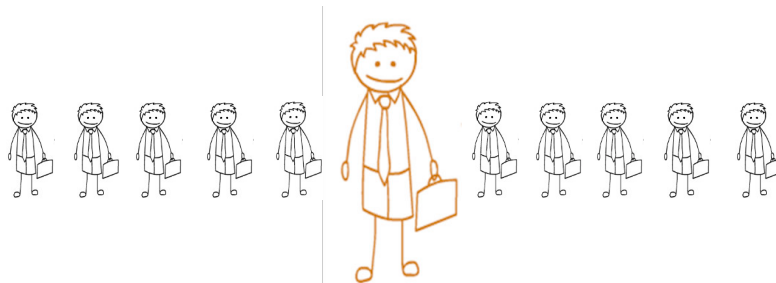




# Student Handbook



## TABLE OF CONTENTS

1.0	WELCOME.....	2
2.0	GENERAL CONTACT INFORMATION .....	3
3.0	ABOUT PRESTIGE SERVICE TRAINING (PST).....	4
4.0	ENROLMENT INFORMATION .....	4
5.0	RECOGNITION OF PRIOR LEARNING (RPL).....	5
6.0	VOCATION AND EDUCATION TRAINING INFORMATION .....	7
7.0	RESPONSIBILITIES AND RULES.....	12
8.0	STUDENT MISCONDUCT .....	13
9.0	CODE OF ETHICS.....	14
10.0	WORKPLACE HEALTH AND SAFETY.....	16
11.0	FEES – FEE FOR SERVICE STUDENTS.....	18

## 1.0 WELCOME

Congratulations on choosing Prestige Service Training (PST) as the leading provider of your educational needs.

This booklet is designed to assist you with the administrative process, of which you need to be aware to achieve successful enrolment and acceptance into your chosen qualification, and the first step into an exciting career opportunity.

This is a new phase of your life and you will be expanding your knowledge and your opportunities. You will be making new friends who will become part of your life during this period of learning.

You will face many challenges, come across new ideas, and learn from both industry professionals and peers. Please make sure that you take up these challenges and maximise your chance for success.

The training consultants will strive to do their best to ensure that the support you require to achieve your goals is available to you.

Your environment will play a large part in your learning program. There are many facilities and services available to you, use them and enjoy them.

The education and memories you gain whilst completing your qualification with PST will stay with you always, be sure to play an active and positive part in your own development by participating fully in all that we have to offer.

I wish you the very best for a happy and successful learning experience.



Tracy Kearney  
Director

## 2.0 GENERAL CONTACT INFORMATION

### Postal Address

Prestige Service Training  
PO Box 4972  
GCMC QLD 9726

### Telephone

1300 386 097  
07 5667 7224

### Email

[learnmore@pst.edu.au](mailto:learnmore@pst.edu.au)



### Website

[www.pst.edu.au](http://www.pst.edu.au)



### Facebook

[www.facebook.com/PrestigeServiceTraining](http://www.facebook.com/PrestigeServiceTraining)



### Pintrest

[www.pinterest.com/prestigeservice](http://www.pinterest.com/prestigeservice)



### Twitter

[www.twitter.com/PST\\_tweet](http://www.twitter.com/PST_tweet)



### Instagram

[www.instagram.com/prestigeservicetraining](http://www.instagram.com/prestigeservicetraining)



### Google+

[www.google.com.au](http://www.google.com.au)

### **3.0 ABOUT PRESTIGE SERVICE TRAINING (PST)**

Prestige Services Training (PST) is an accredited Registered Training Organisation, meeting strict nationally recognised quality control standards for training and assessment.

We specialise in workplace based training, management development and team development for organisations, with a strong emphasis on the improvement of Customer Service. Our courses and our trainers receive consistently high scores in feedback collected from clients. Previous clients include Master Builders Association, Warner Village Theme Parks, Gold Coast Cabs, Palazzo Versace. We also deliver our training programs both in Australia and overseas.

We have extensive experience since (1995) in developing training for specific organisations, focusing on Customer Service, Training & Assessment, Management & The Diploma of Management. PST can offer professional, friendly, prestige service in training from Certificate I level to Diploma.

