

PRO-SYSTEM TRAINING SERVICES P/L

PARTICIPANT HAND-BOOK



NATIONAL PROVIDER NUMBER: 30913

Pro-System Training Services P/L

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WELCOME TO PRO-SYSTEM TRAINING SERVICES (PRO-SYSTEM)

Pro-System is a leader in delivering quality training, developed by professionals with 'real life' experience to the construction and hospitality industries as well as the security industry. Our mission is to be recognised for our commitment to developing people's performance through quality training programs that also deliver on flexibility and value to the customer.

Taking responsibility for your own learning, managing your own learning and being open to new opportunities to learn will help you to maximize your growth and future possibilities.

This participant hand book has been developed to outline your rights and our expectations with regard to the training services provided to you by Pro-System.

In pursuit of its mission, Pro-System commits to the following values:

- Providing a quality service at competitive rates
- Remaining ethical & accountable in all that we do
- Supporting respect for others & appreciating the value of difference & diversity
- Responding to changing needs without compromise to quality
- Managing a sustainable development into the future
- Ensuring an environment that is safe, supportive & stimulating
- Acting honestly & responsibly whilst maintaining confidentiality

COMPETENCY BASED TRAINING

Vocational education and training is competency-based which means that greater emphasis is placed upon what a person can do in the workplace as a result of completing their training. Competency-based training (CBT) programs are based on standards set by industry. Unlike at school, CBT is not time based. Once you have achieved the skills and knowledge necessary for a unit or cluster of units, you can progress to the next stage.

Pro-System recognises all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by all other registered training organisations, thereby enabling national recognition of qualifications and statements of attainment issued to any person.

EMPLOYABILITY SKILLS

So that you can achieve competency in any unit, all nationally recognised training requires you to demonstrate proficiency in several areas which have been incorporated into your learning and assessment. These areas are:

- **Communication** that contributes to productive and harmonious relations across employees and customers. This may be demonstrated through active listening, speaking clearly, being assertive and writing effectively for a particular audience.
- **Planning and organising** that contributes to long and short-term planning. Activities demonstrating this could cover managing your time and priorities, being resourceful, participating in continuous improvement and taking initiative and making decisions.
- **Teamwork** that contributes to productive working relationships and outcomes demonstrated by your ability to work effectively in diverse teams, defining your role within the team, identifying the strengths of team members and working towards consensus.
- **Problem solving** that contributes to productive outcomes shown through your ability to identify problems, define the key issues, offer solutions based on a range of options, use numerical and other data to help solve problems and use a range of strategies to solve those problems.
- **The use of technology** that contributes to the effective carrying out of tasks. Having a range of basic IT skills and applying those skills to organise data and using IT as a management tool are some of the ways this skill can be demonstrated.
- **Initiative and enterprise** that contributes to innovative outcomes can be shown through your ability to adapt to new situations, being creative, translating ideas into action, generating a range of options and initiating innovative solutions.

- **Self-management** that contributes to employee satisfaction and growth as demonstrated by evaluating and monitoring your own performance, taking responsibility, having knowledge and confidence in your own ideas and articulating those ideas.
- **Learning** that contributes to ongoing improvement and expansion in employee and company operations and outcomes. This means that you will manage your own learning using a range of media and applying that learning to practical situations.

The level of development of these skills is determined by the level of the qualification/accredited course/unit of competency you are completing. These employability skills have been recognised by industry as necessary for individuals to perform competently in the workplace.

ASSESSMENT

Once you have been trained in the skills and knowledge of your qualification, it is necessary to check that these skills and knowledge have been achieved to the required level. This is what we term assessment. Assessment means that we gather evidence from you and judge that evidence against particular criteria. The evidence we gather can be divided into three (3) categories:

1. **Direct** evidence is gathered when your assessor observes you demonstrating a skill or inspects workplace documents completed by you that demonstrate your competency.
2. **Indirect** evidence is used when it is not possible or desirable to gain direct evidence (e.g. implementing emergency procedures in the event of a riot or fire!). Simulations of real events or role plays can also be used.
3. **Supplementary** evidence is used to support other forms of evidence already obtained. This usually includes written and/or verbal answers to underpinning knowledge questions.

