

Participant Handbook

Version 1





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Introduction

Welcome to Print Training Australia!

Print Training Australia is pleased to have you with us. Whether you are a part-time or full-time Print Training Australia participant, we want you to enjoy and benefit from your training program. A nationally recognised training program ensures your career moves in the right direction.

Individuals are increasingly capitalising on the competitive advantage gained by improving their skills and knowledge. Competent, well trained individuals are equipped with the skills and flexibility needed to adapt quickly to the rapid pace of change in the workplace.

Print Training Australia sought recognition to be a registered training organisation because the company is committed to lifelong learning and ongoing skills development. Print Training Australia is playing an important role in encouraging employment growth and a training culture, and creating a framework in which effective employment opportunities and training is more likely to take place.

Print Training Australia places great emphasis on attracting the most competent Trainers and Assessors in the market. The company is committed to ensuring a safe and productive work environment for all our participants and others with whom we associate at work.

Print Training Australia provides:

- learning that is workplace relevant and improves career opportunities
- flexible training options that recognise the needs of each individual
- Trainers and Assessors with recent and relevant industry experience and expertise
- innovative and responsive training delivery
- expertise to identify, and clarify training needs and the ability to deliver training that meets those needs
- learning programs that make sense in the work environment
- participants with the required skills and knowledge for the future
- hands on practical skills linked to underpinning knowledge
- a learning environment that adapts to change and the demands of the day
- training that leads to career advancement.

As a registered training provider, Print Training Australia strives to ensure quality in all aspects of training and assessment, whilst meeting the requirements of all applicable governing bodies.

In this document any reference to “Print Training Australia” is a reference to CLB Training & Development Pty Ltd (A.C.N. 105 177 044) as trustee for the CLB Unit Trust (A.B.N. 82 443 695 367) trading as “Print Training Australia” (TOID 40122)

Training Program Information

Print Training Australia incorporates adult learning principles into the training and assessment strategies of all its training programs.

Print Training Australia will, prior to the training program commencement, give participants all relevant information about the program of study, availability of learning resources and appropriate support services. A pre-training review will also be conducted to identify any specific needs, including skills recognition or Recognition of Prior Learning (RPL) that individuals may have.

Print Training Australia will ensure that training and assessment occurs in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising.

Participants are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

Print Training Australia prides itself on its ‘people development’ through training programs. Training programs can assist participant’s progression pathways within their workplace.

Course Information

Participants will receive the following information that will assist in better understanding their rights, role and responsibilities whilst undertaking a training program with Print Training Australia:

- A detailed course outline which provides information on the course content
- Session dates/times and length of course
- Access and equity information
- Language, literacy and numeracy support
- RPL (recognition of prior learning) procedure
- Complaints process
- Fees, charges and refunds information
- Pre-requisites for entry into the training program
- Assessment methods to be used
- Qualifications issued
- Entry pathways, further training and career pathways
- Print Training Australia's Dynamic Training System (DTS) information.

Pre-Training Review

Print Training Australia will conduct a pre-training review for each individual participant. The pre-training review provides a detailed outline of the training program, final training plan negotiation, a language, literacy and numeracy (LLN) assessment, a copy of the participant handbook and an opportunity to apply for recognition of prior learning or credit transfer (both forms of 'skills recognition'). Pre-training reviews ensure that all participants are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Participants who do require assistance or support with any special need, including LLN, can speak confidentially with their Trainer and Assessor. Print Training Australia's experienced staff can discuss options for participation in training programs to assist participants in achieving competence.

Participant Support Services

Print Training Australia follows sound management practices to ensure effective participant services. In particular, Print Training Australia has established standards to ensure timely issuing of assessment results and qualifications.

Print Training Australia will ensure the vocational needs of participants are taken into account in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill or personal need factors.

Print Training Australia provides the following in support of training:

- Continuous access to Trainers and Assessors
- Detailed course information
- Additional resource information
- Flexible delivery methodologies
- Flexible assessment methodologies.

Academic Support

The team at Print Training Australia will provide participants with advice, support and assistance if they are experiencing any difficulty with the program. Participants' course progress will be monitored through participation, completion of tasks and responses to questions.

If a participant fails to demonstrate competency at an assessment, the trainer supports them with measures such as:

- reasonable adjustments
- further training
- one on one coaching
- additional learning resources
- alternate methods of training or assessment.

Specialist Support

Print Training Australia provides access to specialist support for participants who may have special needs, including assistance for:

- language, literacy and numeracy
- people from disadvantaged backgrounds
- persons from non-English speaking backgrounds
- people without adequate social skills
- people with disabilities
- people in rural or isolated locations.

Print Training Australia can provide access to specialist assistance for participants who require support with language, literacy or numeracy. Prior to commencement of training, participants identified as having language, literacy and numeracy difficulties that could affect their ability to complete their studies will be provided with access to external specialist services to assist them. Print Training Australia will work in cooperation with the external specialist services to ensure successful outcomes.

Processes will be implemented to identify, counsel and provide access to appropriate assistance for participants with special needs. Assistance will be administered to participants identified with special needs in the form of information and/or referrals as required.

Further information can be obtained from:

Australian Apprenticeship Centres	http://www.australianapprenticeships.gov.au/
Domestic Violence	http://dvrcv.org.au/
Gambling	http://www.relationships.org.au/
Drugs and Alcohol	http://www.adin.com.au/content.asp?Document_ID=38#vic
Depression	https://www.beyondblue.org.au/
Salvation Army	http://www.salvationarmy.org.au/
St. Vincent De Paul	http://www.vinnies.org.au/
Centrelink	http://www.humanservices.gov.au/

Trainers and Assessors

Print Training Australia will ensure that all Print Training Australia Trainers and Assessors;

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors,
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training program being trained/assessed and will continue to develop their VET knowledge and skills as well as their industry currency and trainer/ assessor competence.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources or assessment activities.

Workplace Mentor/Supervisor

Workplace mentors will provide participants with support, coaching and mentoring on the job. They can provide information and resources regarding relevant policies and procedures and assist participants with their training program. They may also contribute to some assessment tasks in conjunction with Print Training Australia Trainers and Assessors.

Traineeships and Apprenticeships require structured training withdrawal throughout the training program. Workplace mentors will facilitate and ensure structured withdrawal is afforded to all Australian Apprentice/ Trainees within their workplace, to allow adequate time to develop the necessary skills and knowledge to demonstrate competence throughout the training program.

