

# PADI RTO

## STUDENT HANDBOOK

PADI RTO #6729

PADI ASIA PACIFIC  
UNIT 3, 4 SKYLINE PLACE  
FRENCHS FOREST,  
NSW, 2086





# PADI ASIA PACIFIC

## STUDENT HANDBOOK

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PADI Asia Pacific

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## INTRODUCTION

PADI Asia Pacific Pty Ltd is a Registered Training Organisation (RTO #6729) that complies with the National Vet Regulator Standards (NVR Standards) and is registered with the Australian Skills Quality Authority (ASQA) - Australia's national regulator for vocational education and training to deliver Vocational Education & Training (VET) qualifications. This allows PADI RTO to issue Nationally Recognised Training (NRT) certificates, called statements of attainment (SOA).

For a list of units of competency and accredited course we are able to offer please click [here](#) and follow the link under the 'Scope' heading.

Our trainers and assessors are highly qualified and have extensive experience and we are here to support our students through our training programs and to ensure they have an enjoyable learning experience.

You can verify an RTO Trainers 'teaching status' by following the link at <http://www.padi.com/scuba/prochek/> or by contacting [rto@padi.com.au](mailto:rto@padi.com.au) before enrolling into a unit of competency / accredited course offered by RTO Trainers through PADI Asia Pacific. You will need to ask your Trainer for their PADI or EFR member number to access the information.

## THE NEW STANDARDS FOR RTO 2015

You are about to become a student in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO we need to meet the requirements of the Standards for RTOs 2015. This is assessed in Australia, by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the NVR Standards and will be re-audited during its subsequent five year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

## STUDENT AND PADI RTO RIGHTS AND RESPONSIBILITIES

As a student in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Student Handbook, but are summarized here for your convenience.

Both the student and PADI RTO have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both PADI RTO and you, the student, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

You will need to provide PADI RTO with your Unique Student Identifier details as part of the enrolment process.

We have a right to expect that you seriously apply yourself to undertaking the course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, trainers, contractors, fellow students and other people whom you meet and come in contact with at PADI RTO.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our students.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a student in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid for, we have an obligation to provide them.

You have a right to be informed of any changes to our course requirements, administrative procedures and regulations and that changes will not be made without appropriate notice and will not disadvantage currently enrolled students.

We have a right, and you have a responsibility to adhere to any reasonable and lawful request by PADI RTO.

You have a right to complain and appeal about anything or any decision we make at PADI RTO, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation and you have a right to, provide prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide Feedback on our Assessment and on the Client Services we have provided.

We have an obligation to evaluate all provided feedback and implement legitimate opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the student, the policies and procedures that students must be aware of. Equally so, you the student, have an obligation to understand those policies and procedures concerning your application, any use of PADI RTO facilities and any property or facilities used by PADI RTO to assess your application.

Students who cannot or chose not to adhere to these rights and obligations may be subject to disciplinary action, this may be a written warning, an interview of may consist of cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

## LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes. Some legislation is applicable to all our students, this is Federal Legislation, other legislation, state based legislation is applicable to people learning and begin assessed in those states.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Education Services for Overseas Students Act 2000
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975

- Sex Discrimination Act 1984
- Privacy Act 1988
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

#### State Based Legislation

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.
- Safety in Recreational Water Activities Act 2011
- Recreational Diving, Recreational Technical Diving and Snorkelling Code of Practice 2010
- Commission for Children and Young People Act and Child Guardian 2000 (QLD)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Recreational Diving and Snorkelling Codes of Practice (WA)

## UNIQUE STUDENT IDENTIFIER

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to hold a Unique Student Identifier (USI). A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. PADI RTO will not be able to issue a Statement of Attainment to a student unless USI has been provided and verified.

As part of the enrolment process with PADI RTO, you will need to provide us with your USI details. Once enrolled for a course with our PADI RTO an email will be sent to your nominated email address containing a PADI RTO enrolment form. Part of the enrolment form is a USI number field. In case you do not hold a USI yet, a link to the USI register will be provided to you. Keep it safe as only one USI will be created for each individual and will stay with you for life. Make sure your name on enrolment form will have same format as the one you have used for the USI creation.

When applying for an USI you will need a valid Australian form of ID from the list below.

