



Student Handbook

PCR Polyweld Pty Ltd

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Student Handbook

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INTRODUCTION

Our goal is to provide meaningful flexible training to industry, both in current working environments and our training facility. We aim to provide services to the construction, mining and manufacturing industries to help them ensure that they have capable, and confident, safe and compliant employees.

We provide training to employees at mine sites looking to gain more skills and knowledge to obtain work and improve on current skills in the above industries. Training at the workplace is more relevant to the employees and employers.

This student handbook provides the direction that informs and guides PCR Polyweld Pty Ltd towards the provision of best practice in training development, management and service delivery.

LEGISLATIVE REQUIREMENTS

PCR Polyweld Pty Ltd is subject to a variety of laws relating to training and assessment as well as day to day business practices.

This legislation governs our obligations as a Registered Training Organisation (RTO) and our obligations to individuals (clients) in relation to the industry that we are conducting training for.

When legislation is amended, all staff are made aware of any changes.

Current legislation is available online at www.legislation.qld.gov.au.

Vocational Education and Training legislation includes but not limited to:

- Child Protection Act, 1999
- Disability Service Act 2006
- Fair Trading Act 1989
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Work Health and Safety Act, 2011

WHS REQUIREMENTS

The [Work Health and Safety Act 2011](#) (PDF 833KB) (the WHS Act) provides framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

All workers are protected by the WHS Act, including:

- Employees;
- Contractors;
- Subcontractors;
- Outworkers
- Apprentices and trainees;

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- Volunteers;
- Employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as reasonably practicable, the health and safety of workers in the workplace. Duties are also placed on Officers of a PCBU, workers and other persons of a workplace.

PCR Polyweld Pty Ltd is committed to providing a safe and healthy workplace for all employees and clients

By adopting a planned systematic approach to the management of work health, safety and welfare (by providing the resources for successful implementation) we aim to ensure that:

- All hazards to health and safety are identified, the risks assessed and where they cannot be eliminated they are effectively controlled;
- Measures to control hazards and risks to health and safety are continually monitored and evaluated;
- Employees at all levels are consulted and encouraged to contribute to the decision-making process on work health and safety matters effecting them;
- All managers, supervisors, trainers and employees receive appropriate information, instruction, training and supervision they need to safely carry out their work responsibilities.

PREVENTION OF HARASSMENT, VICTIMISATION AND BULLYING

PCR Polyweld Pty Ltd is committed to providing a positive training environment free from intimidation, ridicule and harassment. All managers and staff have a responsibility to maintain a working environment free from harassment, victimisation and bullying behavior. We take all complaints seriously in this area. We will investigate all claims and take remedial action where necessary.

PCR Polyweld Pty Ltd has a legal obligation to ensure that our Training Environments are free from any form of harassment, discriminatory or bullying behaviour.

EQUAL OPPORTUNITY

We pride ourselves on maintaining a training environment where our clients are treated with respect and dignity. Every individual has the right to work in a professional atmosphere that promotes equal opportunities free from discriminatory practices including harassment. We aim to continually provide all staff and clients with genuine opportunities to improve and reach their full potential

PRIVACY

PCR Polyweld Pty Ltd will need to gather information from its clients in order to provide the best possible service. The information you provide to us will remain private and be used only for the purposes you have agreed too.

PCR Polyweld Pty Ltd will not reveal, disclose, distribute, rent or pass your personal information onto a third party, other than those you have consented to or by requirement for legislation purposes.

It is important to keep your personal information accurate so we encourage you to contact us to inform us of any changes to your details. You will be provided with the opportunity to access personal information held and where appropriate, you may be able to correct any information that is incorrect.

PCR Polyweld Pty Ltd will not collect personal information revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability or sexual orientation unless:

- Your consent has been obtained;
- The collection is required or specifically authorised by law;
- The collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual;
- Where the subject of the information is physically or legally incapable of giving consent;
- The collection is necessary for the establishment, exercise or defense of a legal claim.