Participant Rights and Responsibilities

Participants and workplace mentors have rights and responsibilities governed by State and Federal legislation.

Participant Rights

All participants have the right to:

- be treated fairly and with respect by all Print Training Australia employees and other participants
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- receive adequate withdrawal from routine work duties to undertake structured training activities
- have their personal details and records kept private and secure according to Print Training Australia's privacy policy
- access any information Print Training Australia holds about them, including their records free of charge (provided that their relevant tuition fees for the records they wish to access have been paid)
- have their complaints dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions; all Print Training Australia internal complaints and appeals processing is free of charge
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they may need to effectively participate in their training program
- provide feedback to Print Training Australia, on the client services, training, assessment and support services they received.

Participant Responsibilities

All participants, throughout their training and involvement with Print Training Australia, are expected to:

- treat all others with fairness and respect and to not do anything that could offend, embarrass or threaten others
- not harass, victimise, discriminate against or disrupt others
- treat all others and their property with respect
- respect the opinions and backgrounds of others
- follow all policies and procedures as directed by Print Training Australia employees
- report any perceived safety risks as they become known
- not possess any articles or items that may threaten the safety of self or others during training delivery
- notify Print Training Australia if any of their personal information or contact details change
- provide relevant and accurate information to Print Training Australia in a timely manner
- apply themselves to their course with due personal commitment and integrity
- complete all assessment tasks, learning activities and assignments honestly and without plagiarism or cheating
- hand in all assessment tasks, assignments and other evidence of their work on time
- participate in regular contact with their Trainer and Assessor where directed
- progress steadily through their course in line with their training plan
- prepare appropriately for all assessment tasks, visits and training/coaching sessions
- notify Print Training Australia if any difficulties arise as part of their involvement in the program
- notify Print Training Australia if they are unable to attend a workplace visit or training/coaching session for any reason at least twenty-four (24) hours prior to commencement of the activity
- refrain from smoking at training venues and on the premises of Print Training Australia
- make agreed payments for their training within agreed timeframes.

Work Health and Safety (WHS) responsibilities:

- to protect own health and safety and to avoid adversely affecting the health and safety of any other person
- to not wilfully nor recklessly interfere with, or misuse anything provided by Print Training Australia in the interests of health, safety and welfare
- to cooperate with health and safety directives given by staff at Print Training Australia
- to ensure that they are not, by the consumption of drugs and/or alcohol, in such a state as to endanger own health and safety or that of others.

Structured Training Withdrawal

Structured Training Withdrawal (time spent on developing your skills and knowledge in the workplace) is an essential component of your development and is a mandatory requirement for all traineeship and apprenticeship participants.

Whilst it can vary week to week, your time on structured training activities must average out, per month, as follows:

- 12 hours for full-time employees
- Pro rata to the full time equivalent for part-time employees.

Structured training withdrawal occurs in many ways and the Print Training Australia logbook provided to all participants has been pre-populated with some of the most common types, however you may record any other activities that you and your mentor/supervisor consider appropriate. If you are unsure, please consult your Print Training Australia Trainer and Assessor.

Note: You are required to maintain the logbook throughout the duration of the training program. In other words, you must complete a log for each and every week, and your Trainer and Assessor will ask to see it at least once per training cycle.

Training and Assessment Methods

Training by Print Training Australia is delivered using a variety of flexible approaches to learning, including techniques such as: classroom based learning (face-to-face and remotely), on the job instructions, self-paced learning, group based learning, coaching, on-line learning and workplace training. Flexible delivery means providing training in a way that best suits employers and participants and to enable each to fulfil the requirements of the nationally recognised competencies.

Print Training Australia will, prior to the training program commencement, give participants all relevant information about the nationally recognised qualification, the requirements of the accredited training program or endorsed training package (if requested) and availability of learning resources and appropriate support services.

At all times, Print Training Australia will ensure that training and assessment occurs in accordance with the agreed training plan.

Training Delivery

The flexibility in training delivery incorporates options that best suit the individual's learning needs:

- Workplace delivery – Trainer and Assessor led training sessions on-site
- Workplace mentoring – Workplace Mentors provide additional training and support to participants
- One-on-one coaching sessions
- On-the-job coaching sessions
- Self-paced learning – working through training resources outside of scheduled training delivery.

Print Training Australia will comply with all laws relevant to the operation of the training premises including occupational health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Print Training Australia will ensure that training facilities, equipment and courseware is adequate for the training program being delivered and are maintained in good working order.

Training methods or 'Delivery modes' may include (but are not limited to):

- Face-to-face group workshops
- One-on-one coaching sessions
- Projects/assignments.

Assessment

To be awarded a qualification, a participant must be deemed as 'competent' in all units of competency prescribed for that course. In turn, in order to achieve competence in each unit, the participant must satisfactorily complete each prescribed assessment task. Primarily, these areas of competence and the associated assessments are based on; performance criteria, skills, knowledge and foundation skills.

All training programs delivered by Print Training Australia are developed by referencing competency standards as set and endorsed by industry skills councils. Participant competency for each cycle in their training program will be assessed by qualified staff using strict assessment criteria. When a participant can demonstrate competency for the required number of units of competency specified for their training program, the full qualification will be awarded. Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a statement of attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required level of competency at the close of the program will be provided with information, advice and/or counselling on options or opportunities to achieve competence and be re-assessed.

Aside from these basic obligations, the fundamental philosophy of Print Training Australia is to be as practical as possible and relate both training programs and the associated assessments to industry applications. Therefore industry standards of competence and skill level are the basis of assessment.

Wherever possible, a practical assignment or project will be used to assess a participant's competence. In many cases, however, the practical application is underpinned by structured, theoretical knowledge. The application of such knowledge may vary considerably, depending upon industry, organisation and business environment or situation. It is therefore necessary, in many cases, to measure a participant's theoretical knowledge using a variety of assessment methods over and above the assignment or project.

Some of the aforementioned delivery methods may also be used as methods of assessment and are complimented by other assessment methods that may include (but are not limited to):

- Written questions
- Demonstration (observations by the Trainer and Assessor)
- Targeted oral questioning
- Supervisor reports.

All assessment tasks must be completed satisfactorily in order for a competent result to be achieved. In turn, each unit of competency must be completed satisfactorily (competence achieved) to be issued the qualification.

