

Student HAND BOOK



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NATIONALLY RECOGNISED
TRAINING

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1.0 About Pulsestart Training Solutions

Welcome to Pulsestart Training Solutions. We are pleased you have chosen to study with us, and we look forward to providing you with rewarding, enjoyable training that will equip you with the knowledge and skills required for your future.

Pulsestart Training Solutions is a Registered Training Organisation (RTO) that specialises in delivering quality training and upskilling, along with certifying Australians with Nationally recognized qualifications.

Your trainers and assessors will provide you with the guidance and support needed to assist in gaining your nationally recognised qualification.

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

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

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

1.1 Why complete your training with Pulsestart Training Solutions?

- Nationally Registered Training delivered by supportive, industry qualified trainers.
- Gain skills to operate as a confident First Aider.
- Excellent student/trainer relationships.
- Innovative and varied training and educational programs designed for Pulsestart training Solutions personnel.
- Flexible online, on-site and face-to-face training in your workplace or our venues.
- User friendly learning and assessment materials

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



1.2 Feedback and Communication

Pulsestart Training Solutions endorses open communication and feedback to meet the needs and concerns of members and students as well as for ongoing improvement of Pulsestart Training Solutions services.

Pulsestart Training Solutions encourages feedback on your interactions with us. We value your opinion, and we aim to deliver a high-quality training experience for our members. Your views on your entire customer experience, from initial customer service to finalising of your training and assessment, are welcome at any stage. Feedback can be given directly to any Pulsestart Training Solutions training coordinator, the state training coordinator or Chief Executive Officer submitted formally in writing or electronically.

While studying with Pulsestart Training Solutions you may be asked to complete a feedback form both during and at the completion of your program. Pulsestart Training Solutions utilises this feedback to continually improve our members' experience.



Communication

Collaborate on multiple channels
messaging · webinars · workshops

[LEARN MORE](#)

2.0 Student Information

2.1 Enrolment

All students must be over the age of 12 to participate in a course with Pulsestart Training Solutions. Exceptions to the age of participation may only be granted by the Pulsestart Training Solutions Training Coordinator along with written permission from a parent or guardian of the enrolling student.

Members undertaking or considering undertaking enrolment with Pulsestart Training Solutions are encouraged to read through the enrolment information on the Pulsestart Training Solutions website. Future students are encouraged to discuss Pulsestart Training Solutions course options and units of competence offered with Pulsestart Training Solutions staff prior to application. A copy of the Student Handbook is publicly available on the Pulsestart Training Solutions website.

Pulsestart Training Solutions reserves the right to cancel any course or program for which there are insufficient enrolments.

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

2.1.1 Conditions of Enrolment

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

:

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

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

2.1.2 Access and Equity

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

Applicants will be assessed on their:

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

2.1.3 Specific Needs Groups

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

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

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

A resource list of external support and referral contacts will be kept for the benefit of students.

2.1.4 Pre-Delivery Assessment

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

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

In circumstances where Pulsestart Training Solutions is unable to assist students with specific needs Pulsestart Training Solutions will endeavor to refer students to organizations' or agencies that may be of assistance

2.1.5 Enrolment Procedure



Complete enrolment form

Once the Pulsestart Training Solutions enrolment form has been received and processed either online or in person, students will receive an email confirming details including a unique username and password to access Pulsestart Training Solutions online e-learning platform (student portal). Once a student logs into the student portal they can begin communicating with their trainer and assessor and access their course material and assessment items.

Pulsestart Training Solutions courses require a basic level of computer literacy. Students will need access to a computer with a word-processing (eg Microsoft Word) and access to the internet..

Students are required to be proficient in performing the following functions:

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

2.2 Fees and Charges

A copy of Pulsestart Training Solutions fees and charges may be obtained by contacting Pulsestart Training Solutions or visiting Pulsestart Training Solutions website at; www.pulsestart.com.au

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

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

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

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

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

2.2.1 Nature of Guarantee

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

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



2.3 Cancellations, Withdrawals, Refunds and Transfers

Please read the following terms and conditions carefully.