#### **Our Facilitators**

PST's Trainers/Facilitators are some of the most talented management trainers working in Australia today. Our outstanding facilitators bring into the training room with them industry experience combined with training expertise.

PST Trainers/Facilitators are selected against strict criteria, which ensure that they possess the necessary qualifications and experience in the unit areas they are involved with. Trainees can have full confidence in the skills, knowledge and workplace experience of our team. All Trainers/Facilitators participate in continuous professional development, including industry experience to maintain and update their knowledge and skills, ensuring that trainees receive the highest standard of training and assessment.

### **4.0 ENROLMENT INFORMATION**

#### **Enrolling**

It is the policy of Prestige Service Training that all students are enrolled without prejudice and in accordance with its Access and Equity Policy. Applications for all training programs should be made in writing using the enrolment form.

If you need to know more about a course before applying or require an application form, please phone Prestige Service Training listed under General Information. You will have access to all relevant information in relation to your course prior to being enrolled. This information is provided on the Prestige Service Training website, in the 'Course Outline' and 'Student Handbook', and/or provided by staff. General information sessions will normally be held in the employer's workplace before the course commences.

You need to formally enroll before you can commence class. This can be done by phone, email or in person. Confirmation of your enrolment and information regarding the course will be provided once payment is made.

### **Traineeship Induction**

Upon receipt of the form nominating PST as a Supervised Registered Training Organisation (SRTO), a representative of PST will contact you and your employer to arrange a time to conduct a formal induction and enrolment session. Upon completion of the enrolment and induction, the trainer/assessor will develop a training plan in consultation with you and your employer. This will be signed by all parties and a copy maintained on your student file for access by you, your employer, PST and other nominated parties e.g. your nominated Australian Apprenticeship Centre (AAC).

You will be required to sign training contracts (if you are under the age of 18, a parent or legal guardian will be required to co-sign).

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

### **Purpose**

The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

### **How is Competency Recognised?**

Competencies held by a student may be recognised through the process of recognition of prior learning, credit, or mutual recognition. In some cases, a combination of credit transfer and mutual recognition may be used.

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

RPL means recognition of competencies currently held, regardless of how, when or where the learning occurred. Competencies may be attained in a number of ways e.g. any combination of formal or informal training and education, work experience or general life experience. The applicant must be currently competent against the endorsed industry or enterprise competency standard or specified outcome in the accredited course for which they are applying for RPL.

Students must submit an 'Application for RPL' form, available when you complete enrolment, enroll and pay fees (excluding materials). RPL for an entire course/training program can be granted if appropriate supporting documentation is supplied.

### **What RPL is Not!**

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience, but the specific and relevant learning, which is assessed according to the prescribed Competency Standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required by PST. This often requires a significant effort.

**Re-evaluation When RPL is Not Granted**

The content specialist must provide written feedback to the unsuccessful applicant. The unsuccessful applicant may make an informal approach to the content specialist. When requested by the applicant, the content specialist will re-evaluate the application within seven (7) days of request.

The applicant must re-enroll and pay appropriate fees. A refund will be granted if the re-evaluation is successful.

**Credit Transfer**

Prestige Service Training may grant credit transfer where there is documentary evidence that equivalent competencies have been achieved in a course of study with another Registered Training Organisation. Credit transfer may be granted where there is parity of training outcomes/competencies. If content specialists are concerned about the currency of competencies, the student is required to undergo a process of RPL, at which time they would enroll and pay fees.

Currency of competency held, is an essential criterion in the determination of whether a credit transfer is undertaken. Applicants will need to complete an "Application for Credit Transfer" form, available at time of enrolment.

No fees are payable for Credit Transfer. Credit Transfer cannot be given for a whole course. The student must achieve competency in at least one unit of study through normal enrolment or through the RPL process.

**Mutual Recognition**

Australian Qualification Framework qualifications and Statements of Attainment issued by other Registered Training Organisation (RTO's) are recognised nationally. This enables individuals to receive national recognition for their achievements.

The same procedure for 'Credit Transfer' must be followed.

**Accelerated Progression**

Accelerate progression (or fast tracking) require the completion of all designated assessment requirements for a particular unit of competency and must be negotiated with the training consultant. No special application or processes are required and normal enrolment fees apply.