TYPES OF ASSESSMENT:

RECOGNITION OF PRIOR LEARNING

This type of assessment is appropriate for when you already have the skills and knowledge necessary for the unit or qualification gained through previous experience from the workplace or life and do not require any further training to gain competency.

TRAINING & ASSESSMENT

This is where you attend structured training sessions and then provide evidence of competencies achieved in the workplace and/or simulated environments.

CREDIT TRANSFER

When you can provide evidence that you have completed some of the units of competency through the provision of an AQF qualification or Statement of Attainment with the same qualification/unit/course code awarded by another Registered Training Organisation (RTO), then a credit transfer will be given. It must be noted that some courses/qualifications have time limits imposed upon them. When this is the case, refresher training/assessment or full retraining & assessment may be required.

FLEXIBLE PATHWAY

This is where you use a combination of the above types of assessment to achieve competency.

ASSESSMENT RESULTS:

Vocational training judges the evidence you provide against a set standard. Once you have reached that standard you are deemed to be **competent** or **C**. Until this occurs you are considered to be **not yet competent** or **NYC**. Once you have completed all units necessary for your course, a nationally recognised certificate or statement of attainment will be issued **OR** a statement of attainment will be issued for those units completed successfully if you fail to finish the course.

PARTICIPANT FILES

Pro-System keep both electronic and paper copies of your files. These are stored securely and information is only shared with those who have authority to be given this information. This can include

statistical information which is made available to the State and Federal Governments for research and evaluation purposes. You have the right to view your own files once we have verified your identity e.g. sighting of current driver's license or current passport. If, at any stage, your personal details change, please inform your trainer or reception with the latest information.

While you are undertaking your training program, there will be times when Pro-System and/or its trainers, managers or administration staff may need to discuss your situation with others. Unless otherwise advised in writing, by completing the enrolment process with our RTO you authorise us to release information to the employer or employment service provider who has referred you to us (if applicable). We will not disclose your details to any other person or organisation without your written consent.

Also while you are undertaking your course or training program, Pro-System trainers, managers or administration staff may take photo, video or audio recordings of you participating in training and assessment activities. Unless otherwise advised in writing, by completing the enrolment process with our RTO, you authorise us to use these images and/or recordings for training and marketing purposes.

PARTICIPANT SUPPORT & WELFARE

Pro-System want to ensure that its participants have the best possible chance of succeeding in gaining competency in the units in which they enrol. To this end, you may be asked to complete a language, literacy, numeracy (LLN) indicator tool. If further assistance is required, this will be negotiated with your trainer & if necessary, referral to a LLN specialist will be arranged. Support, welfare & guidance are available for all participants. Please discuss any concerns with your trainer or refer to the Support Reference Guide in this booklet.

PRO-SYSTEM POLICIES

As a Registered Training Organisation, we agree to abide by the principles and standards of the Australian Quality Training Framework (AQTF). Following is a summary of the policies and agreements relevant to participants, prospective participants and clients.

LEGISLATIVE REQUIREMENTS

Pro-System agrees to abide by all laws enacted by the State and Federal Governments, in particular: Vocational Education, Training and Employment Act 2000, Work Health and Safety, Workplace Relations Act and the Vocational Placement Standards.

EXTERNAL REVIEW

Pro-System has agreed to participate in external monitoring and audit processes required by the State Training Authority. This covers random quality audits, audit following complaint and audit for the purpose of re-registration. As an AQTF compliant organisation, we are subject to audits to maintain this registration.

TRAINING AND ASSESSMENT STANDARDS

Pro-System has appropriately qualified and experienced team members to deliver training and to facilitate assessment commensurate with the courses offered. Adequate facilities, equipment, training materials and assessment tools will be provided so that the learning environment is conducive to the success of participants. All training materials and assessment tools provided meet the criteria for AQTF accreditation.