If you arrive late for your course, you will be refused entry and forfeit your course fee. If you do not arrive at all, you will forfeit your course fee.

If you do not have your quiz completed before the course, you cannot attend the day and will be turned away – this forfeits your course fee.

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

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

All refund considerations are strictly limited to the total monies Pulsestart Training Solutions has actually received.

The refund calculation will consider the following:

- Application/ enrolment fees are non-refundable.
- No refunds will be given for notification of withdrawal occurring after the start of the program.
- Once training of the course has commenced no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In these instances, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. Refund requests should be made in writing.
- The cost of books, equipment and other materials needed for the course are non-refundable.
- Proportion of course money received for the proportion of the course provided to the student before the default date is non-refundable.
- Cancellations will be accepted up to seven (7) days prior to the event with a penalty of \$10 administration fee. Cancellations within seven (7) days of the course commencement date will attract the full course fee. If you do not attend the course you have booked and do not notify Pulsestart Training Solutions you will not be attending, you forfeit the full course fee. Courses may be transferred to another date with at least (7) days' notice, prior to the course date without penalty. If you have any questions, please do not hesitate to contact me. Those who arrive after their course has commenced, you will be refused entry and forfeit the full course fee.

2.3 Cancellations, Withdrawals, Refunds and transfers (*continued*)

- If you move your date within 7 days of the booking and later decide to cancel, a refund will not be issued once the original course date has been changed.
- If you require a copy of your certificate once it has expired there will be a \$50 re-issue fee.
- Course end times are approximate, and training can sometimes go over time, depending on class numbers and competency levels of the participants.

Any refund will be paid to the person or entity that originally paid the course fees. Fees may be subject to change without notice.

If a student disagrees with the calculations made against a refund, they should refer to the Pulsestart Training Solutions complaints and appeals policy and process

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

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

2.4 Student Support

Ongoing support for Pulsestart Training Solutions students is provided throughout the duration of a course.

This support includes, but is not limited to the following:

- Help desk function by email
- Help desk by phone
- Online resources available in e-learning system
- Classes

2.5 Language, Literacy and Numeracy

Pulsestart Training Solutions is committed to providing the best possible learning experience for all students.

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

If a student is concerned about their ability to complete training due to their level of spoken English, reading, writing and/or numeracy skills please speak with the Pulsestart Training Solutions training coordinator.

3.0 Delivery

3.1 Delivery Options

Pulsestart Training Solutions courses are conducted via the following modes of delivery:

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

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

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

Where it is relevant, delivery options may be contextualised to meet specific needs, however, any modification or change must still meet the requirements specified in the unit of competency.

NOTE: This means that in some circumstances, contextualisation will not be possible, e.g. the unit HLTAID001 CPR must be performed “on the floor”, where other units will require that tasks be completed, but not designate the exact location or circumstance

3.1.1 Online Delivery

Pulsestart Training Solutions online delivery is undertaken using the Pulsestart training Solutions share point portal E-Learning system. This provides an opportunity for Pulsestart Training Solutions students to undertake the course of their choice online by providing an online learning environment for students to access learning materials, complete assessments, communicate directly with their assessor and undertake other training and assessment activities.

3.1.2 Face-to-Face Delivery

Courses and classes are regularly scheduled. Information regarding courses is available on the Pulsestart Training Solutions website.

3.1.3 Flexible Delivery

Flexible delivery allows students to complete in a timeframe determined by their own circumstances and abilities and prior knowledge and skills.

Flexible delivery can be undertaken in several ways including:

- One-on-one mentoring
- Face-to-face
- Online e-learning platform (eg Skype etc).
- Combination of face-to-face and online, face to face and Skype, etc.

3.1.4 Completion Dates

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

If a student is unable to complete their assessment requirements on time, they are required to contact the assessor or Pulsestart Training Solutions administration so adjustments can be negotiated.

