk by phone 1300 161 640**
- Online resources available in aXcelerate E-learning system
- **FAQs on Paradigm Training Group's website** www.paradigmtraining.edu.au
- PTG Course Workshops - in-person trainer assistance and support

02.5 Language, Literacy and Numeracy Support

PTG is committed to providing the best possible learning experience for all students.

If a student is concerned about their ability to complete training due to their level of spoken English, reading, writing and/or numeracy skills please speak with a PTG member of staff.

PTG is committed to supporting students achieve their educational goals and can assist students who require language, literacy and numeracy support in a number of ways.

03 Delivery

03.1 Delivery Options

Paradigm Training Group's courses are conducted via the following modes of delivery:

- Flexible delivery (some face-to-face and some online)
- Recognition (includes Recognition of Prior Learning and Recognition of Current Competency)

The choice of delivery chosen depends on factors that may include, but not be limited to:

- Student or industry needs
- **Availability of resources**
- Scheduling
- **Transport, etc.**

Note:

Where it is relevant, delivery options may be contextualised to meet specific needs, however, any modification or change must still meet the requirements specified in the unit of competency. This means that in some circumstances contextualisation will not be possible, for example, in the unit **HLTAID009 Provide cardiopulmonary resuscitation (CPR)**, CPR must be performed on the floor', where other units will require that tasks be done, but not designate the exact location or circumstances.

03.1.1 Online Delivery

PTG's online delivery utilises the aXcelerate E-learning platform, offering students a chance to pursue their preferred course remotely. The system creates a virtual learning space where students can access educational resources, finish assessments, interact with assessors, and engage in other training and evaluation tasks.

03.1.2 Face-to-Face Delivery

Workshops are scheduled regularly on the Gold Coast. Additional workshops can be arranged to meet workplace and industry needs in consultation with PTG Management.

03.1.3 Flexible Delivery

Flexible delivery empowers students to finish their coursework at a pace that suits their individual situations, abilities, and pre-existing knowledge and skills.

This adaptable approach can be implemented in various ways, such as:

- Personal mentoring
- **In-person instruction**
- Online (E-Learning platform, Zoom, Teams, etc.)
- **Hybrid models including a mixture of the above mentioned approaches.**

03.1.4 Completion Dates

Students will be provided with applicable completion dates by their trainer and assessor within, or prior to, their first training session. **PTG** aims to provide flexibility with course delivery and task completion to allow for student's work /private commitments.

If a student is unable to complete their assessment requirements on time, they are required to contact their PTG trainer and assessor or **PTG** administration so adjustments can be negotiated.

In the instance that a student has not completed their qualification within six (6) months of the specified completion date, PTG reserves the right to cancel an enrolment without notice. In this instance **PTG** will issue a Statement of Attainment for any units that the cancelled student has completed.

04 Assessment

Paradigm Training Group's delivery and assessment is consistent across all delivery and assessment platforms. Although the approach may vary, the same information is provided and the same assessment activities require completion.

All assessment tasks have been designed to be user-friendly and easy to follow while addressing requirements specified within each unit of competency. Assessment tasks may include but not be limited to:

- Written assessment
- **Online multiple choice questions**
- Oral questioning
- **Practical activities**
- Projects
- **Student portfolios**
- On the job assessment
- **Simulation**

Note: PTG appreciates student feedback, students are encouraged to provide PTG with suggestions on improvements that increase the usability of PTG training and assessment resources.