**Stages of the RPL process**

- Information
- Initial support
- Application
- Assessment
- Post-assessment guidance; and or
- Certification

Application for RPL and Credit Transfer must be lodged with the Enrolments Centre at time of enrolment.

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## 6.0 VOCATIONAL EDUCATION AND TRAINING (VET) INFORMATION

### Orientation Procedure

All students are to complete orientation to both PST and the course. We conduct a general orientation at the commencement of each course. At this time, you will be asked to complete and sign an orientation checklist (Trainee Declaration of Understanding) and return this to your training consultant, confirming you have received, read and understood this Student Handbook.

### Access and Equity Policy

This policy represents PST Services commitment to ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through vocational education and training.

This policy has been developed to address the particular requirement of:

- 6.1.1 Potential students
- 6.1.2 Students
- 6.1.3 Staff
- 6.1.4 Other clients

### Equity

Essentially, EQUITY means fairness. At PST it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes.

### Access

PST recognises that there are many factors which influence the ability of people to access, participate in and succeed in a vocational education and training environment, including:

- 6.1.5 Prior educational experiences
- 6.1.6 Language
- 6.1.7 Goals and expectations
- 6.1.8 Work and social experiences
- 6.1.9 Values and beliefs
- 6.1.10 Income
- 6.1.11 Geographic location
- 6.1.12 Cultural identity
- 6.1.13 Learning styles
- 6.1.14 Motivation
- 6.1.15 Gender
- 6.1.16 Religion
- 6.1.17 Family
- 6.1.18 Age



This policy will be used to:

- 6.1.19** Inform staff, students and the wider community of PSTs commitment to equity and diversity
- 6.1.20** Guide the development of PST specific equity implementation plans and strategies; and
- 6.1.21** Facilitate the design of products and services that are attractive to clients

### **Policy Statements**

1. PST aims to provide training programs and services that are accessible to all people.
2. The requirements of the individual learner are accounted for in the strategic and operational planning processes of PST.
3. Clients and staff are provided with opportunities to be involved in the planning and decision-making processes of PST on matters that affect them.
4. PST seeks to provide a broad, relevant and balanced range of high quality training programs and support services that account for the diversity of clients.
5. PST provides opportunities for all people to achieve their personal goals.
6. PST provides training and support services in an environment free from harassment.

### **Career and Course Guidance**

For career path guidance, please contact your training consultant.

### **Employability Skills**

Employability skills have been added to our units of competency and within qualifications. Unit codes have been changed to reflect mandatory 'Employability Skill' changes. All trainees are required to reach competency in all units to receive a nationally recognised qualification in which they are enrolled. If a trainee does not reach competency in all units, they will be granted a Statement of Attainment only.

### **Learner Welfare**

Students are able to access learning support from their training consultant. Assistance provided during the delivery of the training program includes repetition or revision of content, provision of practice sessions and ensuring the student is progressing in their learning.

Support services, welfare and guidance information for all students is available by contacting your trainer or PST administration. PST has access to various support and welfare services for the assistance of its students, including internal counselling services in relation to your training, assessment or career opportunities. PST also has access to a full-time qualified language literacy and numeracy teacher who will be happy to assist you with any developmental needs that you may have. Please contact your trainer/assessor should you wish to discuss the services that PST provides.

## Language, Literacy and Numeracy Assessment

All students are offered the opportunity to undertake a literacy/numeracy screening tool. This tool will assist you in identifying the need for additional tutoring and in some cases, modification to learning programs and assessment.

If you are encountering difficulties with your traineeship - due to language, literacy or numeracy, please do not hesitate to contact your trainer/assessor. PST has a number of ways in which we can help you and all requests will be dealt with the strictest of confidence.

*Did you know...one in seven Australians experience language & literacy difficulties.*

## Competency Reporting

For all accredited courses and national training package qualifications, PST uses the following coding system:

C—Competent  
NYC—Not Yet Competent

## Assessment Procedures

Assessment is the process of collecting evidence and making judgment on whether competency has been achieved, to confirm that individuals can perform to the standard expected in the workplace - as expressed in the relevant endorsed industry training package.

Students must be given information regarding the assessment requirements for the unit of competency at the commencement of the unit, including due dates and assessment conditions.