DISCIPLINARY POLICY

Pro-System expects that all participants will conduct themselves in a manner that is considerate and reasonable at all times. You must ensure that you abide by the Pro-System expectations listed in this document. If you breach any of these expectations you may be subject to disciplinary action. These actions can and will include:

- Verbal warning
- Written warning
- Suspension of enrolment
- Termination of enrolment and forfeiture of all monies paid

The severity of the action is dependent upon some of the following factors:

- The seriousness of the offence
- Prior offences and the disciplinary action taken then
- Previous responses to the above action

Written records of any of the above circumstances and actions will be kept in your file and remain there for a period of not less than twelve (12) months.

ACCESS AND EQUITY (ANTI-DISCRIMINATION) POLICY

It is the policy of this company that access to all the courses that it provides will be offered fairly and equitably to all. Access, in this context, means access to:

- the physical environment in which teaching is conducted
- all resources provided in the delivery of any courses
- the information provided within the courses
- the communication, verbal or written, provided within any courses offered

Full access and equitable treatment will be offered irrespective of a client's:

- | | |
|------------------------|-------------------|
| • Gender | • Race |
| • Religion | • Age |
| • Political belief | • Marital status |
| • Pregnancy | • Parental status |
| • Trade union activity | • Impairment |

In the context of this policy, full & equal access includes protecting participants from harassment, bullying and vilification of any sort and for whatever reason including those listed above.

MARKETING AND ADVERTISING POLICY

It shall be the policy of this company that all marketing and advertising that this company uses will comply with all legislated requirements and other specified guidelines. This includes but is not limited to the following guidelines and legislation:

- Guidelines for the use of the Nationally Recognised Training Logo
- Guidelines published by the Office of Fair Training (Qld)
- *The Fair Trading Act* (Qld) 1989
- *The Trade Practices Act 1974*

Any advertising, marketing or promotion in which this company participates will be ethical, truly represent this company, its products and services and all costs associated with those products and services.

CUSTOMER COMPLAINTS AND APPEALS POLICY

It is the policy of this company that all customer complaints be seen as an opportunity to improve the standard of service which this company offers to its clients. Accordingly, all complaints will be dealt with in a professional and courteous manner. The nature of the complaint will be investigated, documented and any action items identified will be followed up in a timely manner.

It is the policy of this company that all appeals against assessment decisions are to be received with the highest level of courtesy, respect and patience; the principles of natural justice will be held to be paramount at all levels of the appeals process.

Complaints/appeals may be lodged either verbally or in writing. An investigation will proceed and findings will be reported to the participant. If the participant is still dissatisfied with the outcome, the complaint/appeal will be referred to the relevant government regulatory body or you can contact the National Training Complaints Hotline, telephone 1800 000 674.

SUPPORT REFERENCE GUIDE:

DISABILITY SUPPORT – If you indicate that you have a disability, your trainer will liaise with you & the relevant disability support agencies/case worker to help you progress through your training program by customising the material where necessary without compromising the integrity of the outcomes of the unit/course/qualification.

LEARNING/SOCIAL SUPPORT – If you indicate that you have learning difficulties or where personal/social circumstances affect your progress through your course, Pro-System will endeavour to support you where possible, including referring you to one of the organisations listed below if applicable:

Lifeline	131 114
Interpreting Service	131 450
Alcohol & Drug Information Service	1800 177 833

PRO-SYSTEM EXPECTATIONS

- It is expected that the participants attend the course for the full duration of the course.
- Attendance will always be recorded on attendance sheets. Late arrivals and early departures will be recorded.
- If the participant is running late or cannot make the course for that day they are to contact the office on 38 522 522, so that the trainer may be informed.
- If the participant cannot fulfil the requirements of the course due to illness or personal factors – then consideration will be given to completion of the course at a later date – at the discretion of Pro-System.
- The participant shall present themselves in clean and neat attire.
- The participant shall treat personal hygiene with the utmost importance.
- The participant shall inform the trainer of any injury that may already exist prior to the commencement of any physical activity.
- The participant shall inform the trainer of any injury that has occurred as a result of the physical activities run by Pro-System.
- The participant shall respect the rights and opinions of the staff and other participants enrolled in the course.
- The participant will be courteous towards other persons and businesses within the building complex.