04.1 Lodging Assessments

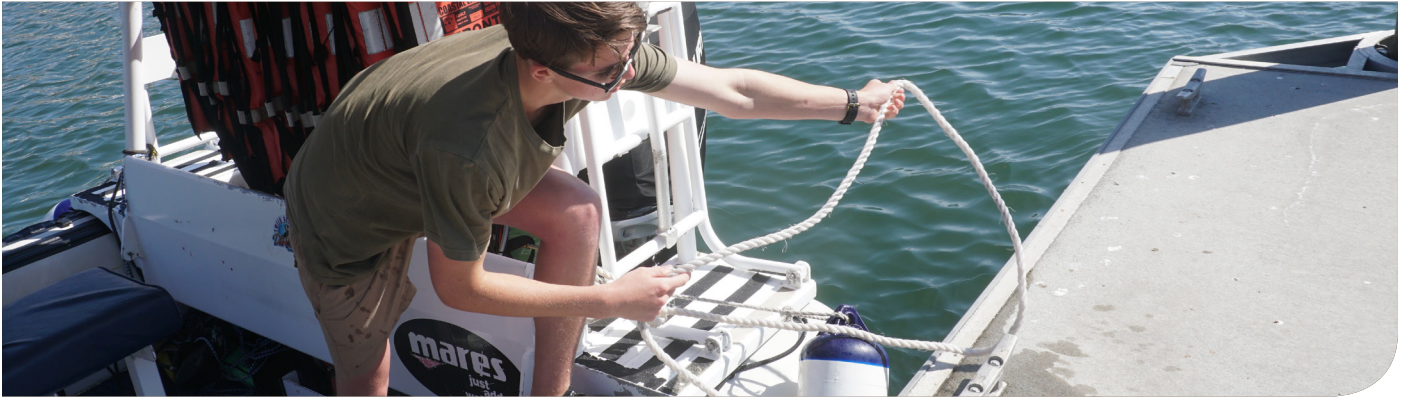
Where students are completing workbooks, these can be submitted to their assessor through their student platform (aXcelerate) or by emailing to **info@paradigmtraining.edu.au** with the subject being their Assessors name.

aXcelerate

Upon completion of an assessment/task students can lodge their assessment/ task directly to their trainer and assessor for marking within aXcelerate - PTG's online e-Learning platform.

Students are encouraged to familiarize themselves with the "Welcome E-mail" that they are sent within the student enrolment process and follow the instructions provided.

Students may also access aXcelerate inbuilt Help Features for tips and tricks on utilising the platform. Alternatively, PTG students have direct access to their trainer and assessor through aXcelerate for any assistance they may require.



04.2 Group Projects

Some training and assessing may require you to work in a team. When you submit work for assessment which is the product of collaborative learning, your assessor will need to understand and be clear about your contribution to the team, including the responsibilities that you undertook and how your work contributed to the final product.

Each individual within a group project may be asked to provide feedback on the involvement and contribution of other members of their team. This may be verbal or written. The PTG trainer and assessor of the group project maintains the right to mediate the roles and responsibilities of group members and withhold grading if in doubt of the authenticity of a group members contribution.



04.3 Assessment Attempts

As this is competency-based assessment, students will be provided the opportunity to submit responses or perform tasks on at least two occasions and subject to course completion time frames. If after two attempts, the student is unable to demonstrate competence for the unit or units, further training and assessment may be arranged with the assessor in consultation with PTG management.

04.4 Reasonable Adjustment

If required, PTG will make 'reasonable adjustment' to accommodate a student's needs. Adjustment is reasonable if 'it balances the interests of all parties affected'. 'Reasonableness' considers the:

- Student's needs
- **Student's views**
- Effect of the adjustment on the student
- **Effect on anyone else**
- Costs and benefits of the adjustment.

In this case, flexibility will not lessen the overall value of a course program but will be an opportunity to take different avenues to reach results with the qualification while retaining the same worth and value.

It is important to note that any reasonable adjustment undertaken cannot change the assessment conditions, performance evidence or knowledge evidence requirements. Reasonable adjustment allows for candidates to demonstrate knowledge and skill/s in a way that is valid and fair, and meets the assessment conditions for the task being assessed.

05 Australia's VET Sector

The Australian Vocational Education and Training (VET) sector is a crucial component of the country's education system, designed to equip individuals with practical and employable skills through hands-on training.