The assessment plan for each unit/course will vary. It may consist of any, or all, but is not limited to the following:

- 6.1.22** Question & Answer
- 6.1.23** Role Play
- 6.1.24** Essay
- 6.1.25** Group Project
- 6.1.26** Case Study
- 6.1.27** Practical Assessment
- 6.1.28** Observation

In certain circumstances, modifications to assessments can occur. If you wish to be considered for modification to your assessment items, you will need to make an appointment with the director who will assess your situation and refer you for modification to the relevant teaching team.

Each piece of assessment submitted, must have an Assessment Cover Sheet attached. This can be obtained from your training consultant. Students can expect assessment items to be returned by the trainer within 21 days of the due date of the assessment.

### Re-Evaluation of Assessment

A student has the right to approach the appropriate assessor for an initial re- evaluation of any assessment, no later than 14 days after the student has been notified of results.

### Grievances

Students who are dissatisfied with academic procedural matters or are subject to any type of bullying, harassment or discrimination behavior by others - in or out of the classroom, may take their grievance to the training consultant. Should the student remain dissatisfied with the decision, he/she may appeal in writing to the Director, who will address the grievance within 21 days from when it is received.

### Academic Appeal Process

This process is applicable to appeals by students in relation to academic decisions. A student seeking to again appeal an academic decision, shall have the following avenues of appeal.

1. Informal approach may be made to the Trainer.
2. If the student is dissatisfied with the decision of the Trainer, the student shall have a further right to appeal to the Director. This appeal should be in writing.
3. If the student is dissatisfied with the decision of the Course coordinator, the student shall have a further right to appeal to an independent Academic Appeals Committee.
4. Notice of appeal should be in writing, addressed to the Director and within seven days of the initial decision of the Director.

### Issuing of Results, Qualifications and Awards

As required by the current Training and Employment Act/Legislation, PST will issue all results of assessment, qualification and award documents within 21 days of your completion of study date (indicated on your enrolment confirmation). If, however, you require your award to be issued early due to exiting course, you need to advise your training Consultant.

**Note:** if a student has outstanding fees and charges when a Result of Assessment, qualification or award document is printed, it will be issued with a notice of "Outstanding Fees Apply to this Award", in red ink. Once outstanding fees and charges have been paid, the student may request a re-printing of the document, unstamped, free of charge.

### Copies of Student Records

If students require replacement copies of their Academic History, or reprints of lost or destroyed Results of Assessment, a charge is incurred.

Student Academic History	\$30.00
Student Records	\$30.00
Duplicate Receipts	\$10.00

### **Additional Assessment Information**

PST is committed to providing the best possible learning environment for all staff and students, to achieve the outcomes sought by industry. Therefore, the trainers of PST will work with you to ensure that your needs are met, in accordance with your own learning style. The way you learn will depend greatly on your ability to be able to interpret and comprehend the information being provided by the trainer and your ability to be able to apply this knowledge and skill in an assessment. Competency-based assessment is designed to ensure that you have achieved the knowledge and skills required in the workplace. It is based on gathering sufficient evidence which is valid, reliable and fair and flexible to enable an assessor to make a judgment that competency has been achieved against the elements and performance criteria of nationally recognised competency standards (your trainer/assessor will explain this to you in more detail).

At the first training session your Trainer/Assessor will provide an overview of the content of the course and vocational outcomes. Further information may be found on the PST website. PST has developed generic learning and assessment methodologies that can be contextualised/customised to suit:

- Your learning style
- Working environment
- Needs of your industry and employer

Whilst the learning and assessment have been developed generically, your trainer/assessor will negotiate with both yourself and your employer (where applicable) to ensure that you have the best possible opportunities for completion. Furthermore, your trainers and assessors will be available to assist wherever necessary. Assessment methodologies may consist of the following:

- Written and/or oral questions
- Direct observation of skills on site
- Project work

All assessments include clear information of the requirements for completing each activity, whether they be questions (written or oral) or direct observation of your skills on site. Changes to assessments can be made at any time, providing the assessor has sufficient opportunity to make amendments prior to conducting the activity.