You are welcome to raise any concerns you may have regarding our personal information handling procedures with your Trainer or by contacting us at our address/phone number listed within this handbook.

COPYRIGHT

It is imperative that PCR Polyweld Pty Ltd seeks permission or licence from the copyright owner prior to copying materials for course use. If materials are outsourced from other providers, we seek permission and acknowledge the owner in forms of materials. These educational materials include those used for training, copying and sharing information with students as part of the course.

ENROLMENT PROCESS

To begin a course an enrolment form must be completed. This will become the agreement between the candidate, training company (PCR Polyweld Pty Ltd) and your employer if your employer is making the booking. Our staff are committed to providing you with the best possible service, support and assistance for the duration of your course.



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RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is available for those that believe that they already have the necessary skills/evidence to complete a competency either from previous training or on the job experience.

PCR Polyweld Pty Ltd will have an assessor discuss the required evidence with you. An enrolment form will need to be completed and all evidence that you have provided to PCR Polyweld Pty Ltd.

Once we have this information/evidence, you may also be required to complete a Third-Party Report, complete a Theory and Practical Assessment to demonstrate competency.

FEES

PCR Polyweld Pty Ltd will be obtaining a Purchase Order from your Company to cover the fees for this course if they are making the booking. For public courses, the fee's will be explained to you at the time of booking for the course and payment is required prior to course commencement. Other fees could include a replacement qualification certificate or statement of attainment. RPL fees are charged as per current charges equivalent to enrolling in each unit.

Client Fee Collection and Reconciliation

- The office Manager has the authority and responsibility for all billing, collections and the reconciliation of client's fees.

Administration Charges

- At times, additional charges may apply but these will be quoted to you prior to enrolment. For any further information regarding fees/charges please contact the administration staff;
- Re-issue of statement of attainment will incur an administration fee of \$20.00.

REFUND POLICY

As a student, your fees will either be paid by your employer or by yourself.

PCR Polyweld Pty Ltd will give our clients a quote and then enter into a contract regarding fees and costs. Each site will be different therefore different fees will apply.

Refunds will be issued due to the following reasons only:

1. Notification of cancellation/refund or request to transfer course is made in writing and emailed to pcradmin@pcrpolyweld.com more than 10 days prior to course commencement;
2. If the reason for the course cancellation is due to PCR Polyweld Pty Ltd, a full refund will be issued or the opportunity to transfer payment to another course date that is mutually agreeable to all parties.

Refunds will not be issued due to the following:

1. If a student applies for RPL and the application is unsuccessful;
2. Once Training has commenced in the course, no refund is available unless compelling circumstances occur, this must be approved by PCR Polyweld Pty Ltd;
3. The student fails to comply with the terms and conditions of enrolment which includes PCR Polyweld Pty Ltd Policies and Procedures;
4. The student provided false or misleading information
5. No Show – if a student fails to attend a course, course fees will not be refunded or allocated to another course

Results will be issued on receipt of payment to the payee via electronic mail. The student will also receive the original either on the day of the course or via post if course is completed on a weekend.

Prompt payment must be received prior to results be handed out.

If training has been paid for by your employer, then a copy of your results will be sent to them as well for their records.

SUPPORT AND ASSISTANCE

PCR Polyweld Pty Ltd provides support and assistance to ensure all students are treated fairly and to allow them to train in a supportive and stimulating environment.

Language, Literacy and Numeracy Assistance

- PCR Polyweld Pty Ltd can conduct a pre-assessment to see what literacy level you are currently to see if you may need some assistance to meet your course goals.
- Our enrolment forms will ask you to give an honest response to your language, literacy and numeracy levels so that we are able assist you where needed, feel free to discuss this with your Trainer or the Training Manager as we can provide one-to-one tutoring as well as classroom assistance. PCR Polyweld Pty Ltd will provide a self-assessment as part of the enrolment process.
- PCR Polyweld Pty Ltd can assist with course material so that it is relevant and useful to you.
- Flexible learning and Assessment
- PCR Polyweld Pty Ltd delivers flexible modes of training and assessment for courses to meet with students needs
- Modes of flexible learning include: delivery at the workplace, classroom, one-to-one programs
- Individual training plans can be arranged upon request
- If at any stage before or during your training you feel you require assistance, please let a

