



Student Handbook

Version 2.1



Progressive Diagnostics Pty Ltd ABN : 76 150 550 799 RTO ID: 41103

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Student Handbook (Including Terms and Conditions)

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Introduction

Progressive Diagnostics Pty Ltd is a Registered Training Organisation (RTO). A Registered Training Organisation (RTO) is a vocational education organisation providing training and assessment that results in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

As an RTO we are required to provide information about our policies and procedures to clients and learners before enrolment. The purpose of this handbook is to provide information to prospective learners, employers or other interested parties to ensure they are fully informed about the training and assessment services Progressive Diagnostics Pty Ltd provides. Please ask our staff if you need further clarification or have any questions.

Registration

Registered Training Organisation (RTO Code: 41103). As an RTO we comply with the legislative and other requirements, including:

- The Standards for NVR Registered Training Organisations 2012 (SNR's)
- The Australian Qualifications Framework (AQF)
- Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements.

The national regulator for Australia's vocational education and training sector is the Australian Skills Quality Authority (ASQA) who is responsible for regulating courses and training providers according to the VET Quality Framework. Further information regarding ASQA is available on www.asqa.gov.au.

Commitment

As an RTO we have agreed to abide by the principles of the Australian Quality Training Framework. As such we are committed to providing a quality service with our focus being on continuous improvement. All students and employers are encouraged to provide feedback about any issue.

Progressive Diagnostics also undertake regular reviews of our RTO Management system and provide opportunities for our staff to undertake professional development and to provide feedback to our management to improve our RTO operation.



Work Health and Safety

Progressive Diagnostics is committed to ensuring the health and safety of its staff and students at all times. This includes meeting our legislative obligations to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

All staff are trained in risk assessment and management practices pertaining to their role as well as the Progressive Diagnostics policies and procedures relating to work health and safety.

All students will participate in an induction at the commencement of their course which will outline the specific work health and safety requirements for their course and the specific training facility where the training is taking place.

If a student is found to breach any of Progressive Diagnostics work health and safety standards or commit any act which may endanger the safety of themselves, staff, other students or members of the general public, that student will be excluded from participating in further training and assessment activities.

Legislative Requirements

RTO's in Australia are subject to Commonwealth and State or Territory legislation pertaining to training and assessment as well as business practices. Progressive Diagnostics complies with all Commonwealth and State legislation ensuring that management, staff and students are informed of their obligations, including but not limited to:

- Vocational Education and Training Act 2000
- Work Health and Safety Act 2011
- National VET Regulator Act 2011 (Cth)
- Anti-Discrimination Act 1991
- Competition and Consumer Act 2010 (Cth)
- Corporations Act 2001 (Cth)
- Disability Services Act 2006
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- Fair Trading Act 1989

Current legislation is available online at www.comlaw.gov.au and www.austlii.edu.au.



Summary of Policies and Procedures

Some of our RTO policies and procedures are summarised on the following pages. You can get further information from our RTO Head Office or your trainer.

Enrolment into a Course

- To enrol into a course, participants need to complete an Enrolment Form.
- No enrolment is confirmed until the completed Enrolment Form has been returned to Progressive Diagnostics. We will forward confirmation back to the participant.
- Booking enquiries may be made verbally by phone, or by email.
- All prospective learners will then be emailed an Enrolment Form, or the Enrolment Form can be downloaded from the Progressive diagnostics website for completion.
- Progressive Diagnostics will confirm your booking by email.

Unique Student Identifier (USI)

From 1 January 2015 ALL students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier. A USI gives students access to their online USI account which is made up of ten numbers and letters. A USI account will contain all of a student's nationally recognised training records and results.

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time
- School students completing nationally recognised training, and
- Students continuing with nationally recognised training

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with
- View and update their details in their USI account
- Give their training organisation permission to view and / or update their USI account
- Give their training organisation view access to their transcript
- Control access to their transcript, and
- View online and download their training records and results in the form of a transcript

It is free and easy for students to create their own USI's online. For more information, please visit: www.usi.gov.au or contact via email at: usi@industry.gov.au.