Projects/Assignments

All projects should be completed to a standard expected in the workplace/industry. Therefore, all work should be to a professional level, properly labelled, well presented and submitted on time.

All assessment tasks will come with a set of instructions which must be adhered to and all requirements met.

Whilst individual Trainers and Assessors may have specific requirements for an individual project, every project must have a cover sheet (provided in the participant's course folder). The information on the cover sheet must include (at a minimum);

- Trainer and Assessor's name
- Participant's name
- Date of submission
- Participant's signature validating authenticity and compliance with rules on copyright and plagiarism.

All participants must take a copy of their work prior to submitting to their Trainer and Assessor. Copies can be requested at a later date and may incur an additional charge.

The 4 Golden Rules of Handing in Project Work

- Participants must keep a copy of all submitted work*
- Projects must be submitted by due date and time
- Projects must only be handed directly to the Trainer and Assessor of that subject or person nominated by the Trainer and Assessor to collect projects
- Projects must be accompanied by the cover sheet

*Print Training Australia accepts no responsibility for lost project work.

Deferred Assessment

In valid cases, a participant can apply for a Deferred Assessment (extension of deadline for submission of assessable work). Deferred Assessment must be arranged with the relevant Trainer and Assessor at least two (2) weeks (14 days) prior to the initial due date. The maximum time extension possible under this agreement is 14 days from the original due date.

In cases of hardship or extenuating circumstances, a participant may apply for special consideration in order to defer assessment further. Special consideration must be applied for through the Trainer and Assessor at least two (2) weeks (14 days) prior to the due date of the project or assessment activity etc.

Competency Based Assessment

Competency based assessment is very flexible, so can be tailored to meet the needs of each individual participant. It is evidence based, which means that participants provide evidence of competence to the assessor. Some examples of evidence collection methods include:

- Observation (made by the Trainer and Assessor) of skills demonstrated by the participant
- Responses to case studies
- Written assignments
- Responses to questioning (verbal or written)
- Completion of projects
- Reflections (keeping a journal for example)
- Oral presentations.

Training and Assessment Standards

Print Training Australia is committed to delivering training and assessment consistent with the highest industry standards. Print Training Australia will:

- provide staff with necessary induction and training
- conduct regular reviews of training and assessment procedures
- consult with regulatory groups, staff and participants to assess the quality of training and assessment
- always seek to improve training and assessment procedures
- provide all the necessary resources to implement these processes.

Print Training Australia will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction. The system consists of mechanisms for monitoring and evaluating training materials, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

Participation and Mentor Feedback

Print Training Australia will collect and review feedback from all stakeholders: participants, employer representatives, industry representatives, Print Training Australia representatives and advisory bodies on a regular basis. All participants and workplace mentors will be asked to complete engagement surveys or evaluations during and at the completion of their training program. Stakeholder feedback will be utilised to review and improve Print Training Australia processes, including training and assessment and will be registered in a feedback register, against which, Print Training Australia will measure course and service quality and effectiveness via regular reviews. Any stakeholder feedback, which indicates practices by Print Training Australia and/or representatives that may be contrary to legislation, standards or codes of practice, will be acted upon immediately by Print Training Australia's Continuous Improvement and Compliance Committee.

Many participants fear retribution if they provide any feedback that is not positive. It is important to remember that your frustrations (if encountered) may have been avoided if the participants before you had the confidence to raise the issue.

Print Training Australia is 100% committed to continuous improvement, but we can only act on the things of which we are aware. If you are concerned about confidentiality, these evaluations can be forwarded directly to your workplace mentor or supervisor to ensure anonymity when submitted to Print Training Australia.

As part of the VET Student Statistical Collection Guidelines, some participants may also be requested to participate in a National Council for Vocational Education and Research (NCVER) survey during their traineeship/apprenticeship program.

Participation/Attendance

Like all vocational courses, the course you have enrolled in is underpinned by 'foundation skills' which include (but are not limited to) self-management, teamwork, communication, planning and organising and learning. The need to assess these skills, on top of the relevant technical skills, means attendance at all sessions and participation in all associated activities of each training cycle is critical. Much of the assessment is made by observation and demonstration which is impossible if a participant's attendance and participation is irregular.

To this aim, all participants' attendance and participation is recorded for each and every session in official attendance registers.

If a Trainer and Assessor has not been able to make adequate observations and has not had the opportunity to orally question a participant throughout the duration of training to assess underpinning knowledge and comprehension, the participant may be assessed as 'not yet competent' on the basis of a lack of evidence, which will inevitably delay the attainment of the qualification.

Absence/Missing Sessions

Where a participant anticipates absence from a session, a courtesy call to (or message left for) the Trainer and Assessor concerned will ensure that things like copies of class handouts are held aside. Where an absence of more than two sessions is anticipated, the Trainer and Assessor should be notified and a probable 'return to training date' should be advised.

In the event of absence from a session, it is the participant's responsibility to prepare themselves for the next session in their own time. The participant should take steps such as contacting the Trainer and Assessor to collect any handouts or copying class notes from fellow participants and studying the covered topics missed. The Trainers and Assessors are here to help, but it is not always possible to repeat group sessions for individual participants.

Change of Details

Participants must inform Print Training Australia of any changes to their address or contact details as originally advised in the enrolment form. They must also inform Print Training Australia of any other change that may be relevant to their training status as a participant. This prevents participants from missing any relevant correspondence sent to their personal address and ensures they can be contacted at all times.

Please select the 'Contact Us' button on the Print Training Australia website (<https://www.printtrain.edu.au/contact>) to send an email to Print Training Australia notifying any changes.

Access and Equity

Print Training Australia's commitment to the principles of access and equity in vocational education and training gives practical expression to the Federal Government's goal of improving the knowledge, skills and quality of life for all Australians, having regard to the particular needs of target groups. The management of Print Training Australia is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all participants are entitled to the best possible training delivery. Print Training Australia achieves this by employing qualified and experienced staff, offering participants flexible training options and ensuring that the needs of each individual participant are recognised, customising each training experience to best suit their needs.

A participant should never feel that they are unable to complete their training for any reason. Access and equity is the responsibility of all staff members at Print Training Australia, however, participants who feel they are in this situation should contact the Chief Executive Officer (CEO) on 03 9292 8000. Where Print Training Australia cannot meet individual participant's needs and believes it cannot offer participants the best service possible, it will refer them to another training provider.