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staff member know, we want you to succeed and to do this we need to know how we can meet your individual needs

- Any personal information you may provide us with to assist you will be kept confidential
- Access to record: All students have the right to access their training records. Requests must be made in writing and handed to the Training Manager

APPEALS AND COMPLAINTS

At PCR Polyweld Pty Ltd we encourage our students to address their concerns with the offending individual where possible. Sometimes people behave inappropriately without realising it, and/or make decisions without thinking about the implications.

However, we have policies and procedures for handling complaints, grievances and appeals. If approaching the individual does not help the situation, please contact the Training Manager and we will respond to your concerns within 14 days.

STUDENTS CODE OF CONDUCT

All students have the right to:

- Be treated fairly and with respect by PCR Polyweld Pty Ltd staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment;
- Have access to counseling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the subject/ competency and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimisation;

Student's responsibility:

- Treat others with respect and fairness;
- Follow all reasonable requests from the PCR Polyweld Pty Ltd Staff;
- Refrain from swearing, drinking and eating where not permitted;
- Behave responsibly at all times by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing PCR Polyweld Pty Ltd.'s or other student's belongings;
- Not be under the influence of drugs or alcohol;
- Turn off mobile phones or other electronic devices that may disrupt the course;
- Do not engage in plagiarism, collusion or cheating;
- Follow work health safety practices including wearing the correct clothing (personal protective clothes);
- Avoid threatening behaviour;
- Avoid embarrassing other students or staff members;
- Comply with all lawful regulations or safe procedures of Training that is being undertaken.

BREACH OF CONDUCT

A breach of conduct occurs when a student assaults, attempts to assault or threatens a person or acts contrary to Equal Opportunity which is committed to the prevention and elimination of discrimination on the grounds of:

- Age;
- Impairment;
- Industrial activity;
- Lawful sexual activity;
- Marital status;
- Physical features;
- Political belief or activity;
- Pregnancy;
- Race;
- Religious belief or activity;
- Sex;
- Status as a parent or a carer;
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Other breaches include:

- Willfully disobeying or disregarding direction by a staff member;
- Acting dishonest or unfair in relation to assessments.

PLAGIARISM

Plagiarism and cheating will lead to disciplinary action being taken by PCR Polyweld Pty Ltd as per our Plagiarism policy.

- **Plagiarism:** when you try to pass someone else's work off as your own. For instance: using another person's answers, ideas, opinions or theories in an assignment or assessment, or using pieces of information, such as graphs, statistics, drawings, that are not your own work.
- **Cheating:** copying someone else's work, completing someone else's work for them
- **Consequences:** This can include repeating the assessment, suspension from the course. If the nature of the incident requires Police attention, the Police will be notified immediately.

INTENTIONAL DAMAGES

If a student does damage to the equipment/items owned by PCR Polyweld Pty Ltd, the act of vandalism will be assessed in a case by case basis. It will be at the CEO discretion to decide what penalty will apply to the student. This may include the CEO seeking damages to the value of the property that was damaged.

Student agreement of reading the above regarding damages



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APPEALS PROCESS

A student has the right to appeal against any decision made by PCR Polyweld Pty Ltd in regard to disciplinary measures applied to the student.

Grievances about penalties or processes with misconduct are to be dealt with through PCR Polyweld Pty Ltd appeals process.

A written and signed notice to appeal must contain the name of the person, brief description of the event, outline the grounds of appeal.

KEY NOTES BEFORE TRAINING

Get yourself familiar with the facilities: Drinking water, tea/coffee, bathrooms, first aid.

Class times: Students must be in the classroom 10 minutes prior to course commencement.

Feedback: PCR Polyweld Pty Ltd wishes you the best with your studies and completion of your course with us. We welcome your feedback, upon completion of your course please fill out our feedback form and return it to your trainer.