Upon completion of the assessment activity, you will be provided with feedback on the result of the assessment regarding whether you have achieved competency or not. In accordance with the principles of competency based training and assessment, if you have been determined 'not yet competent', you will be given two (2) further opportunities to be re-assessed. Where you have been unable to achieve competency after three assessments, your trainer /assessor will negotiate with yourself and your employer to attend/complete further training (your trainer/assessor will explain this to you in more detail).

### **Feedback from you to PST**

At PST we value your feedback, so please take the time to complete a 'Student Feedback Survey' at the completion of your training or any other time you feel it is required. This information will be analysed on a regular basis to ensure that PST remains compliant with the various regulations that govern the provision of vocational education and training.

### **Changes to Student Records**

Trainees are required to notify PST immediately when their name, address or contact details change.

### **Access to Your Records**

You will have access to your own records whenever necessary. If you wish to access any hard copy records, you must first contact the office administrator to obtain instructions for accessing records. You may be required to attend the offices of PST and provide suitable identification (preferably a driver's licence or passport) prior to access being granted. You will then be able to view all records privately. No other parties will have access to your records without your prior written permission.

Should you permit a third party access to your records, this will need to be clearly communicated to the office administrator. Third parties having authority to access student records must provide suitable identification (preferably a driver's licence or passport) to the office administrator before access will be granted. **Note:** an administration fee may be applicable of \$30.00, to reproduce certificates or statements of attainments.

## **7.0 RESPONSIBILITIES AND RULES**

### **Students Enrolling are Required to:**

- Conduct themselves in a manner which promotes an effective learning environment.
- Refrain from behaviour which may disrupt or interfere with the teaching or learning of others.
- Maintain a high standard of behaviour whilst participating in activities organised by PST and not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of others.
- Keep all areas of the learning and working environment tidy and free from litter. Use the receptacles provided for this purpose.
- Observe all local rules that may apply to parking of cars, bikes, etc.

Trainees who are unable to attend a scheduled training or assessment activity, should contact their PST trainer or Employer Assessor/Supervisor before the scheduled time, to advise of absenteeism and to make alternative arrangements (if possible). Frequent absences or lateness may result in non-achievement of some assessments and/or qualification.

**Issues of Concern**

Any issues of concern should be initially talked through with the staff member involved. If this is impractical, please discuss your concern with the Director. Complaints may also be addressed in writing to the Director.

See 'Grievances' stated in the Enrolments section of this publication.

**Dress Standards**

Whilst attending any training provided by PST, a minimum standard of dress applies.

- Footwear should be substantial and in good condition, providing adequate protection to the feet. Protective footwear is to be worn at all times. Thongs, open toe shoes and bare-feet are not permitted at any time.
- Different standards of dress may be required in the practical work environment in which you are involved.

Non-compliance of these standards could result in a breach of your Workplace Health and Safety obligations and you may be asked to leave.

**Consequences of Student Misconduct**

A member of teaching staff, in respect of any misconduct by a student committed in/on the premises, may suspend the student from attendance at such class. The director, following receipt of advice, will conduct a hearing so the student has been given reasonable opportunity to be heard. The Director may:

- Modify or dismiss the charge
- Reprimand and warn the student against repetition of the breach of discipline
- Suspend the student for up to 14 days
- Dismiss the student from the program

## 8.0 STUDENT MISCONDUCT

**Misconduct**

Misconduct by a student is a behaviour which:

- Disrupts the learning of others.
- Prevents a staff member from performing their duties.
- Endangers the health and safety of others.
- Interferes with the conduct of the operations.

Misconduct is a disciplinary offence. Misconduct includes, but is not limited to:

- Willfully obstructing or disrupting any official meeting, ceremony, activity, class or examination
- Willfully carrying out behaviour that may be detrimental to the health and safety of the students or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Willfully damaging, or wrongfully dealing with, any property
- Assaulting or attempting to assault any person
- Drunkenness and/or disorderly behaviour while in placement or in a learning environment
- Being under the influence of prohibited drugs and/or substances
- Cheating and plagiarism
- Trespassing or knowingly entering any place, within the premise, which is out of bounds to students
- Making a false representation as to a matter affecting a student's status
- Breaching any rules relating to conduct of assessment
- Any indictable offence which impinges on operations
- Possession of prohibited or dangerous articles
- Theft of property
- Verbal abuse
- Physical abuse
- Sexual abuse

A student is required to observe any lawful direction given by a staff member in order to ensure the safety of individuals and the orderly conduct of learning programs. A student must at all times maintain a high standard of behaviour within the premises of PST and must not indulge in any acts which may result in damage to the property, or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises.