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

Once you enter your details, the USI registry system will then be able to check and confirm your details using a system called the 'Documentation Verification Service' or DVS.

Please note that each form of ID that is needed to create a USI requires different information. Outlined below is the information required from each form of ID. Once you agree to the Terms and Conditions of the registry, the USI will be displayed on the screen as well as sent to your preferred method of contact. Make sure you keep it for your reference.

Type of document	Information required
Birth Certificate (Australian)	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• State/ Territory issued</li> <li>• Registration number</li> <li>• Date printed/ issued</li> </ul>
Driver's licence	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• *Note that people with one name only will not verify with DVS using a driver's licence so please use a different form of ID</li> <li>• State/ Territory issued</li> <li>• Licence number</li> </ul>
Medicare Card	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• Card Number</li> <li>• Ref Number</li> <li>• Card Colour</li> <li>• Expiry Date</li> </ul>
Visa (non-Australian passport)	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• Acquisition Date</li> <li>• Stock Number</li> </ul>
Australian passport	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• Document Number</li> </ul>
Certificate of Registration by Descent	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• Acquisition Date</li> </ul>
ImmiCard	<ul style="list-style-type: none"> <li>• First name</li> <li>• Middle name</li> <li>• Family name</li> <li>• Card Number</li> </ul>



The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes PADI RTO's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use,
- Adequate staff training including topics such as safe work procedures,
- Properly maintained facilities and equipment,
- A clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

## HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our Trainers understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our Trainers are aware of the processes and procedures for addressing any form of harassment or discrimination.

Trainers and 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 period time 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 job 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 of PADI RTO.

**'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

- All Trainers and students have a right to work in an environment free of 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 our 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,
- Trainers and students should not make any frivolous or malicious complaints. All Trainers and students are expected to participate in the complaint resolution process in good faith.

## PRIVACY

We take the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act 1988 and National Privacy Principles (2001).

Your enrolment form provides for students to give permission for us to discuss the students' progress with their employer. In some cases we will be required by law or required by the NVR Standards to make student information available to others. In all other cases we ensure that we will seek the written permission of the student.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, PADI RTO will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

#### NATIONAL VOCATIONAL EDUCATION AND TRAINING ACTS 2011

This act is named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTO's in most states of Australia, and any RTOs that operate in more than one state in Australia.

This includes the right of ASQA to audit PADI RTO, apply penalties for noncompliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO.

We are answerable to ASQA for our operations.

For more details, please refer to the link: <https://www.legislation.gov.au/Details/C2016C00403>

#### STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

These are the standards that govern our operation as a RTO.

Thus we are answerable to ASQA for our conduct as a RTO. Being an RTO is a privilege not a right and as such we need to comply with all the requirements of the standards and of ASQA all the time.

#### WORKING WITH CHILDREN

Where we deliver a training programme for participants under 18 years of age, we will comply with all Federal and State working with Children legislation, such as the NSW Commission for Children and Young People Act 1998.

A list of all relevant legislation is available from the Federal Police Website:

<https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks>

Further information on the Working with Children's Check is available from our CEO.

## FEES AND REFUND POLICY

PADI does not charge for its training programmes. However, we do charge an administration fee for the processing of certificates, which is charged to the Trainer (or the store where they teach). Any applicable fees for courses aligned to our training programmes are negotiated between you and the Trainer or the store, training facility or dive centre.

PADI RTO will issue a Statement of Attainment (SOA) when we have received notification of the completed training programme in line with the set administrative procedures.

A course fee is charged by our registered RTO Trainers when booking and training/assessment dates set.

- Course cancellation of less than 21 days or less notice forfeits the course fees.
- Course cancellation of greater than 21 days allows for 100 % of the fees paid to be refunded.
- Shifting to alternative course start dates with greater than 21 days' notice is done without charge.
- Shifting to alternative course start dates with 21 days or less notice attracts a maximum of AU\$100.00 administration fee.
- Requests for variation of the refund policy should be made in writing to PADI RTO.

We guarantee to conduct the assessment for the student when full payment had been made. Should circumstances occur where we are unable to provide the service that the student has contracted to PADI RTO Trainer will refund all monies paid in full. Lost statements of attainment can be replaced, a fee is payable and will require the student to advise of their name and produce photo ID when requesting the replacement certificate through their RTO Trainer.