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

4.0 Assessment

Pulsestart Training Solutions delivery and assessment is consistent across all delivery and assessment platforms. Although the approach may vary, the same information is provided, and the same assessment activities require completion.

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

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

NOTE: Pulsestart Training Solutions appreciates student feedback. Students are encouraged to provide Pulsestart Training Solutions with any suggestions for

improvements that can increase the usability of Pulsestart Training Solutions training and assessment resources.

4.1 Lodging Assessments

If students are required to complete an assessment (eg workbook, task etc.), Pulsestart Training Solutions requests that the completed assessment piece be submitted to the student's trainer and assessor for marking via Pulsestart Training Solutions online e-Learning platform (sharepoint), email or by providing a hard copy.

Students are encouraged to familiarise themselves with the "Welcome email" that they receive during the enrolment process. Students are urged to read the email carefully and follow the instructions provided.

Pulsestart Training Solutions students have direct access to the Director through email for any assistance they may require.

4.2 Group Projects

When you submit work for assessment which is the product of collaborative learning, your assessor will require a clear understanding of your contribution to the team. This includes the responsibilities that you undertook and how your work contributed to the final assessment product.

Each individual within a group project will be asked to complete a feedback form on the involvement and contribution of other members of their team. The Pulsestart Training Solutions trainer and assessor of the group project maintains the right to mediate the roles and responsibilities of group members and withhold grading if in doubt of the authenticity of a group members contribution.

4.3 Assessment Attempts

Students are provided with the opportunity to submit each task for each assessment online five (5) times. Resubmission is subject to course completion timeframes.

If after five (5) submissions a student is unable to demonstrate that they are competent, the trainer and assessor will provide further training before allowing further opportunities to complete the same assessment task.

4.4 Reasonable Adjustment

If required, Pulsestart Training Solutions will make ‘reasonable adjustment’ to accommodate a student’s needs. Adjustment is reasonable if ‘it balances the interests of all parties affected’.

‘Reasonableness’ considers the:

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

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

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

5.0 Australia’s VET Sector

Australia boasts a truly national, world-class Vocational Education and Training (VET) system. The latest available figures from the National Centre for Vocational Education Research show that in Australia in 2017. 4.2 million students were enrolled in the public VET system, an increase from 1.9 million in 2013.

VET is generally practical, hands-on and industry focused and aims to provide education to people:

- Entering the workforce for the first time
- Re-entering the workforce
- Retraining for a new job
- Upgrading skills for an existing job

Australia’s VET system is based on nationally endorsed Training Packages that specify skills and knowledge required for particular industries and workplaces. Nationally recognised training packages allows participants to learn specific skills and gain the knowledge required to work in their chosen field and gives employers confidence as the level of knowledge and skills will be consistent between employees and job applicants with the same qualification.

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

For information about the Australian VET sector, Training Packages, Qualifications and units of competency refer to a member of Pulsestart Training Solutions staff.

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

5.1 About the Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training.

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

For a full explanation of the AQF, see the AQF Implementation Handbook which can be downloaded from the AQF website available at the following address: www.aqf.edu.au and portability of training outcomes across Australia.

5.2 About VET Standards

In Australia, VET is regulated by national standards:

- The Standards for Registered Training Organisations (RTOs) 2015
- The legislative instruments established under the National VET Regulator (NVETR) Act 2011

5.3 About ASQA

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



5.4 Registered Training Organisations (RTO's)

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

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

This ensures the quality and consistency of VET sector education.

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

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

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

To view Pulsestart Training Solutions audit history and information, please visit our website: www.pulsestarttrainingsolutions.com and check the sitemap at the bottom of the page

5.5 RTO Code of Practice

Legislative Requirements: Pulsestart Training Solutions the organisation, its staff and students are required to comply with all relevant Commonwealth and State laws as detailed below:

Commonwealth of Australia Acts

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

Pulsestart Training Solutions will provide copies of, and access to details concerning, legislative requirements upon any request by a student.