Safety and Security

Print Training Australia strives for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency of its participants and others.

Print Training Australia meets the requirements of the Work Health and Safety Act 2011 and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures. Please see Compliance with Legislation section of this Handbook for more information.

Participant Welfare

In order to protect the welfare of participants and to ensure participants have positive living, studying and working experiences, Print Training Australia:

- a) does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided.
- b) does not permit or require full time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

Respect for Others

Participants will be expected to treat Print Training Australia team members and fellow participants with respect and observe any particular conditions which may appear in this information booklet or that are raised during the course by a Print Training Australia team member. Inappropriate language or actions will not be tolerated.

In keeping with equal opportunity and anti-discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, sexuality, religion or age.

- Harassment and intimidation of Print Training Australia employees or fellow participants will not be tolerated.
- Facilities and equipment will be treated with due care and respect.
- All training and coaching sessions will commence on time. This includes after lunch and coffee breaks.
- Disruption of the learning environment or interference with the learning of others will not be tolerated.

Behaviour

Participants are expected to participate in all training activities and carry out any tasks within reason that may be requested by the Trainer and Assessor. Participants should complete these tasks to the best of their ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of the training program. Trainers and Assessors will then discuss an action plan with the participant to address the performance issue and provide them with opportunities to recommence training.

Consumption of, or being under the influence of, alcohol or illicit substances during training is unacceptable and will result in training being terminated or the participant being asked to leave the premises (subject to site regulations). Continued abuse of this nature may result in the participant's removal from the training program.

A participant's behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. All participants should behave in a way that reflects workplace/professional standards at all times. Participants should be punctual to all training and coaching sessions.

Etiquette

Given we are training in and for the workplace, a professional standard of behaviour is expected at all times. Courtesy, manners, punctuality, attendance and an appropriate standard of dress are all mandatory.

Participants whose attendance or behaviour is considered detrimental to their progress, or the progress of their fellow participants, may be asked to show cause why their enrolment should not be suspended or terminated and may face disciplinary action under Print Training Australia's disciplinary policy.

Dress and Hygiene

At a minimum, neat, comfortable clothing is generally considered appropriate when training off-the-job.

Since participants will be working in close proximity with others, care with personal hygiene (clothing, hair, deodorant etc.) is required.

General Requirements

When engaged in off-site training (on Print Training Australia premises for example), participants should not leave handbags or other valuables unattended. Although the building is reasonably secure, participants are ultimately responsible for their own belongings. Print Training Australia accepts no responsibility for any belongings which may be stolen or misplaced during the training program.

Smoking is not permitted within the building or in such a way that blocks an entrance to the building.

If a participant has a personal health condition which may become critical while attending the course, please advise the Print Training Australia Trainer and Assessor or other staff member prior to commencing training. Any information will be treated in strict confidence and is only necessary to ensure that Print Training Australia can provide support or assistance should an emergency arise.

Should a participant be involved in an accident which results in personal injury and/or damage to equipment or facilities, the Print Training Australia Trainer and Assessor must be notified immediately.

Emergency procedures and exit plans must be followed. If a participant hears an alarm or a staff member advising of an emergency, they must follow the instructions given.

Plagiarism and Cheating

Participants are expected to submit their own original and current work for assessment. If participants are required to undertake research for their class work or assessments, they must properly and fully acknowledge their sources. Plagiarism and cheating of any kind will not be tolerated by Print Training Australia and such action constitutes participant misbehaviour which may result in the cancellation of a participant's enrolment.

Print Training Australia's strict policy against plagiarism and cheating means that the integrity of all courses and qualifications issued is upheld. It is essential to Print Training Australia's reputation that plagiarism is dealt with promptly and in accordance with this policy.

- a) **Cheating** means any dishonest or deceitful conduct in relation to the submission or class-work, assessments, assignments or other course related conduct. (example: copying work from another person is considered cheating)
- b) **Plagiarism** means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

Copying and plagiarism are not accepted under Print Training Australia rules and, if detected, may result in a result of 'unsatisfactorily completed' for that assessment task and is also likely to lead to disciplinary action. In the case of copying, all parties to the offence will be penalised – that is to say that there is no distinction made between the copier and the individual who knowingly allows their work to be copied. It is each participant's responsibility to safeguard their work from being copied.

In order to determine if cheating has occurred, it may be necessary for Print Training Australia staff members to interview all parties suspected of conspiring to cheat. This can be unnecessarily frustrating, and insulting if somebody has copied your work without you being aware of it, so protect yourself by keeping your work secure at all times and report any suspicions you have of your work being copied to your Trainer and Assessor immediately.

From time to time, participants may be suspected of cheating where they have worked together on an assignment with one or more other participants. It is important to ensure that your work is sufficiently unique to demonstrate competence and to avoid these situations, as each participant needs to demonstrate his or her own competence as an individual.

There is a lot of truth in the old adage that when somebody cheats, they only cheat themselves.

Copyright

Copyright has been defined as the exclusive right to:

- reproduce work in a material form
- publish the work
- perform the work

You are not permitted to re-transmit, distribute or commercialise any information or material without seeking prior written approval from the author.

Please be aware of the copyright laws related to material you want to reproduce. Copyright applies to material in all formats including digital.

Disciplinary Procedures

Where a participant's behaviour is affecting the learning process, they will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the Trainer and Assessor.

Any misconduct will result in an intervention meeting followed by a written warning.

Any further incidents will result in termination from the training program without refund.

Serious misconduct will result in immediate termination from the training program. No refund will be available in this instance.

Misconduct

Misconduct includes, but is not limited to:

- theft
- fraud
- violence/assault/physical intimidation/abuse
- discrimination, harassment, intimidation or victimisation of others
- serious negligence including OH&S non compliance
- serious breach of confidentiality
- plagiarism/cheating
- refusing to carry out lawful and reasonable instructions
- wilful disobedience
- being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.

Feedback

Print Training Australia welcomes feedback and opportunities for improvement.

Feedback/enquiries/requests may be submitted via the Print Training Australia website's 'Contact Us' page (<https://www.printtrain.edu.au/contact>). These may be made anonymously or with your contact details.

Providing contact details allows for Print Training Australia to respond and keep you informed of outcomes.

Skills Recognition

What is skills recognition?