A student must maintain the standard of dress, as laid down by the current Workplace Health and Safety Act/Legislation and that which is acceptable to industry standards.

## **9.0 Code of Ethics**

The Code of Ethics outlines the obligations and responsibilities required to meet the standards for the provision of vocational education and training. PST will ensure that policies and management practices are adopted, which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the educational interests and welfare of participants. PST is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff will and do recognise the rights of clients/students and provide information, advice and support consistent with this Code of Ethics.

**Marketing:**

PST markets its training programs with integrity, accuracy and professionalism in all their marketing strategies and materials.

**Course Information:**

PST provides accurate information to participants regarding their Fees, Access and Equity, National Recognition/Credit Transfer, Equal Opportunity & Harassment policies.

**Recruitment:**

Recruitment of participants will be conducted at all times in an ethical and responsive manner. Recruitment decisions will rest on assessment by PST, incorporating the standards and outcomes of the course that are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations.

**Dealings with Students:**

Students will be treated with respect and dignity at all times. The student has a right to receive care, support and guidance from all staff without interference in his/her personal life. The student has a right to confidentiality. The student has a right to comprehensive and constructive feedback on all work activities and assessment items. The student has the right and responsibility to negotiate with personnel, regarding the learning process and the successful outcome of learning.

**National Recognition:**

PST will recognise the qualifications and statements of attainment issued by another registered training organisation.

**Appeals and Complaints:**

PST will ensure that participants have a fair mechanism for appealing disputed assessment decisions, through the Appeals and Complaints Policy.

**Refund Policy:**

PST has fees, charges and refund policies that are fair and equitable. The policies contain guidelines for refunding fees to participants should the training provider cancel or discontinue a course for any reason, or should a participant withdraw from the course.

**Fees and Charges:**

Information on fees and charges is clearly documented and made available to all students and other stakeholders.



## 10.0 Workplace Health and Safety

### Legislation

Under the current Workplace Health and Safety Act/Legislation, all students and workers have an obligation at the workplace:

- To comply with instructions given for health and safety within the workplace
- To use personal protective equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use
- Not to willfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
- Not to willfully place at risk the workplace health and safety of any person at the workplace
- Not to willfully injure themselves

A person on whom a workplace health and safety obligation is imposed, must discharge the obligation.

### Reporting an Injury or Incident

If an injury or incident occurs whilst in the learning environment, report the injury or incident on the "Work Injury/Incident Form".

It is important to notify the person in charge, within three days of the injury or incident occurring. This person will also be able to assist in completion of the form and ensure the form is processed.

### Manual Handling

What is Manual Handling?

- Lifting
- Pushing
- Pulling
- Carrying
- Sliding
- Wheeling
- Stacking
- Holding

A large number of injuries occur as a result of Manual Handling. The main causes of these injuries are as follows:

- The object to be handled
- Frequency and duration of lift
- Height to which the object is lifted
- Condition and type of load
- Bending the back while lifting
- Jerking, stretching or twisting

When lifting an object remember:

- Correct Feet Position
- Firm Grip
- Use Forearm
- Straight Back
- Avoid Strain and Disc Damage
- Head Raised, Chin In (helps to keep back straight)
- Lift With Legs (these muscles are the strongest)
- Use Body Weight to Reduce Muscle Strain and Fatigue

Health problems related to Manual Handling include:

- Physical tiredness, muscle pain
- Abdominal hernia
- Back injuries

### **Hazards**

A hazard is an unplanned condition in a work system or workplace with the potential to cause injury, loss or damage. Potential hazards can result from:

- The worker through horseplay or misuse of equipment
- The workplace through contaminated air, chemical spills
- Work methods, i.e. working without prescribed Personal Protective Equipment, or working at a computer without adjusting the chair to the correct position

To prevent potential hazards or accidents from occurring, please:

- Ensure your work area is kept clean and tidy - maintain housekeeping within the area
- Gain the correct knowledge of machinery and its correct safety procedures before beginning operation
- Know where safety switches are located
- Always use the Personal Protective equipment provided, as this equipment protects you from harm

### **Emergency Procedures**

#### **Evacuations**

When the evacuation alarm sounds, please ensure that you evacuate the area in which you are located and proceed to the nearest designated assembly point, via the nominated exit. A Trainer will direct you to the nearest assembly point in the event of an emergency evacuation.