The VET sector focuses on vocational, technical, and trade-related courses, offering a wide range of qualifications, from entry-level certificates to advanced diplomas.

The sector is closely tied to industry and employer needs, ensuring that the training provided remains relevant and responsive to labour market demands.

The latest NCVER research results for VET:



© Commonwealth of Australia, 2023

For details and exceptions visit the [NCVER Portal](#).

This work has been produced by NCVER on behalf of the Australian Government and state and territory governments, with funding provided through the Australian Government Department of Employment and Workplace Relations.

Last updated: March 2023

Courses are delivered by various Registered Training Organizations (RTOs), which include independent providers, TAFE institutes, and some universities.

The VET sector operates under a national regulatory framework, with quality assurance managed by the Australian Skills Quality Authority (ASQA). This ensures consistent standards and outcomes across the country, allowing for smooth transitions between different states and territories, as well as recognition of qualifications within the workforce.

Australia's VET system is based on nationally endorsed Training Packages that specify skills and knowledge required for particular industries and workplaces.

Nationally recognised training packages allows participants to learn specific skills and gain the knowledge required to work in their chosen field, and gives employers confidence as the level of knowledge and skills will be consistent between employees and job applicants with the same qualification.

As a student in Australia's VET sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your career prospects or provides a pathway to further study.

For further information about the Australian VET sector, Training Packages, Qualifications and units of competency please refer to a member of PTG's staff.

Alternatively, you may wish to undertake your own research by visiting the training.gov.au website:

<http://training.gov.au/Home/Tga>



05.1 About the Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

The Australian Qualifications Framework (AQF) sets out all nationally recognised qualifications in secondary schools, the VET sector, and higher education. It ensures the quality, consistency and portability of training outcomes across Australia.

For a full explanation of the AQF, see the AQF Implementation Handbook which can be downloaded from the AQF website available at the following address: <http://www.aqf.edu.au/>

05.2 About VET Standards

In Australia, VET is regulated by national standards:

1. The Standards for Registered Training Organisations ([RTOs](#)) 2015
2. The legislative instruments established under the National VET Regulator ([NVETR](#)) Act 2011.

05.3 About ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

05.4 About DET

The Department of Education and Training provides subsidised training opportunities and initiatives to assist eligible persons at different stages of their working life to access vocational education and training and complete formal qualifications.

For more information please visit DET's website <https://www.education.gov.au/>

05.5 About AMSA

The Australian Maritime Safety Authority (AMSA) is a statutory authority established under the Australian Maritime Safety Authority Act 1990 (the AMSA Act). AMSA's principal functions are:

- Promoting maritime safety and protection of the marine environment
- **Preventing and combating ship-sourced pollution in the marine environment**
- Providing infrastructure to support safety of navigation in Australian waters
- **Providing a national search and rescue service to the maritime and aviation sectors.**

For More information please visit AMSA's website www.amsa.gov.au

05.6 Registered Training Organisations (**RTOs**)

Registered Training Organisations (RTOs) are providers and assessors of nationally recognised training within the VET Sector.

To issue nationally recognised qualifications, RTOs must be registered with ASQA (or in WA and Victoria, the state regulatory authority), must demonstrate ongoing and continual compliance with a set of regulated standards, and may only issue Statements of Attainment for nationally recognised training for which they are registered and authorised. This ensures the quality and consistency of VET sector education.

If an RTO does not operate in accordance with its conditions of registration, the regulatory body can take action against the RTO, up to and including revocation of RTO status in cases of ongoing, significant breaches.

A complete list of RTOs and the training they are authorised to deliver and/or assess in each state and territory is available on the training.gov.au website.

To allow potential students to make an informed choice as to which RTO they complete training and/or assessment with, RTOs must publish on their website information about their audits with the applicable regulatory body, and any findings related to that audit.

To view PTGs audit history and information, please visit our website:

www.paradigmtraining.edu.au

and check the sitemap at the bottom of the page *(or click this box)*.