Skills recognition is the overarching term given to the recognition of skills and knowledge gained through formal and informal learning by the applicant. The Skills Recognition process can include Credit Transfer (CT) or Recognition of Prior Learning (RPL). Skills recognition is where credits or exemptions can be applied to a participant's qualification, either an entire qualification, or individual subjects known as 'units of competency'. Definitions of the two main types of skills recognition are:

Credit transfer (CT) assesses the requirements of an initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course. The assessment is used to determine the extent to which the achievement of the previous qualification is equivalent to the required learning outcomes, competency outcomes, or standards in another qualification.

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.

Who is eligible for RPL?

RPL is available to all participants and is initially offered at the pre-training interview. The process is usually instigated at induction; however an applicant can apply for RPL at any time during the training program.

How do I know if I should apply for RPL?

If you believe or suspect you may be eligible, the first step is to complete a Skills Recognition – Self Assessment Questionnaire, which will be made available to you by your Trainer and Assessor at the pre-training interview or at induction. This self-assessment questionnaire has been designed to give you an initial indication of whether your current level of skills and knowledge would be sufficient to support an RPL application.

How do I apply?

If after completing the skills self-questionnaire, you suspect you may be eligible for RPL, you need to complete an initial application form and arrange an interview with your Trainer and Assessor.

The following is an overview of the end-to-end process:

Procedure for Recognition of Prior Learning

Training Program Induction

Participants will be inducted into the training program as for all training programs and provided information on Skills Recognition policy and procedures.

Initial Application Form and Self-Assessment Questionnaire

The applicant expresses interest to apply for RPL and receives and completes the Skills Recognition – Self Assessment Questionnaire to determine if an application should be pursued. The applicant completes initial application form and books meeting with Trainer and Assessor to discuss requirements and application.

Preliminary interview

The applicant meets with the Trainer and Assessor to discuss the unit(s) content and what elements of competence must be addressed using employability skills attached to the qualification. Advice is provided on the evidence that can be submitted, assessment options (RPL tool vs Standard Assessment tool), outcomes of RPL, timeframes for submission and assessment and the select units for application (if applicable).

Note: If the applicant decides to pursue assessment only pathway, refer to Vocational Education guide for the relevant competencies.

Prepare Portfolio Application

The applicant collects documents and evidence to be submitted and then completes Recognition of Prior Learning form for each unit applied. The onus is then on the applicant to gather sufficient and appropriate evidence (as advised at the preliminary interview) or complete all assessment tasks in order to prove competence.

Lodgement of application by participant

If the applicant is confident after the preliminary interview of his or her chances of gathering sufficient evidence to demonstrate competence, or ability to complete the assessment tasks without training, an application form is completed and officially lodged, together with any relevant supporting documents.

Review of Portfolio

The Trainer and Assessor completes review of evidence against the requirements of the units and completes assessment records for all units assessed. The Trainer and Assessor provides feedback and identifies areas where third party verification is needed. If required, the Trainer and Assessor confirms/verifies third party reports.

Competency Conversation

The Trainer and Assessor will conduct an interview with the applicant; asking questions and recording responses to confirm understanding and will observe practical activity as required. The applicant is then notified of timeframe of assessment decision (usually within 14 days).

Notification of Outcome

Applicant will be informed in writing of the outcome of whether the recognition of prior learning will be either granted or refused, and for which units. If unsuccessful, the Applicant is provided with relevant information if they wish to re-submit their application for Recognition or appeal the decision.

Procedure for Credit Transfer

Training Program Induction

Participants will be inducted into the training program as for all training programs and provided information on Skills Recognition processes and procedures.

Lodgement of Application

The applicant receives and completes the Credit Transfer Application form and attaches a certified copy of the Qualification or Statement of Attainment. The Credit Transfer Application form is then submitted to Print Training Australia.

Review of Credit Transfer Application

The Training Coordinator must check the Qualification or Statement of Attainment and grant credit transfers for a unit(s) of competency that has been completed at a TAFE college or any other Registered Training Organisation. Decision is made on the granting of the credit transfer.

Notification of Outcome

The applicant will be informed in writing of the success of their credit transfer application.

Training Completions and Withdrawals

Training withdrawal

If a participant wishes to terminate their participation in a training program they must ensure the relevant Trainer and Assessor is informed immediately and an intention to withdraw form must be completed. This will ensure that any entitled Certificates/Statement of Attainments can be awarded to the participant promptly.

Training Completion

Successful completion will be determined when the participant is deemed competent in all units of competency within the training program. Print Training Australia will issue full certificates and statements of attainments that show the following:

- Name of the provider as shown on the certificate of registration
- Name of the person receiving the qualification
- Name of the training qualification as shown on the scope of registration
- Date of issue
- Authorised signatory of CEO
- Nationally recognised training logo where courses are nationally recognised
- Units of competency achieved on any certification issued in relation to courses based on national competency standards
- AQF recognition, either logo or appropriate wording

Partial Completion

Statements of Attainment will be issued to participants who satisfactorily complete either units of competency from a nationally recognised qualification, or a module from an accredited course that is on the scope of registration.

Qualification Reprints

At the rates documents in the Print Training Australia National Fees Booklet, participants may request reprints of the following documents issued by Print Training Australia:

- Reprint of Original Certificate
- Reprint of Transcript

If the reprint requires the retrieval of information from archives then additional fees do apply. See National Fees Booklet for rates. Please see <https://www.printtrain.edu.au/student-info> for a Certificate Reprint Request Form.

Complaints

Complaint means any act or omission that a customer or potential customer of Print Training Australia believes to be unfair or discriminatory and relates to any Print Training Australia activity. It can include complaints related to academic and non-academic matters such as:

- Content or structure of training programs;
- Nature of teaching or assessment;
- Assessment and marking matters;
- Selection or admission decisions;
- Delivery of a course or whole program;
- Alleged action by a staff member or another participant that, in the aggrieved participant's opinion, is prejudicial to his/her welfare as a participant;
- Administrative action or inaction, policy, procedure or decision;
- Access to facilities or resources; or
- Allegations of harassment, bullying, discrimination or breach of Print Training Australia rules, unethical practices or criminal behaviour; or
- A training program is cancelled by Print Training Australia due to a participant's failure to participate (refer to *Withdrawal Policy and Procedure*).

At any point a complaint may be withdrawn by the complainant.

The processing of Print Training Australia complaints and appeals is free of charge.

