



Project
Management
Vision

Project Management Vision Student Handbook & Code of Practice

Version Modification History					
Version	Date	By	Checked	Approved	Summary
3	09/2017	GA	SG	JA	Revised Fee Policy
2	04/2017	BS	JA	JA	Revised Enrolment Policy to provide for students who fail to complete within the designated period.
1	06/2016	CH	JA	JA	Revised to simplify format, reference policies in the Quality Manual and incorporate additional requirements from the <i>Standards for RTOs 2015</i>
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1 Project Management Vision – about us

As a registered training organisation Project Management Vision complies with the requirements of the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2015.

We provide an intensive and challenging learning pathway and assessment process that enables your skills to be measured against nationally recognised standards. This means that you will be entitled to the award of a Qualification or Statement of Attainment upon successful completion of your course or individual units. Specific national content and goals accompany each qualification, and each individual unit of competency.

PMV ensures that your understanding and application of practical skills meet these standards through identified performance and knowledge requirements and contexts of assessment.

2 Course Information

Before enrolling into a course or program of study, you will be able to gain information on our PMV website www.pmv.net.au regarding:

- ❖ Course or program length
- ❖
- ❖ Course or program content
- ❖ Prerequisites for entry into the program
- ❖ Intensive delivery approach
- ❖ Assessment methods
- ❖ Fees
- ❖ Refund policy
- ❖ Qualifications or Statements of Attainment to be issued upon successful completion
- ❖ Terms and Conditions.

3 Enrolment

Our enrolment practices are ethical, responsible and consistent with the requirements of courses and adhere to equity and access principles.

You are required to complete an enrolment form prior to commencing training and to submit all documentation required for enrolment.

- ❖ PMV staff assess your eligibility during the enrolment process:
 - For technical units – A Grade Unrestricted Electrician’s Licence or have completed UEE30811 Certificate III in Electrotechnology Electrician or equivalent to AQF Level 3 or higher and/or confirmation that you have met prerequisites
 - For non-technical units – Establish that you have completed the equivalent of Year 12 or with some relevant working experience.

- ❖ You are required to bring a copy of their degree, trade qualifications or licenses, to verify prerequisites prior to course commencement.
- ❖ During the enrolment process PMV advises that the course is nationally recognised.
- ❖ Students are allowed up to 3 months following the nominated end date of the course, to complete all coursework and assessments. Students who take more than 3 months, but less than 12 will be asked to pay 25% of the course fees toward make-up training. Students who take more than 12 months to complete will be asked to re-enrol at the full fee advertised at the time.

3. Policy

PMV is committed to safeguard and protect student fees received in advance of services rendered. PMV does not require prospective or current learners to prepay fees in excess of \$1500, being the threshold prepaid fee amount, so is not required to meet the requirements for fee protection outlined in the Standards for RTOs 2015. Balance of the tuition fee is payable by 2 instalment and will not be more than \$1500 each over the duration of the course.

To complete the enrolment process, you will receive a student enrolment kit from PMV after the enrolment form has been completed and any deposit paid.

4 Student Protection

PMV guarantees that once your course commences it will complete the delivery and assessment of the course, unless unforeseen circumstances occur in which case PMV will assist with transfer to other RTOs so that the remainder of your course can be completed.

4.1 Cancellation

PMV will make all reasonable efforts to deliver the course as outlined on the website.

However, we reserve the right to:

- Cancel proposed classes prior to commencement, if the minimum number of students required has not been met – any cancellation notification will be sent 7 working days prior to the advertised commencement of the training;
- Make reasonable adjustment to the timetable, location or presenters specified for a course; and
- Make reasonable amendments to the contextualised content and syllabus of a course to meet the special site equipment and group needs as and when deemed necessary.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

4.2 Fee Protection

Fees are based on the particular course of study and reduced fees may apply when multiple courses are undertaken. Each program attracts a different fee structure depending on the length and complexity of the course.

Fees paid in advance by students for PMV courses are protected in accordance with the requirements of the Standards for RTOs 2015 as specified in PMV policy and procedures.

When a student pays for a course either in part or in full the money is receipted with the following details:

- Invoice (Receipt) Number
- Student Name
- Details of the course
- Whether payment is in part or in full
- Amount paid in Australian dollars.

5 Refund Policy

Where fees have been paid in advance, no cancellation fee will be charged for cancellations received more than ten (10) working days prior to the commencement of a course. If PMV has already received full or part payment for the course, the amount paid will be fully refunded.

Notification less than ten (10) working days prior to a course will result in a cancellation fee of 25% of any fees paid. Notification less than five (5) working days prior to a course will result in a cancellation fee of 50% of any fees paid. Cancellations made after the start of the course, will not be eligible for any refund of fees.