05.7 RTO Code of Practice

05.7.1 Legislative Requirements

PTG the organisation, its staff and students are required to comply with all relevant Commonwealth and State laws as detailed below:

Commonwealth of Australia Acts:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2006
- Privacy Act And Australian Privacy Principles 2001
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Copyright Act 1968
- Disability Services Act 1986

PTG will provide copies of, and access to details concerning, legislative requirements upon any request by a student. Students can access copies of the legislation listed above at:

- www.austlii.edu.au

05.8 About Training Packages

Training package qualifications are occupational skills standards against which training delivery and assessment of competency can take place. They are developed through a process of national consultation with industry.

Training packages are used as the basis for most of the programmes delivered in the VET system, including Australian Apprenticeships, training courses offered by registered training organisations, VET in Schools programmes, recognition of existing skills, and occupational licensing.

The aims of training packages are to:

- Help the VET system achieve a better match between skills demand and supply
- Encourage flexible and relevant workforce development and learning
- Provide for the national recognition of the vocational outcomes of learning
- Guide and support individuals in their choice of training and career.

05.9 About Competency Based Assessment

Competency based assessment emphasises what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere. Competency includes the capacity to:

- Perform individual tasks
- **Manage a range of different tasks**
- Respond to contingencies, emergencies or breakdowns
- **Deal with responsibilities of the workplace**

Competency standards define the skills, knowledge and attitudes required by industries for effective performance in the workplace. Competency standards can be broken down into smaller units of competency and each unit of competency describes a specific workplace activity. Once a person has been assessed as successfully completing a unit of competency, the RTO issues a Statement of Attainment. Units of competency can progressively build to a full Qualification.



“Once a person has been assessed as successfully completing a unit of competency, the RTO issues a Statement of Attainment.”

05.10 Competent or Not Yet Competent

Within competency based assessment there are two achievable assessment outcomes: competent and not yet competent.

- **Competent/Satisfactory** - means sufficient skills and knowledge have been demonstrated
- **Not Yet Competent/Not Yet Satisfactory** - means more skills/knowledge is required to be shown.

If a student receives a “Not Yet Competent” result – it can often mean that there are simple but important things that they may have overlooked. Students will be given specific feedback on which aspects need to be reviewed or where further evidence needs to be supplied.

05.11 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to PTG students on the basis of previous academic qualifications and/or work and life experience.

RPL provides an opportunity for students to:

- Achieve national recognition of current knowledge and skills obtained through work/life experience
- **Fast track to recognised qualifications**
- Obtain credit towards a qualification
- **Save time undertaking formal study**
- Increase career opportunities.

In some cases students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited module through another training course, or have other evidence validating their competence.

The RTO will offer RPL for all courses where there is evidence to support the RPL application. Evidence for RPL (certificates, transcripts, or other evidence) should be attached to an Application for RPL Form and submitted to the tutor of a course who will liaise with the RTO's administrative staff to confirm whether the RPL status is granted, denied, or whether further information/evidence is required.

The RPL process shall be consistent with the RPL Principles as defined by the AQF. The RPL process will be made known to students prior to enrolment, and will be disclosed on course material, in the student handbook, and other places determined by the RTO.

Students will be informed in writing with the result of the RPL application prior to the commencement of the relevant session.

05.12 Evidence to Prove the Skills Required

Students applying for RPL are required to demonstrate that they possess the skills and knowledge to meet the standards required by the qualification they are seeking recognition against.

Below are some examples of the type of evidence that can be produced to support an RPL candidate's application:

- Work examples/records
- **Records of workplace activities**
- Third party reports from supervisors
- **Competency conversations**
- Challenge assessments
- **Certificates/qualifications***
- Diary/journal
- **Practical demonstration in the workplace.**

*PTG follows a policy of national recognition and accepts the academic qualifications of other Australian RTOs. In some cases, students may be able to apply for RPL if they have previously achieved the learning outcomes for accredited unit(s), through another provider of Nationally Recognised Training.