Finance Enquiries

1. All financial queries or concerns are directed to Print Training Australia's finance team (accounts@printrain.edu.au);
2. The enquiry is documented in the Finance Database;
3. The enquiry is investigated and consulted with relevant Print Training Australia staff;
4. Our finance team will contact the client within **5 working days** of receiving an email;
5. If the matter is resolved, written acknowledgement is sought from all parties, preferably via email;
6. If the matter is unresolved a further investigation of the issue will be initiated by the CEO;
7. The outcome of the investigation will be either a resolution or will initiate a formal complaint;
8. A client can initiate the formal complaint process independent of this investigation.

Complaint Procedure

Stage 1 – Informal complaint process

Sometimes students may have a complaint or be unhappy about a particular decision or action of the College or of a Trainer and Assessor or other College staff members.

For Academic complaints, students should approach the Trainer and Assessor. There may have inadvertently been a mistake or misunderstanding which they can quickly rectify. Many problems can be resolved by the Trainer and Assessor on the spot and the Trainer can give the student information which clears up the problem. For any other issues, the student should email admin@printrain.edu.au

If the student is not satisfied with the Trainer and Assessor's or the staff member's response or the matter is more serious, the student may lodge a formal complaint. Refer to *Stage 2 – Formal Complaints Process* below. The internal formal complaint processing of Print Training Australia is free of charge.

Stage 2 – Formal complaint process

1. Written complaint is submitted to the CEO via admin@printtrain.edu.au;
2. The CEO will acknowledge the complaint in writing within **5 working days** of receipt;
3. The CEO or independent member of staff investigates the complaint and liaises with all parties involved within 30 days of receipt;
4. The complainant and staff member are provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided by the CEO within **3 working days** of concluding the investigation of the complaint;
5. If the matter is resolved written acknowledgement is sought from both parties;
6. If the matter is unresolved it will be referred to the Executive Committee comprising of the Group Managing Director, the Deputy Group Managing Director and Group Chief Operating Officer for review within 10 working days of concluding the investigation of the complaint;
7. The complainant is provided with a written statement of the outcome which outlines the details of the decision by the Executive Committee. The written statement will be provided by the CEO within **5 working days from the time the decision was made**;
8. If required to attend a formal meeting/mediation session, the complainant may be accompanied at the meeting by a representative (cost of attendance of the representative's attendance is borne by the complainant).

Appeals Process

1. If a stakeholder remains unsatisfied with the outcome of their complaint, a written statement detailing their appeal is to be lodged with the CEO via admin@printtrain.edu.au;
2. The CEO will delegate the appeal to the relevant manager for review of the original outcome and the grounds for the appeal. They will consult as necessary to investigate the appeal;
3. The relevant manager will contact the appellant within **10 working days of receipt** to discuss the reasons of the appeal, investigate and identify solutions;
4. The desired outcome will be discussed with relevant stakeholders and a solution agreed to;
5. The CEO or delegate will advise the appellant in writing of the outcome of their appeal within **10 working days** of concluding the investigation of the appeal;
6. If an agreed solution cannot be reached the appellant may escalate the appeal to the Executive Committee by sending an email to admin@printtrain.edu.au;
7. The appellant is provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided by the CEO within **3 working days of the conclusion of the investigation**;
8. If the participant is unable to resolve the matter with Print Training Australia, the appellant may contact Australian Skills Quality Authority (ASQA). The complaint can be submitted via ASQA's online complaints portal (<https://www.asqa.gov.au/students/complaints>)
ASQA is not a consumer protection agency and cannot act as a advocate for individual students

Record-keeping and Confidentiality

All outcomes relating to stakeholder complaints will be reviewed at the Continuous Improvement and Compliance Committee meetings at least quarterly and will be documented within the Complaints Register.

Details of all complaints, whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints Register, and in the participant's/employer's file(s) by the CEO.

These records will be treated as confidential, retained for five years and parties to the complaints process can have appropriate supervised access to these records. These records may be accessed free of charge (provided that their relevant tuition fees for the records they wish to access have been paid).

Assessment Appeal Procedure

1. Participant (or their employer) discusses the result with their Trainer and Assessor and attempt to resolve the appeal
2. If resolved, the participant is provided with written outcome of appeal and reason for decision within 5 working days
3. If the matter is not resolved the participant is to complete an **Assessment Appeal Form** (available on the Print Training Australia website) and lodge it with the Training Coordinator
4. The Training Coordinator will review the original assessment decision and subsequent decisions and the grounds for the appeal. They will consult as necessary to investigate the appeal
5. The Training Coordinator will provide the participant with a written outcome of the appeal and if necessary arrange for training records to be amended to reflect the outcome, within **10 working days** of the lodgement of the appeal
6. If the participant is still dissatisfied with the decision then they can lodge an official complaint with regard to the process or outcome. *Refer Complaint Procedure.*

External Complaint Resolution

If the complainant is dissatisfied with the outcome of the complaint at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process.

The following principles will be adhered to by both the parties:

Discussion / Negotiation

The parties agree that in the event of a dispute arising they shall first meet and attempt to resolve the issues of concern by means of discussion and personal negotiation. If this process does not resolve the issues, they shall refer the matter to mediation.

Arbitration or Litigation

It is a condition precedent to the right of either party to commence arbitration or litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation.

Complaints to the Regulator

If the complainant wishes to make an official complaint to the regulator, they can complete the Complaint about a training organisation operating under ASQA's jurisdiction form provided by the Australian Skills Quality Authority (ASQA) on their website <http://www.asqa.gov.au/complaints/complaints.html>

Fees, Charges and Refunds

Invoices

All clients/participants are provided with a numbered tax invoice detailing all fees paid (payable tuition, materials, amenities, etc.). A copy of the invoice is to be kept in the client's file when the participant fees have been invoiced to the employer, or kept in the participant file when the fees have been invoiced to an individual.

Where a client is to be invoiced for the tuition fees of their employees undertaking government funded training, the invoice must clearly indicate the names of those employees for whom the invoice applies.

Invoices for tuition fees for government funded training should not include amounts for other services provided to the employer. These should be invoiced separately.

Invoicing to clients will be in line with Payment Options agreed to as per signed Service Level Agreement between the client and Print Training Australia.

Fees can be found on <https://www.printtrain.edu.au/student-info> on the student information page.

Invoicing

All participants will be covered by a signed SLA referencing the appropriate version of Print Training Australia's National Fees Booklet.