PADI RTO Trainer may accept payment of no more than AU\$1,000 from each individual student prior to the commencement of the course. Following course commencement, the PADI RTO Trainer may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed AU\$1,500.

## STUDENT TRAINING RECORDS POLICY

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our student's privacy.

Individual hardcopy student records will be stored in a lockable secure office area. Our electronic records are stored in our student records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a back up of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain student results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our students in the future (AVETMISS), we will use the features inside our student record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual student training records will be limited to those required by the NVR Standards such as:

- Trainers and assessors to access and update the records of the students whom they are working with,
- Management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- students authorising releases of specific information to third parties in writing,
- The student's themselves, after making application in writing. For example students seeking a replacement Statement of Attainment.
- The student can access their records by completing the "Student Record Access form". Please contact one of the staff members for assistance.

## RECOGNITION OF OTHER QUALIFICATIONS

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by PADI RTO.

Students would be required to produce a certified copy of the original certificate to PADI RTO or in some cases the trainer, who will make note of the qualification in our record system.

## ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programmes.

Any issues or questions regarding access and equity can be directed to PADI RTO.

## LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE campus.

## STUDENT SUPPORT, WELFARE AND GUIDANCE

We will assist all students in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of PADI RTO's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with PADI RTO, who will assist you to the full extent of our capacity.

If your needs exceed PADI RTO's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

### **Interpreting Services:**

TIS 13 14 50

**Lifeline:** 131 114

### **Literacy and Numeracy Support:**

#### **National:**

Australian Council of Adult Literacy phone 03 9469 2950 email [acal@pacific.net.au](mailto:acal@pacific.net.au)

**New South Wales:** NSW Adult Literacy and Numeracy Council Phone 1300 655 506 Web: [www.literacyline.edu.au](http://www.literacyline.edu.au)

## FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

PADI RTO recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

PADI RTO will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students or they may include having someone record the student’s spoken responses to assessment questions.

PADI RTO undertakes to assist students achieve the required competency standards where it is within our ability.

Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or PADI RTO.

## CLIENT COMPLAINTS AND APPEALS

PADI RTO treats complaints and appeals very importantly and we will deal with these in an effective and timely manner, typically resolving all complaints within three weeks.

PADI RTO will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

The data entry responsibility lies with the CEO.

A student can complain about any aspect of our dealings with them, and the student can appeal any decision we make, including assessment decisions.

In the first instance that a student is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the student feels that they would prefer not to approach the trainer, then the CEO is available to discuss the issue.

If the complaint is about the CEO in their role as a trainer, the Administration staff is able to take on the responsibility of the CEO in resolving the issue.

Should the complaint or appeal not be resolved in the first instance, then the student is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, or the CEO.

This formal complaint or appeal will be entered into our Complaints & Appeals Register for tracking purposes. This is the responsibility of the CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of students is in danger, we will, with the permission of the student, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Student confidentiality will be maintained at all times as is consistent with NSW Law.

Engagement of the external assistance will be the responsibility of the CEO.

Upon our receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.



This will involve at least a formal interview with the student, the trainer (if appropriate) and the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the student and ourselves, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au), Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, will be borne by PADI RTO.