Students can access copies of the legislation listed above at:

5.6 About Training Packages

Training package qualifications are occupational skills standards against which training delivery and assessment of competency can take place.

They are developed through a process of national consultation with industry.

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

The aims of training packages are to:

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

5.7 About Competency Based Assessment

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

Competency includes the capacity to:

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

Competency standards define the skills, knowledge and attitudes required by industries for effective performance in the workplace. Competency standards can be broken down into smaller units of competency and each unit of competency describes a specific workplace activity.

Once a person has been assessed as successfully completing a unit of competency, the RTO issues a Statement of Attainment. Units of competency can progressively build to a full Qualification.

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

5.8 Competent or Not Yet Competent

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

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

If a student receives a “Not Yet Competent” result – it can often mean that there are simple but important things that they may have overlooked.

Students will be given specific feedback on which aspects need to be reviewed or where further evidence needs to be supplied.

5.9 Recognition of Prior Learning

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

RPL provides an opportunity for students to:

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

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

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

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

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

5.10 Skills and Knowledge Evidence for RPL

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

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

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

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

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

5.11 Is my Qualification Nationally Recognised?

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



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6.0 Student Rights and Responsibilities

All students have a right to:

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

As a condition of entry into Pulsestart Training Solutions programs, students are expected to:

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

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

7.0 Pulsestart Training Solutions Care for Students

Pulsestart Training Solutions will ensure:

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

8.0 Disciplinary Policy

Students, at all times must maintain safe and appropriate behaviour and follow Pulsestart Training Solutions rules.

Penalties for breaches of rules or unsuitable or disruptive behaviour (including swearing) will be imposed depending on the nature and severity of the breach.

Pulsestart Training Solutions reserves the right to terminate or suspend the enrolment/training if student has provided false or misleading information relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.

Pulsestart Training Solutions reserves the right to terminate or suspend the enrolment/training if student commits an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the wellbeing of Pulsestart Training Solutions, other students, or persons, or themselves, the state training coordinator will oversee all disciplinary matters.

8.1 General Misconduct

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

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupt learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Pulsestart Training Solutions property or the property of others; alters/defaces Pulsestart Training Solutions documents or records; prejudices the good name of Pulsestart Training Solutions, or otherwise acts in an improper manner.

Pulsestart Training Solutions will report all criminal acts committed by its students to the relevant authorities.

The Pulsestart Training Solutions Director may impose the penalty of expulsion from Pulsestart Training Solutions in the case of physical or verbal abuse of students or staff of Pulsestart Training Solutions, repeated or severe misconduct, or criminal acts.

8.2 Academic Misconduct

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

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

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

8.3 Expulsion

Pulsestart Training Solutions reserves the right to expel students for serious misconduct following appropriate Pulsestart Training Solutions disciplinary procedure. No money is refunded to expelled students.

8.4 Notification and Appeal

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

The grounds for appeal are:

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

Appeals must be lodged in writing with the CEO within 15 days of the date of the student being notified of the consequence.

The process will commence within 10 working days of the date of receipt of the student's appeal.

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

9.0 Complaints and Appeals

All disputes or complaints will be handled professionally and confidentially to achieve a satisfactory resolution.

Please note, for all academic matters the trainer should be the first point of contact. For non-academic matters, students are encouraged to meet with the state training coordinator to discuss any issues. If unable to resolve the complaint, use the following procedure to ensure the issue is resolved.

STEP 1

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

STEP 2

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

STEP 2b

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

NOTE: If the grievance concerns a Pulsestart Training Solutions staff member, Step 2b will automatically follow step 1.

9.0 Complaints and Appeals (*continued*)

STEP 3

- All issues, complaints and appeals are taken seriously by PULSESTART TRAINING SOLUTIONS staff and management and will be investigated and acted upon as quickly as possible.
- The complainant may at any point in this process action their grievance with: Complaints Resolutions Branch (Department of Justice).