All fees and charges are developed and executed as per the requirements of Print Training Australia's State government agreements and the Standards for Registered Training Organisations 2015.

Clients (employers) and participants will be communicated all fee information in writing prior to the completion of the enrolment process. The Print Training Australia National Fees Booklet is available on the Print Training Australia website (<https://www.printtrain.edu.au/student-info>).

Clients (employers) will be made aware of Print Training Australia's credit and refund policy via the Service Level Agreement and the Mentor Handbook.

The person responsible for payment for all participants will be captured as part of the Print Training Australia enrolment process. Under a traineeship/apprenticeship arrangement, the participant's employer may pay these fees.

Concessions may apply as per State government regulations; evidence demonstrating minimum concession requirements (usually a Health Care Card) or evidence of financial hardship for each individual participant will be required to access a reduced enrolment fee or to be exempt from an enrolment fee. A copy of evidence must be retained on the participant's file. Refer to the Print Training Australia Concessions Policy for fee structure and concessions that may apply.

Fees payable to Print Training Australia upon completion of training will be invoiced by Print Training Australia when final training has been delivered.

All fees and charges for the delivery of training and assessment services must be approved by the CEO prior to their publication, quotation to clients or tender submission.

Credits / Adjustment Notes

- a) Credit of enrolment fees that have been invoiced, but not paid:
 - i. Print Training Australia will provide an adjustment note to credit invoiced enrolment fees where participants are eligible for State government funding and where payment has not been received and training has not commenced at the time of cancellation of enrolment.
 - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no credit will apply.
- b) Credit of FFS or Employer contribution fees that have been invoiced, but not paid:
 - i. Print Training Australia will provide an adjustment note to credit invoiced FFS or Employer contribution fees where payment has not been received and training has not commenced at the time of cancellation of enrolment.
 - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no credit will apply, nor will any additional fees apply.

Exemptions to the credits policy may be granted at the discretion of Print Training Australia's CFO.

Where a participant withdraws from training, an adjustment note will only be raised where that participant has not commenced training.

Refunds

- a) Refund of enrolment fees:
 - i. Print Training Australia will provide a refund of paid enrolment fees where participants are eligible for State government funding and where training has not commenced at the time of cancellation of enrolment.
 - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no refund will apply.
- b) Refund of paid FFS or employer contribution fees:
 - i. Print Training Australia will provide a refund of paid FFS or employer contribution fees where training has not commenced at the time of cancellation of enrolment.
 - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no refund will apply, nor will any additional fees apply.

Exemptions to the refunds policy may be granted at the discretion of Print Training Australia's CFO.

Cancellation of Training Session by the Client

If training sessions are cancelled by the client more than three (3) times without at least ten (10) days written notice to Print Training Australia, Print Training Australia reserves the right to charge a session cancellation fee of \$250 per participant and a minimum of \$2000 each and every subsequent time.

If a training session is cancelled with less than one (1) weeks' notice, Print Training Australia reserves the right to charge for any and all travel expenses that have been booked if they cannot be varied and can be justified by Print Training Australia.

Apprenticeship Fees

Print Training Australia has an enrolment fee and an annual fee for apprenticeships. The enrolment fee, as published in the Print Training Australia National Fees Booklet, is invoiced at enrolment.

Traineeship Fees

No discount can be applied to enrolment fees for participants eligible for State government funding. Any applicable discount is automatically forfeited when invoices are not paid by the due date.

Print Training Australia offers three payment methods for traineeships:

- i. Commencement and Completion Payment. An enrolment fee, as published by Print Training Australia, is charged post participant induction. The residual 50% of the commencement fee is invoiced prior to Cycle 1 training commencing. The remaining 50% of the fee is invoiced once the final workshop of the last cycle is complete. Invoicing payment terms are 14 days.

In NSW the enrolment fee is payable on enrolment as this is a NSW State government requirement. In all other States, State funded qualification fees will be invoiced upon enrolment.

- ii. Pay As You Train – Cycle Payment. An enrolment fee, as published by Print Training Australia, is charged after the participant induction session is complete. The residual (in equal payments) is paid prior to the commencement of each training cycle. An invoice for each cycle payment is raised prior to the commencement of each cycle and payment terms are 14 days. A 5% discount is offered off the Fee for Service rate for this option.

In NSW the enrolment fee is payable on enrolment as this is a NSW State government requirement. In all other States, State funded qualification fees will be invoiced upon enrolment.

- iii. Full Upfront Payment. An invoice will be raised for the total course fee after the participant induction session is complete. A 10% discount is offered off the Fee for Service rate for this option. Invoicing payment terms are 14 days.

In NSW the enrolment fee is payable on enrolment as this is a NSW State government requirement. In all other States, State funded qualification fees will be invoiced upon enrolment.

Refunds

Where Print Training Australia has received payment for training fees prior to training commencing, a refund will be paid to the client if the participant withdraws prior to the commencement of training. If there is an outstanding account balance owed by the client to Print Training Australia the credit will be applied to this account at the first instance.

If Print Training Australia is unable to deliver a course due to unforeseen circumstances or circumstances outside Print Training Australia's control, Print Training Australia will refund any fees collected in advance, less reasonable out of pocket expenses including, but not limited to, course design, travel and accommodation, provision of course material and recovery of costs for training delivered.

Additional Fees

Print Training Australia reserves the right to charge for reprints of transcripts, certificates and retrieval of information from archives per the National Fees Booklet.

Short Course Fees

Short course fees are invoiced and payable upon enrolment.

A certificate of participation will be issued for delivery of a short course which is not an assessable nationally qualified unit.

A full refund will be issued if the course is cancelled by Print Training Australia.

Written applications for refunds and transfers will be accepted within two clear working days before the course is due to start. A \$50 handling fee will apply.

A 50% refund will apply if participant cancels within 24 hours before the course commences.

No refunds or transfers will be valid once the course commences.

Storage of records

All records retained by Print Training Australia will be kept secure. Confidential information will be safeguarded to avoid theft, fire, flood, vermin or any other pests. Records will be available for perusal by auditors upon request and at a scheduled audit.

Records will be stored in hard copy and/or electronic formats (VETtrak) with any electronic records being backed up regularly. In the instance of electronic records, the mechanism or software by which the material can be retrieved will be made available to the registering body at no charge.

Information about a participant will not be disclosed to a third party without the written consent of the participant. However, the Participant Access to Own Records Policy will ensure that participants have access to their personal records when requested.