Course Prerequisites

Certain training courses may have pre-requisites such as requiring students to be a minimum of 18 years of age and have the ability to read, write and communicate in English. To participate in training, you need language, literacy and numeracy skills to the level that would be used in the workplace. You will need to be able to read, write and apply standard operating procedures.

For more information in relation to the specific pre-requisites associated with your training contact Progressive Diagnostics at: info@progressivediagnostics.com.au.

Course Requirements

Students are to wear normal work clothes, including covered foot wear, students who do not comply with the required dress code may be refused admission to their course. Progressive Diagnostics trainers reserve the right to suspend from training courses students who are dressed inappropriately for the training they are undertaking.

Courses will commence at the listed time. Due to the nature of the training students shall be in attendance for the full duration. Students who arrive after the scheduled start time may not be admitted. If a student is running late they are to contact Progressive Diagnostics to notify of estimated time of arrival. At the start of each day of training students are required to sign a Course Attendance Sheet. In the event this is not signed students may be classed as Not Yet Competent (NYC).

Drugs and Alcohol in the Workplace Policy

Progressive Diagnostics is committed to ensuring the health, safety and welfare of all employees, visitors and learners by providing a safe working environment. Learners who are adversely affected by drugs and alcohol are deemed not fit for work. They pose a hazard to themselves, other learners and our trainers. In line with this any learner who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Learners are to comply with their employer stated Fitness for Work policy whilst attending any training course. In the event a learner is turned away from training because of "Fitness for Work" concerns the learner's employer will be contacted.

Progressive Diagnostics shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to "Fitness for Work" issues.



Course Information

Training courses are available to be delivered onsite at our training venue.

Progressive Diagnostics offers the following nationally accredited training course:

Drug and Alcohol Testing Officer Training

National Code	Unit Name	Release
HLTPAT005	Collect specimens for drugs of abuse testing	R2

The following drug and alcohol testing non-accredited training courses are also available:

- Breath Alcohol Testing Officer Training
- Drug Awareness Staff Education
- Reasonable Suspicion Drug Testing Supervisor Training

Full details and course information is available on the Progressive Diagnostics website: www.progressivediagnostics.com.au. Individuals and companies that book on courses will be provided information regarding their specific course when enrolling and when confirmation of their enrolment is sent.

Target Group for Training

Our training suits students who require workplace safety-related competencies. While the unit comes from the Health training package, students might not always be from this industry as the skills covered can be found in many work settings, including: Safety professionals, Medical personnel and Security personnel.

Our Learning Style and Assessments

Our training courses are conducted either onsite at your workplace or at our venue and include practical 'hands-on' experiences, as well as small group classroom based activities and discussion. Our trainers are all very experienced in the field of drug and alcohol testing.

Our assessments process is in accordance with the National Assessment Principles and conforms to the standards of the Australian Qualifications Framework. Where possible the assessment process is as flexible as possible within the requirements of the units of competency.



Assessment will involve assessment of knowledge, skills and attitudes against the requirements of the unit of competency. This will usually involve practical demonstration, verbal or written tests, and completion of practical tasks.

Individuals are required to undertake assessments to demonstrate competency. Assessment or competency-based assessment is, *“The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.”* (<http://www.voced.edu.au/content/glossary-term-assessment>)

Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to re-assessed if required.
- Progressive Diagnostics supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

- **Competent [C]:**
Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.
Individuals judged as competent are issued with a Statement of Attainment.
- **Not Yet Competent [NYC]:**
Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.
At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, Progressive Diagnostics will offer further training at a later date. This is discussed at the completion of the course, if necessary.
- **Recognition of Prior Learning [RPL]:**
Competency is achieved through the Recognition of Prior Learning process. (See Recognition of Prior Learning)



Fees, Charges and Refunds

As our fees and charges might change from time to time, please contact our RTO Head Office for the latest details.

Fees for groups are invoiced to the relevant organisation on training completion. Individual students are required to pay the fee on commencement.