Make sure you know the following:

- Where your exits are
- How to turn on the fire alarm
- Never use lifts in the event of a fire
- Know where the fire extinguisher is

### **First Aid**

If you require first aid, notify a staff member who will contact a qualified First Aid officer.

### **Smoking**

You are unable to smoke in uniform while completing practical work experience. Whilst in the training environment/classroom, if you are legally permitted to smoke, you must do so in the designated areas.

### **Alcohol and Drugs**

There are enough hazards in the workplace without adding to them:

- The use or consumption of drugs and alcohol is not permitted in the learning environment.
- Persons affected by either alcohol or drugs will not be permitted in the class room or any practical activities.

## **11.0 FEES – FEE FOR SERVICE STUDENTS**

All participants will be required to pay fees in relation to their training, unless otherwise specified, prior to commencement of study. In many cases, fees will be paid by the employer on the student's behalf, however you should confirm this with your employer before enrolling.

*Hint!! Students should (if not already done so):*

- 11.1.1** Consult with an accountant to see if course fees & material are tax deductible. Check to see if you are eligible for either state or federal funding – ask your AAC, HR manager or Trainer for guidance (see useful contacts flyer in enrolment pack)

In addition to enrolment fees, there are also incidental costs which may include:

- Materials, learning resources (e.g. course materials, class hand-outs, replacement of training record)
- Excursion costs
- Learning text

### **GST**

All fees quoted within this handbook are GST exclusive. In the event that a fee or charge attracts GST, the GST component will be specified in all course publications. Any inquires regarding GST, can be directed to the Financial Services Unit on 1300 386 097.

**Fee Payment**

It is the policy of Prestige Service Training, to ensure that all fees paid are correctly receipted and recorded in accordance with its financial procedures, please refer to PST terms & conditions.

All fees are payable in advance for each unit of competency in the forthcoming semester. No learning and assessment materials will be provided until fees are paid. Fees may be paid by cash, money order, cheque, or electronic funds transfer. Tax invoices for all fees paid, will be issued within 7 days.

**Late Fees**

Late enrolments will incur a \$25.00 (GST incl.) fee per application.

**Course Cancellations**

Whilst every endeavor will be made to conduct all advertised courses, PST reserves the right to change or cancel timetables, class locations, training consultants and other such details or circumstances beyond our control that effect enrolments. Every effort will be made to advise students of any changes. Should a course be cancelled, students automatically receive a refund.

**Withdrawals**

Students will be permitted to cancel enrolments in units of competency without incurring academic penalty provided cancellation is processed prior to completion of 30% of the course delivery time in the unit of competency.

Cancellation after 30% of the course delivery will result in a COMPETENCY NOT YET ACHIEVED result for the relevant program.

NOTE: No fees, paid in full or part thereof, will be refunded where students withdraw or cancel enrolment after the commencement date of the class/es and all outstanding fees/invoices are due and payable immediately (refer to Credit Policy).

**Refunds**

A student will receive a refund if:

- The college cancels the course or module (automatic refund)
- Credit Transfer is granted for a module

Students must apply for credit at enrolment and not later than two weeks from the commencement of the course.

In other circumstances, refunds are applicable as follows:

- If the student withdraws 14 days or more prior to the commencement date of the course – full refund.

- If the student withdraws 7-14 days prior to the commencement date of the course – 50% refund.
- If the student withdraws 7 days or less prior to the commencement date of the course – nil refund.

An 'application for refund' form can be obtained from PST and must be completed. For cancellations after the commencement date, supporting documentation must also be presented.

A refund may not be available on all courses. A refund may take 2-4 weeks to process.

### **Appeals**

A person who is refused a refund may, within fourteen (14) days after written notice is given, apply to the Director for re-consideration of the refusal.