Participant access to own record

1. All requests for access to a participant's personal file are forwarded to the CEO. Participants can access their own records free of charge (provided that their relevant tuition fees for the records they wish to access have been paid)
2. The appointed delegate will seek 100 points of identification to verify that the person seeking access to the information, is the participant that is requesting details. Points must be calculated in accordance with the 'Proof of Identity – Documents required'.
3. Once the appointed delegate verifies 100 points of identification, the appointed delegate copies the originals as proof of identification and instructs the Filing Clerk to retrieve the file and/or copy of document requested.
4. The appointed delegate supervises participant access to the file or provides a copy of the documentation from the file that was requested.
5. The appointed delegate instructs the relevant Filing Clerk to place the copies of identification on the participant file together with a file note in VETtrak of the date and details of the file accessed and/or the copy of the document requested.
6. When documents and/or file is returned, the Filing Clerks place copies of identification and details of requested access on the participant's file.

For further details regarding participant access to own records or proof of identity please contact your Trainer and Assessor or Print Training Australia head office in Melbourne.

Student Statistical Collection

Print Training Australia is required to provide the government with participant and training activity data which may include information found on the training plan, industry engagement and the training enrolment form. Information is required to be provided in accordance with the Student Statistical Collection Guidelines, which are available at: www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx

The government may use the information provided to it for planning, administration, policy development, programme evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, the government may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations. For more information in relation to how information may be used or disclosed please contact Print Training Australia on 03 9292 8000.

Compliance with Legislation

Print Training Australia is subject to a variety of legislative requirements as they relate to training and assessment. It is the responsibility of all Print Training Australia staff to ensure the requirements of relevant legislation are met by Print Training Australia at all times. Please use the feedback functionality on the Print Training Australia website or contact CEO if further information is required. Current legislation that effects Print Training Australia's operations includes, but is not limited to, the legislation listed below.

Privacy Act

Print Training Australia will undertake annual reviews of its information handling activities and processes to ensure continued compliance under the relevant State and Federal Privacy Acts that include:

- *Privacy Act 1988 (Commonwealth)*
- *Information Privacy Act 2000 (Victoria)*

Print Training Australia understands individuals' concerns regarding the confidentiality and is totally committed to respecting and upholding an individual's right to privacy protection under the National Privacy Principles (NPP) contained in the Privacy Act 1988 (Cth). Print Training Australia respects the privacy rights of all individuals in training programs, past and present, and the workplace, and as such, Print Training Australia has chosen to apply the same privacy standards in relation to Employee records.

Under the national privacy principles, a participant can access personal information held on them by Print Training Australia and may request corrections to information that is not correct or out of date via written correspondence and signed to Print Training Australia. This legislation is detailed on the website www.oaic.gov.au

Anti-Discrimination

Print Training Australia ensures that neither staff nor participants in training are discriminated against on the basis of gender, gender preference, race, skin colour, disabilities or religious beliefs. Print Training Australia ensures continued compliance under the relevant State and Federal Privacy Acts. (See www.humanrights.gov.au)

The following laws operate at a Federal level and the Australian Human Rights Commission has statutory responsibilities under them:

- *Age Discrimination Act 2004*
- *Australian Human Rights Commission Act 1986*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

The following laws operate at a state and territory level, with state and territory equal opportunity and anti-discrimination agencies having statutory responsibilities under them:

- Australian Capital Territory – *Discrimination Act 1991*
- New South Wales – *Anti-Discrimination Act 1977*
- Northern Territory – *Anti-Discrimination Act 1996*
- Queensland – *Anti-Discrimination Act 1991*
- South Australia – *Equal Opportunity Act 1984*
- Tasmania – *Anti-Discrimination Act 1998*
- Victoria – *Equal Opportunity Act 2010*
- Western Australia – *Equal Opportunity Act 1984*

Freedom of Information Act

The Freedom of Information Act 1982 gives the public the right to request access to documents held by Print Training Australia and most Government departments and agencies. The public are also able to ensure that records held by Print Training Australia and by the Government are complete, correct, current and not misleading.

RTO Standards

Print Training Australia operates as a Registered Training Organisation and as such complies with the registration requirements of the Australian Skills Quality Authority (ASQA) and in the accreditation of courses.

Workplace Health & Safety Legislation

Print Training Australia will meet all legislative requirements of State and Federal Governments for workplace health and safety at all times. This includes:

- *Workplace Health & Safety Act 2011* (Commonwealth)
- *Workplace Health & Safety Act 2011* (New South Wales)
- *Occupational Health & Safety Act 2004* (Victoria)
- *Workplace Health and Safety Act 2011* (Queensland)
- *Occupational Safety & Health Act 1984* (Western Australia)
- *Work Health & Safety Act 2012* (Tasmania)
- *Workplace Health & Safety Act 2011* (ACT)
- *Work Health & Safety (National Uniform Legislation) Act 2011* (NT)
- *Work Health & Safety Act 2012* (SA)

Nature of Guarantee

Print Training Australia is committed to ensure that once participants have started studying their chosen qualification or course, provided they continue to meet all of their participant responsibilities, they will be assured completion as per the training plan. Print Training Australia will also guarantee training and assessment of the highest quality as outlined before enrolment.

In the event that Print Training Australia is unable to honour this commitment, it will facilitate the completion of the planned training by the participant with another RTO.

If the participant does not wish to complete their training with another RTO, Print Training Australia will provide a refund of any unused tuition fees that the participant may be entitled to in accordance with Print Training Australia's Fees, Credits and Refunds policy.

Print Training Australia will also issue a Statement of Attainment for any units successfully completed by the participant.

Print Training Australia Contact Details

Office:

Unit 17, 169 Unley Rd,
Unley SA 5061

Phone: 08 8172 0022

Fax: 08 8172 0833

Key contacts

Student Support Services:

admin@printtrain.edu.au

Phone: 03 9292 8000

Access to own records/re-issue of certificate:

admin@printtrain.edu.au

Complaints, concerns and general feedback:

Via the 'Contact Us' button on the website (<https://www.printtrain.edu.au/contact>)

Please contact your trainer/assessor, if you:

- need any clarification regarding your training or participation in assessments
- have any special requirement that needs to be met or any adjustment that needs to be made before you can participate in the training/assessment

Your Trainer and Assessor:

(Fill in details here)

Name: _____

Phone: _____

Email: _____

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