We offer fair and reasonable refunds as per the conditions outlined below. However, no refund applies if you withdraw after commencement unless special circumstances, such as illness apply; contact our Training Manager for clarification. Final decisions regarding refunds, fees, cancellations and transfers are at the discretion of Progressive Diagnostics.

Course Enrolment Conditions

1. Please arrive 15 minutes prior to the starting time.
2. Refreshments may be provided at the public training sessions. Please advise if you have any special dietary requirements.
3. If you have any special requirements (e.g. access requirements, language or literacy) please contact us at least 5 days prior to the commencement of the course.
4. Please advise us if your name is spelt incorrectly on the training confirmation letter as this is how it will appear on your statement of attainment.
5. If you are unable to attend, please notify us as soon as possible to arrange an alternative booking.
6. All cancellations must be notified in writing to info@progressivediagnostics.com.au. Registrations may be cancelled up to five (5) working days prior to the program and receive full refund.
7. Non-attendance or if less than 5 working days is given of cancellation, the full fee will be forfeited.

Should the registered person be unable to attend, notification is required to substitute another participant, no later than two (2) working days prior to the training course date.

8. Learning / training material, certificates and results will only be issued on receipt of payment.
9. Progressive Diagnostics reserves the right to cancel or postpone a program to an alternative day. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available program.
10. Progressive Diagnostics reserves the right to amend its cancellation policy at any time and may amend its registration forms and processes accordingly.

In the event any student is turned away from training as a result of being adversely affected by drugs or alcohol in the trainer's opinion, there shall be no refund.

Progressive Diagnostics provide scheduled dates for courses in their public course schedules, these courses are subject to sufficient numbers of students wishing to undertake the training.

Should a course be under subscribed the course may be deferred until it is viable to conduct the training. In this instance Progressive Diagnostics will contact any student enrolled to inform them and re-schedule.

How to Request a Refund

Progressive Diagnostics understands there are circumstances under which an individual may need to cancel a course and request a refund. Written advice (email) is preferred, alternatively telephone notification is also accepted.

Your Consumer Rights

Prospective learners have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location: [Personal Services a Guide to the Australian Consumer Law](#)

Access and Equity

Access and equity is about everyone being treated fairly without discrimination within the bounds of the training courses provided. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources.

If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track. Who is responsible for access and equity? We all are. You have responsibilities to treat others fairly while in training. We must treat you fairly in providing goods and services to you.

See also: [Disability Supplement](#)

Recognition of Prior Learning

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed. Recognition of prior learning (RPL) is an assessment process by which you may demonstrate competencies you already hold that have been gained through formal or informal training, work or life experiences.



Due to nature of the training courses, our assessment will include practical testing, observation of skills, questioning and review of evidence provided. Because this involves a comprehensive individual assessment, there is a fee for this service which will be supplied upon application.

If you want to be considered for RPL, please email: info@progressivediagnostics.com.au to request a RPL Application Form.

Productive Participation

We expect students to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously. Progressive Diagnostics considers the following (but are not limited to) are examples of inappropriate behaviour that will not be tolerated under any circumstances:

- Taking, possessing, trafficking, or being affected by illegal substances or alcohol;
- Engaging in physical violence or threats of violence, bullying or other harassment using abusive language, or possessing illegal weapons;
- Acting in any way that could cause any loss, damage or harm to other learners, staff, property and equipment; and
- Academic misbehaviour which may be defined as cheating or the distraction of others.

Definitions of cheating and plagiarism are:

- Cheating – violation of the assessment rules to gain an advantage
- Plagiarism – the copying of the language, ideas or thoughts of another author, and representation of their work as student's original work.

Cheating and plagiarism is unacceptable at Progressive Diagnostics. Trainers will actively monitor students for cheating and plagiarism. Consequences for cheating and plagiarism are the same and will result in:

- The student will be required to re-do another equivalent assessment task
- The student will be given a final written warning outlining the details which will be signed by the Training Manager, trainers and the student. This will be kept on Student file.

Any further infringements will result in the students being expelled from Progressive Diagnostics with a cancellation fee. A letter will be given to the student explaining the situation and will be kept on student file.