Note: Any student documentation provided to PTG in the RPL application process will NOT be returned. It is strongly recommended that you do not supply original materials. In addition, any copies of documents submitted must be a certified copy. Qualifications will be verified with the issuing RTO as a part of the RPL process.



05.13 Is my Qualification Nationally Recognised?

All nationally recognised training (**NRT**) statements of attainment will bear the NRT logo, and will have a qualification code and title that can be searched in the training.gov.au register.

06 Student Rights and Responsibilities

All students have a right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices as practical and reasonable
- Have access to their own records on request
- The opportunity for feedback on services provided
- Receive a copy of, and have access to, PTG's complaints process

As a condition of entry into PTG programs, students are expected to:

- Respect the rights of others
- Be punctual for classes and appointments
- Conduct themselves in a socially acceptable manner
- Take reasonable care of the health and safety of themselves and others at the training venue
- Cooperate with PTG staff in their efforts to comply with the WHS legislation
- Report any unsafe conditions which come to their attention
- Notify PTG if they are unable to attend classes or otherwise engage in training and or assessment

Ensure they do not engage in aggressive or rude behaviour (including swearing) directed towards PTG staff, other students, or other persons.

07 PTG of Care for Students

PTG and its staff will ensure:

- All health and safety rules are adhered to.
- Facilities and equipment that are used, or may be used, by participants are in good condition and in working order.
- Information on relevant WHS issues is included in training courses and programs.
- The business and learning environment meets acceptable legal and community standards particularly in regard to noise control, a smoke free environment, and cleanliness.
- Staff and students take responsible care for the health and safety of others.
- Basic emergency procedures are clearly marked throughout the workplace.
- Where required personal protective equipment is provided

08 Disciplinary Policy

- Students, at all times must maintain safe and appropriate behaviour and follow PTG rules.
- Penalties for breaches of rules or unsuitable or disruptive behaviour (including swearing) will be imposed depending on the nature and severity of the breach.
- PTG reserves the right to terminate or suspend the enrolment/training if student has provided false or misleading information relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- PTG reserves the right to terminate or suspend the enrolment/training if student commits an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the wellbeing of Paradigm Training Group, other students or persons, or themselves

The Managing Directors will oversee all disciplinary matters.

08.1 General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals PTG property or the property of others; alters/defaces PTG documents or records; prejudices the good name of PTG, or otherwise acts in an improper manner. PTG will report all criminal acts committed by its students to the relevant authorities.

The PTG CEO may impose the penalty of expulsion from PTG in the case of physical or verbal abuse of students or staff of PTG, repeated or severe misconduct, or criminal acts.

08.2 Academic Misconduct

All students are expected to maintain high standards of academic integrity with all student work submitted authentically verifiable as the student's own original work.

Academic misconduct is defined as attempts by students to cheat, plagiarize or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of academic misconduct if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

Repeated or serious instances of academic misconduct may result in suspension or cancellation of a student's enrolment.

08.3 Expulsion

PTG reserves the right to expel students for serious breaches of discipline following appropriate PTG disciplinary procedure. No money is refunded for expelled students.