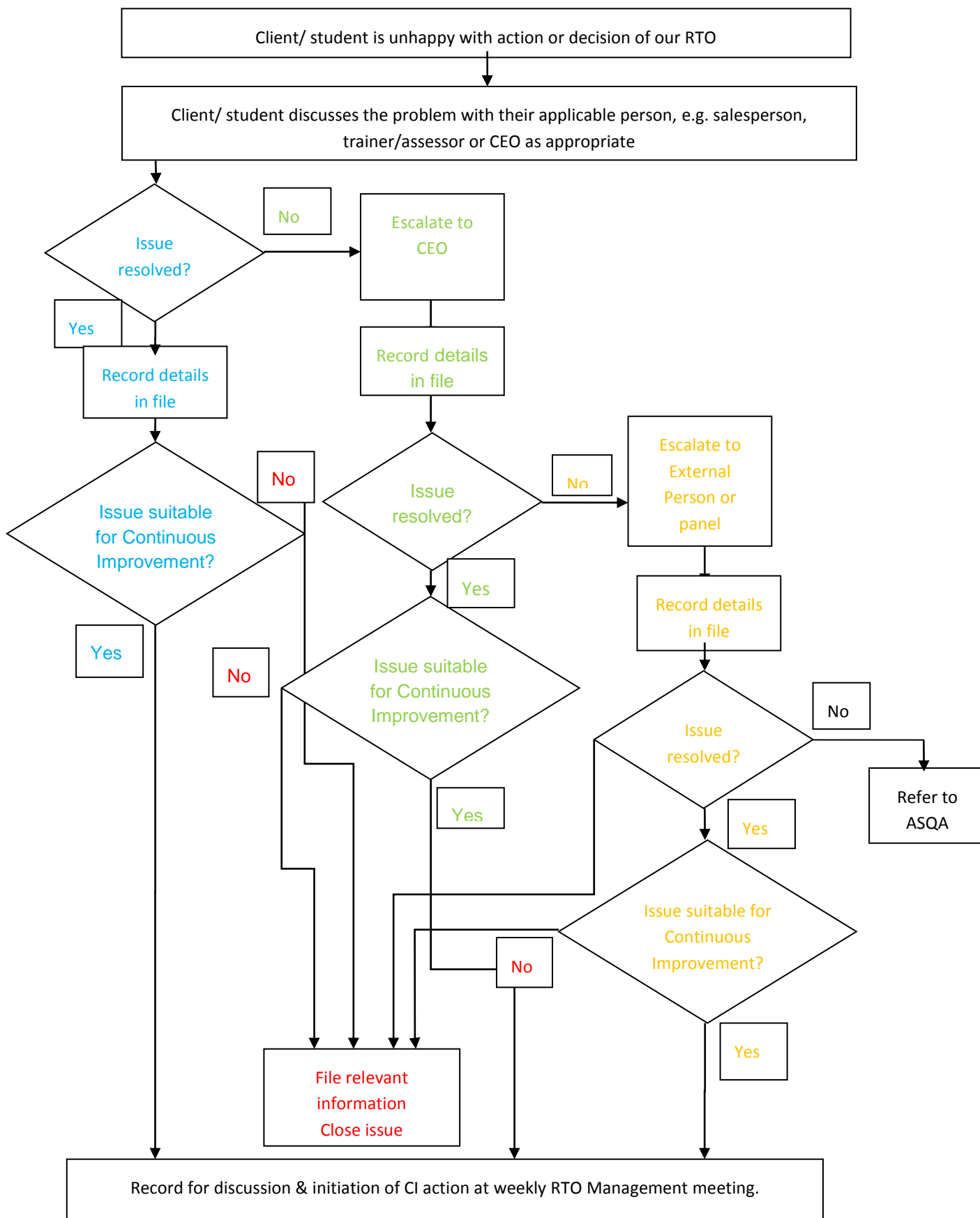
The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling process at:

<http://www.asqa.gov.au/complaints/complaints.html>

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Ph. 133 220.

FLOW CHART REPRESENTATION



## DISCIPLINE

PADI RTO attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

PADI RTO, has a zero tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

We expect that our Trainers will maintain a professional and ethical working relationship with all other Trainers, management and students. Any breach of our disciplinary standards will be discussed with the trainer and PADI RTO CEO and the appropriate action will be taken.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

## RECOGNITION OF PRIOR LEARNING POLICY (RPL)

PADI RTO recognises that students will have acquired vocational skills from a variety of different sources, including those other than formal training. These skills are valid irrespective of how they were acquired.

Students who believe they have skills and knowledge that would be covered in the training programmes offered should apply at time of enrolment to have their skills and knowledge assessed and, where appropriate, have the training programme reduced as appropriate.

Students can make an application for RPL to PADI RTO at any time during the training programme. An RPL Application Form is available from PADI Training Department. Evaluation of RPL applications is charged at \$126 per hour.

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
    - Be equitable, culturally and linguistically appropriate,
    - Involve procedures in which criteria for judging performance are made clear to all students,
    - Employ a participatory approach,
    - Provide for students to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- Careful design of the assessments,
- Validation and moderation of the assessment materials conducted in our annual review,
- An understanding of the definition and practical application of the above definitions.

## ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Re-assessment is available on appeal, see details in the appeal process section.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Trainers are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.