Complainants/appellants will be informed in writing about actions and outcomes in regard to their complaint. Complainant/appellant confidentiality will be maintained to ensure their individual rights are upheld.

Complaint and appeal process will ensure that:

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

NOTE: All issues, complaints and appeals are taken seriously by Pulsestart Training Solutions staff and management

9.1 Notification and Appeal

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

The designated officer (CEO, RTO Manager, or Compliance Manager) will seek information regarding an assessment appeal from the assessor and any other relevant parties.

A decision will then be made regarding the appeal, as to the assessment decision standing or possible re-assessment by a third party. The third party will be determined by Pulsestart Training Solutions. The candidate will then be notified of the result of the appeal. Should an appeal be made, the circumstances and results of any appeal are analyzed by the CEO and appropriate actions made to prevent recurrence of the problem. All appeals are recorded and kept on file.

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

- Student achieving competence,
- Student withdrawing from a course prior to completion,
- Student failing to achieve competence and exited from a course,
- Student enrolment cancelled with Pulsestart Training Solutions

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

Info line: 1300 701 801

Email: complaintsteam@asqa.gov.au

10.0 Student Records

10.1 Change of Student Contact Details

All students are required to maintain current and accurate contact details with Pulsestart Training Solutions at all times. In the event of a change in contact details students are required to change their details in their online student portal.

10.2 Storing of Records

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

The storage of records by Pulsestart Training Solutions will include:

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

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

10.2.1 Access to Personal Records

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

All requests to access personal records need to be formally submitted to Pulsestart Training Solutions. To access personal records please complete and submit a Pulsestart Training Solutions Record Request form and proof of identification.

To obtain a copy of Pulsestart Training Solutions' Record Request form email the state training coordinator. Information regarding assessment and the issue of qualifications will be provided to other RTOs for the purpose of RPL or to meet prerequisite requirements of clients entering other courses or programs providing the client has authorised the release of this information, or there is no breach of the privacy principles.

10.2.2 Privacy

The information students provide to Pulsestart Training Solutions is protected under the Australian Privacy Principles.

The requirements of the legislation are met in relation to:

- Collection
- Storage
- Use
- Disclosure of Information

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

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

Info line: 1300 363 992

Website: www.oaic.gov.au

10.2.3 Confidentiality

Pulsestart Training Solutions will not disclose the personal details of its members, students or associates except as they expressly permit, or if necessary, to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law. In the instance that a student is registered, and fees are paid for by an organisation/ employer on behalf of a student, Pulsestart Training Solutions will assume that the student is providing Pulsestart Training Solutions with permission to share relevant personal particulars and information regarding course outcomes to the organisation/ employer.

NOTE: Information collected about students by Pulsestart Training Solutions will only be the necessary information related to course enrolment, learning and study records

10.2.3 Confidentiality (*continued*)

Pulsestart Training Solutions is obliged to:

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

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

- National Centre for Vocational Education Research (NCVER) for Australian Vocational
- Education and Training Management Information

Note: Statistical Standards (AVETMISS) reporting. Students may correct any personal information provided, at any time, by contacting Pulsestart Training Solutions

11.0 Workplace Health and Safety (WHS)

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

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

12.0 Anti-Discrimination

12.1 Harassment and Discrimination Policy

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

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

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

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimization is also treated as another ground of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - - refers to all employees and contractors of Pulsestart Training Solutions

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

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

Harassment and Discrimination Policy (*continued*)

Victimisation - includes any unfavorable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavorable treatment could include adverse changes to the work environment, denial of access to resources or work.

12.1.1 Specific Principles

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

- All reports of harassment and discrimination will be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, co-operation and conciliation.

The aim is to achieve an acceptable outcome while minimizing any potential damage to individuals and the Pulsestart Training Solutions organisation,

- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.