08.4 Notification and Appeal

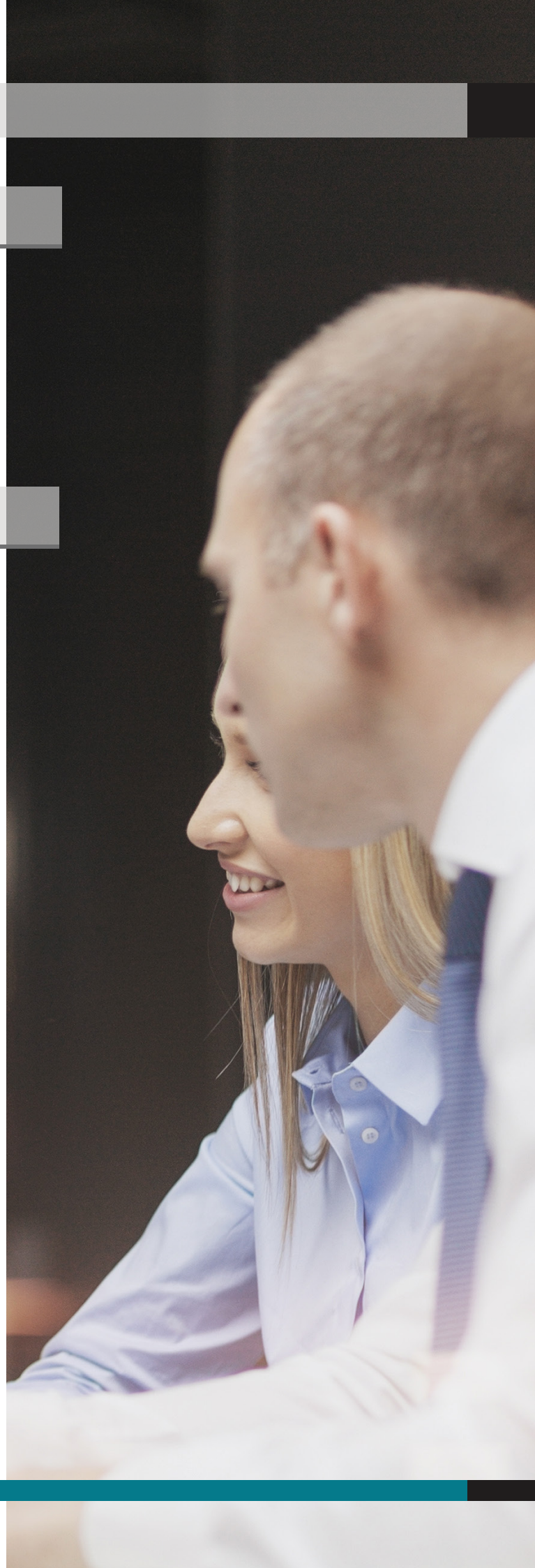
Students must be notified in writing of penalties as a consequence of either general or academic misconduct;

The grounds for appeal are:

- Procedural irregularities, and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision;

Appeals must be lodged in writing with the CEO within 15 days of the date of the student being notified of the consequence. The process will commence within 10 working days of the date of receipt of the student's appeal.

Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply.



09 Complaints and Appeals

All disputes or complaints will be handled professionally and confidentially to achieve a satisfactory resolution. Please note, for all academic matters the trainer should be the first point of contact. For non-academic matters, students are encouraged to meet with the Director to discuss any issues. If unable to resolve the complaint, use the following procedure to ensure the issue is resolved.

STEP 1:

- Complainant/appellant to raise any issue directly with their educator/trainer or PTG staff member with whom they are dealing with or responsible to.
- The educator/trainer or PTG staff member to record the complaint and assist with the resolution of the issue.
- If the complainant/appellant determines the resolution of their complaint is unsatisfactory they may then take action as per step 2.

STEP 2.a:

- Complainant to issue their complaint in writing to PTG by completing and submitting a complaints form (Form S1.1), or have a PTG staff member take written notes on their behalf. The person lodging the complaint will be required to sign the form irrespective of how it is submitted.
- After receiving the written/noted complaint PTG will receipt the complaint and arrange for a confidential personal interview as soon as practically possible, preferably within 5 business days, with an independent person.
- The interviewer will attempt to resolve the complaint either between the parties involved or between the complainant and PTG
- A written response will be forwarded to the complainant within 30 days of receipt unless otherwise notified.

STEP 2.b:

- If the grievance/complaint cannot be resolved to the satisfaction of the complainant/appellant the grievance will be forwarded to the Chief Executive Officer of PTG for action

Note: If the grievance concerns a PTG staff member, Step **2b** will automatically follow step **1**.