- The participant will adhere to all work health and safety requirements while attending a training course, irrespective as to the training location.
- The participant will adhere to all directions given by any staff member of Pro-System.
- The participant will comply with evacuation procedures in the event of an emergency.
- The participant will only smoke in areas that are outside non-smoking areas.
- The participant will ensure that all rubbish will be placed in the receptacles provided by the training organisation and leave the training facilities clean and tidy.
- Mobile phones are to be turned off and out of sight during training sessions.
- Training will not be delivered to participants who are deemed to be under the influence of alcohol or drugs.

Keeping a Copy of Your Work

Please retain a copy of all work that you submit to Pro-System Training Services. Regrettably we must ask you to re-do any Assessment Tasks that are lost in transit.

Change in Situation

Students must advise Pro-System Training Services in writing of any changes in their personal details.

Failure to notify of any change in personal details may result in an administration fee for the re-issuing of certificates if already printed or sent out to current recorded address. The administration fee for the re-issuing of certificates will be quoted upon request.

Personal Presentation

Pro-System Training Services has a duty of care to all their participants and staff to ensure their safety and welfare.

For personal presentation participants are required to wear appropriate casual attire such as jeans, polo-type shirts, or other types of collared shirts or sweaters for any scheduled training session. Covered footwear is essential for all courses. Failure to comply will result in the participant being asked to leave and return at another time.

Cancellation Policy

Course cancellation policy for individuals or Groups

We acknowledge that sometimes there is a need to cancel your enrolment from a course. If you cannot attend or no longer require a place, please provide written notice of cancellation as set out in the "Refund Policy" requirement prior to the enrolled course start date.

Do so by the following means:

Email: training@prosystem.com.au
 Fax: (07) 38 522 252
 Mail: P.O.Box 333, Royal Brisbane Hospital, QLD, 4029

Failure to provide sufficient notice will result in no refund being available.

Course cancellation initiated by Pro System Training Services

Occasionally it is necessary for courses to be cancelled, or rescheduled, by Pro-System Training Services. Pro-System Training Services will send an email or an SMS via phone to advise you of the cancellation and, if possible, provide you with a new date for the course. Pro-System Training will endeavor to give at least 48hrs notice prior to the course start date.

REFUND POLICY

It shall be the policy of this company that refunds of fees and deposits paid to this company by its clients, are to be given, where requested, fairly and equitably.

Where this policy considers the issue of fairness, it does so considering a fair reconciliation of the needs of both parties involved. On behalf of the client, this policy considers the right to as complete a refund as possible; on behalf of the company, this policy considers the inconvenience suffered and financial loss incurred by this company in the event of a client's late withdrawal from a confirmed place in a course.

Should a participant withdraw from a course which has already begun, no refund will be given. However, the money will be held as a pro-rata credit for the participant should they wish to complete the remainder of the course at some future time. If this occurs, Pro-System reserves the right to charge a fair and equitable recommencement fee in order to cover the administration costs and other financial losses suffered by this company.

It is a policy of this company, should any participant(s) have been deemed to have breached any of Pro-System's assessment requirements or code of conduct (see disciplinary policy) they will not receive a refund.

General Course Refunds

1. If you cancel your booking we will refund your money less admin/fees of \$30.00 provided you cancel your booking 48 hours prior to the course start date and the cancellation is given to us in writing;
2. If you cancel your booking we will refund your money less admin/fees of \$50.00 provided you cancel your booking prior to the course start date and the cancellation is given to us in writing;
3. Refunds outside of these conditions will not be given.
4. If participants fail to attend the course on the day, no refund will be given - (Special Exceptions will be considered).

Course Refunds for all Security, First-aid, RMLV.

1. If you cancel your booking we will refund your money less admin/fees \$50.00 and provided you cancel your booking 5days prior to the commencement date, the cancellation is given to us in writing and all supplied course material is returned in good condition and reusable.
2. If you cancel your booking 48hr prior to the commencement date we will refund your money less admin/fees \$ 100.00 and provided the cancellation is given to us in writing and all supplied course material is returned in good condition and reusable,
3. Failure to return all supplied course material in good and reusable condition and/ or within 5days of cancellation will attract a further administration fee of \$60.00 or remained of course fee, whichever is greater.
4. Refunds outside of these conditions will not be given.
5. If participants fail to attend the course on the day, no refund will be given - (Special Exceptions will be considered).