These examples are what we consider to be serious misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome. In less serious situations, our trainers will counsel learners about the required behaviour.



Training Materials

During the conduct of Progressive Diagnostics training students will be issued or be given access to equipment. This equipment is to be used in accordance with the instructions given by the trainer. In the event a piece of equipment is not used in the appropriate manner, this may result in equipment becoming unserviceable and more importantly become unsafe for the student or next user.

All equipment will be inspected prior to, during and after use. In the event a piece of equipment is found to be faulty or damaged the item shall be removed from service and the trainer is to be informed immediately.

If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

Accessing Student Records

At any time, learners can ask their trainer for access to records of their participation and progress. At any time after completing training, learners may request access to their academic records and can do this by contacting the National Training Manager if they wish to do so.

If an employer requires access to their current or future employee's training records they are required to firstly obtain permission from the learner (and provide evidence of this) in order for the employer to receive records or information for that learner/employee.

Complaints and Appeals

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our Complaints and Appeals Procedure. We will deal promptly, fairly and confidentially with your complaint or appeal using independent people.

While we try to resolve complaints informally if possible, formal complaints and appeals must be submitted in writing, and there is a form to help with this. Email: info@progressivediagnostics.com.au for a copy of the Progressive Diagnostics Complaints and Appeals Form.

Contact the Training Manager or your trainer if you have a complaint. If this is difficult to do on your own, you can ask someone to do it on your behalf, or to be with you when you make a complaint or present an appeal.

Learners who believe that their assessment result does not accurately reflect their performance may request a re-assessment. This must be done within two weeks of being informed they are Not Yet Competent.



Certification Documents

Progressive Diagnostics will issue a Nationally Recognised Statement of Attainment indicating the competencies that have been achieved on completion of accredited training and assessment components. Your Statement of Attainment will only be issued upon successful completion of the required Units of Competence and when full monies have been paid to Progressive Diagnostics.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Progressive Diagnostics. Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs. To have either your Certificate or Statement of Attainment reissued you will need to provide valid photographic ID.

Re-issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish Progressive Diagnostics to issue another Certificate, the cost is \$25.00 per certificate.

Student Support Services

Progressive Diagnostics is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs. If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Progressive Diagnostics may not be able to provide the support or assistance required.

Support services may include the following areas:

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.

- Disability Support: Progressive Diagnostics can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the student, unless other arrangements are made with Progressive Diagnostics.

Most training conducted at Progressive Diagnostics involves small classes run over a short time frame. As a result the trainers will provide individual support and guidance to the student. Depending on the individual location of where training is being conducted the level of support services available may be affected. Progressive Diagnostics will at all times assure the safety and security of its students.

Privacy and Confidentiality

In providing services we will gather and record information and maintain its confidentiality in line with our Privacy Policy and Record Keeping Policy and Procedures.

Progressive Diagnostics is committed to ensuring the privacy of all its students. Progressive Diagnostics will not publish or make available any student information to third parties unless required by law or with the consent of the participant.

Under the Data Provision Requirements 2012, Progressive Diagnostics is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Progressive Diagnostics for statistical, regulatory and research purposes. Progressive Diagnostics may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and



- Administering VET, including programme administration, regulation, monitoring and evaluation

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Where your place of employment has registered you for specific training your Statement of Attainment cannot be sent to them directly. It is the responsibility of each participant to provide a copy to the employer if requested unless Progressive Diagnostics has received written authority to provide the specified copy to a third party.

If an enquiry is made regarding a participant's file, other than by the participant, permission will be obtained from the participant prior to the release of information.

Except for some special circumstances, participants have a right to access their personal information held about them and to have the information corrected or annotated if the information is incorrect, out-of-date or incomplete. Should participants wish to access their personal information they can contact our Customer Service Team – [Information Request](#) or phone 1300 711 116 for assistance. Proof of identity will be required at the time of enquiry.

Progressive Diagnostics reserves the right to modify or amend our terms and conditions at any time without notice.

Contact Details (RTO Head Office)

Progressive Diagnostics Pty Ltd

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