- continued next page

Complaints and Appeals (continued)

STEP 3:

- All issues, complaints and appeals are taken seriously by PTG staff and management and will be investigated and acted upon as quickly as possible.
- The complainant may at any point in this process action their grievance with:
- Complaints Resolutions Branch (Department of Justice).
- Complainants/appellants will be informed in writing about actions and outcomes in regard to their complaint. Complainant/appellant confidentiality will be maintained to ensure their individual rights are upheld.

The PTG Complaint and appeal process will ensure that:

- each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;
- each party may be accompanied and assisted by a support person at any relevant meetings;
- the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes
- the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.
- PTG resolves the complaint as fast as practical to ensure that the issue does not interfere with the students studies.



All issues, complaints and appeals are taken seriously by PTG staff and management

09.1 Appealing a Decision

PTG seeks to prevent appeals by ensuring students are satisfied with the training and assessment process. If a candidate is unhappy with the outcome of an assessment, and they have not been able to resolve the issue informally, a formal appeal should be lodged using the PTG appeals form (**S1.2**). The candidate will need to include the date of appeal submission, name of the appellant, nature of the appeal, supporting documentation regarding the assessment outcome, and any attachments.

Once received, the appeal will be entered into the PTG Complaints and Appeals register. The designated officer (CEO, RTO Manager, or Compliance Manager) will seek information regarding an assessment appeal from the assessor and any other relevant parties.

A decision will then be made regarding the appeal, as to the assessment decision standing or possible re-assessment by a third party. The third party will be determined by PTG.

The candidate will then be notified of the result of the appeal.

Should an appeal be made, the circumstances and results of any appeal are analysed by the CEO and appropriate actions made to prevent recurrence of the problem. All appeals are recorded and kept on file.

The PTG appeals period is 15 business days from the following points in time (unless otherwise specified by PTG):

- Student achieving competence,
- Student withdrawing from a course prior to completion,
- Student failing to achieve competence and exited from a course,
- Student enrolment cancelled with PTG.

If a complainant/appellant is concerned about the conduct of PTG they should contact ASQA directly at:

Info line: 1300 701 801

Email: complaintsteam@asqa.gov.au

10 Changes to Conditions

PTG reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.

11 Records

11.1 Change of Student Contact Details

All students are required to maintain current and accurate contact details with PTG at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Registrar.

11.2 Storing of Records

Records of certificates issued by the PTG are stored for thirty (30) years, unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirements. These records will be made available to the Registering Authority or other relevant stakeholders as required by PTG's terms of registration.

The storage of records by PTG will include:

- All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

Should PTG cease to trade, fail to renew its registration, etc. all relevant documents, including student records will be transferred to the Registering Authority.

11.2.1 Access to Personal Records

Students may access their personal information by request but will not be allowed to access any information that may breach the privacy of other students. Where such a situation might occur, the details will be provided to the student in a format (written, verbal, statistical) that meets their needs but ensures that the privacy of other individuals is maintained.

All requests to access personal records need to be formally submitted to PTG. To access personal records please complete and submit a PTG Record Request form and proof of identification. To obtain a copy of PTG's Record Request form email info@paradigmtraining.edu.au.

Other organisations may have access to specific information where a client agrees to the release of their information. Information regarding assessment and the issue of qualifications will be provided to other RTOs for the purpose of RPL or to meet prerequisite requirements of clients entering other courses or programs providing the client has authorised the release of this information, or there is no breach of the privacy principles.



11.2.2 Privacy

The information students provide to PTG is protected under the Australian Privacy Principles.

The requirements of the legislation are met in relation to:

- Collection
- **Storage**
- Use
- **Disclosure of Information**

PTG client records will be kept and stored on a Student Management System and in accordance with the Registering Authority's evidence guidelines. All client records will be provided to the ASQA upon request and/or at a time where the RTO ceases to operate.

When issues of privacy and release of information are in doubt PTG management and staff will refer the case in question to the Office of the Australian Information Commissioner for their advice prior to taking action. The Office of the Australian Information Commissioner is contactable via the following details:

Infoline: 1300 363 992
Website: www.oaic.gov.au

11.2.3 Confidentiality

PTG will not disclose the personal details of its employees, students or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

In the instance that a student is registered and fees are paid for by an organisation/ employer on behalf of a student, PTG will assume that the student is providing PTG with permission to share relevant personal particulars and information regarding course outcomes to the organisation/ employer.

Information collected about students by PTG will only be that which is necessary for the purposes of course enrolment, learning and study records.

PTG is obliged to:

- Inform students about the purpose of collecting personal information
- Informs students about who receives this information and where it is held
- Protect student personal and private information and not disclose it without an individuals approval
- Allow students to access their own information and make corrections if necessary.

Specific records are kept for external reporting to the following government agencies:

- National Centre for Vocational Education Research (NCVER) for Australian Vocational
- Education and Training Management Information Statistical Standard (AVETMISS) reporting.

Students may correct any personal information provided, at any time, by contacting PTG.

12 Apprenticeships and Traineeships and funded training

12.1 Apprentices and Traineeships

An apprentice or trainee is a person employed under a training contract; apprenticeships and traineeships provide a combination of employment and structured training.

Each party involved in an apprenticeship or traineeship has responsibilities that they must fulfill. For full details of the responsibilities of an apprentice or trainee, the employer or the SRT0, please refer to the Apprenticeships Info website at www.apprenticeshipsinfo.qld.gov.au

12.2 VET Investment Funding

PTG is an approved Skills Assure Supplier (SAS) through the Department of Education and training Queensland for the User Choice funding scheme. PTG currently have a number of different funded training options that are available to eligible candidates.

13 Nature of Guarantee

PTG's nature of guarantee relates to students who have paid for their qualification and if for some reason **PTG** is unable to continue trading that those students will still achieve their educational outcomes.

PTG has an agreement with other Registered Training Organisations (**RTO**) that in the case of **PTG** not being able to continue trading, all remaining students will continue studies with one of these companies at no cost to the student.

14 Access and Equity

All admissions to the RTO's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, or personal beliefs, handicap, etc, unless such items pose a reasonable argument for non admission on the grounds of safety, capacity to undertake the role, or a position that is in opposition to the laws of the land or the RTO's code of conduct: Applicants will be assessed on their:

- Successfully meeting course pre-requisites including appropriate qualifications and experience,
- Demonstrating a capacity and willingness to adhere to the RTO's standards and code of conduct,
- Ability to undertake the course in a manner that encourages a fair, safe, and enjoyable learning environment.
- Other items as determined for specific courses on a time to time basis.

Specific Needs Groups

The RTO will maintain a flexible and proactive attitude towards specific needs groups and where practical may cooperate with community or special needs organisations to:

- Allow their members access to accredited training.
- Where appropriate and in line with the development of the RTO, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

External Support

A resource list of external support and referral contacts will be kept for the benefit of students and a contact list of such details will be included in the Student Handbook.

15 Workplace Health and Safety (WHS)

Consistent with the Work Health and Safety Act 2011, PTG will endeavor to ensure the health, safety and welfare of all employees, students and visitors by providing a safe and acceptable environment in all services, courses, and programs.

Student orientation sessions include information on what individual's are required to do in case of emergencies and injuries requiring first aid.

16 Anti-Discrimination

16.1 Harassment and Discrimination Policy

PTG, its staff and students are required under Australian law to adhere to all Australian legislation outlining the provision of a learning environment and workplace free from all forms of harassment and discrimination so that students and staff feel valued, respected and are treated fairly. Students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a time period and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their work by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. 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. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being 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 PTG.

16.1 Harassment and Discrimination Policy (continued)

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

Australian legislation provides the right for all students and staff to learn and work in an environment free from any form of harassment and discrimination:

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to individuals and the PTG organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.