Refund payments will be credited within five working days, upon receipt of written cancellation. All payments will be credited to bank accounts.

PMV must be in receipt of a formal notification of a cancellation or transfer request, in writing, by mail or e-mail, and this must then be confirmed in writing by PMV staff.

PMV reserves the right to ask any person to leave the course, without refund, if that person disrupts the smooth flow and progress of the course (in accordance with the PMV Code of Practice).

6 Recognition of Prior Learning

PMV offers Recognition of Prior Learning (RPL) to all students prior to enrolment in a course or program. Skills and experience already held by individuals can be formally assessed against the units of competency in the relevant Training Package, and will be recognised after successful assessment, regardless of how, when or where they were achieved. Prospective applicants should contact PMV to discuss RPL options and

arrangements, prior to enrolling. Please allow a minimum of four weeks to complete the RPL process.

RPL is assessed against the units of competency in a program based on the completion of a combination of the following:

- ❖ Review of evidence including relevant formal qualifications
- ❖ Confirmation of testimonials
- ❖ Skills/Challenge testing
- ❖ Written/Oral interviews.

7 National Recognition (Credit)

PMV recognises AQF Qualifications and Statements of Attainment issued by other registered training organisations (RTOs). You may also be able to obtain credit for equivalent units of competency from other institutions.

To request credit you must provide original certificates (qualifications and/or Statements of Attainment) and transcripts or records of results.

- ❖ PMV will examine this original documentation to determine if credit is applicable and let you know the outcome.
- ❖ Where necessary the authenticity of qualifications or Statements of Attainment will be verified with the issuing RTO. Once verified the sought after competency will be recognised by PMV.
- ❖ A copy of the documentation will be retained as part of PMV's records of assessment.
- ❖ Where the AQF qualification or Statement of Attainment applies to an award which no longer exists you would be asked to provide copies of your résumé (where possible attested to by a supervisor) to determine the equivalence and currency of the qualification compared with the latest Training Package requirements. If deemed necessary, you may be requested to take a challenge test or undergo competency gap training and assessment.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

8 Language, Literacy, Numeracy and other Support Services

To meet English language, literacy and numeracy (LLN) requirements you must be able to read, write and interpret documents. You will complete tasks such as reading complex standards, producing written assessments and answering questions in English relating to practical tasks.

All technical courses require numeracy skills to use mathematical formulae or algebraic equations and physical parameters to calculate values for comparison against actual readings.

If you require LLN assistance you may contact The Reading Writing Hotline on 1300 655 506.

The following table contains contact numbers of organisations that provide support, welfare and guidance services for your reference:

Energy Skills Australia	02 62574222
Engineers Australia	1300 653 113
Equal Opportunity Commission	1800 198 149
Translating & Interpreting Service (TIS)	13 1450 or 1300 655 082
Alcoholics Anonymous	08 93253566

9 Student Records

PMV has effective administrative and records management processes in place to assure the integrity, accuracy and currency of our records. We ensure that information provided to us remains private and protected from misuse, loss, unauthorised access, modification or disclosure. We safeguard all confidential information whether obtained by us or by individuals/organisations acting on our behalf.

9.1 Privacy of Student Records

PMV respects your privacy and is committed to protecting the personal information you provide to us. Any information gathered will only be used for the purposes of delivery of training and assessment services and the compliance requirements of the Standards for RTOs 2015. Except as required by law, your information will not be disclosed to a third party without your written consent.

9.2 Access to Your Personal Records

You will have access to their course progression overview sheet in the student resource materials that will show your progress during the course. On request to PMV Administration either verbally or in writing, you can access your personal records on participation and progress for the course. Your identity will be verified before records are made available to you.

9.3 Keeping Records

PMV retains up-to-date records of:

- verified qualifications, competencies and experience (where applicable), enrolments and participation, including student progress, assessment records and results; and fees paid and refunds given.

In accordance with the requirements of the Standards for RTOs 2015, PMV retains:

- Completed assessment items for a period of six months from the date on which the judgement of competence was made

- Student records of attainment of units of competency and qualifications for a period of 30 years. This enables us to re-issue your award in the future if needed.

9.4 RTO Closure Process

In the event that PMV ceases operation (closes down the Registered Training Organisation) we will provide your records to the regulator for any qualifications and/or Statements of Attainment issued to you. This means that if you need proof in the future that you completed these awards, the regulator will be able to provide this.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

10 Resources Provided and Equipment Required for Course

Electronic copies of student resources will be handed to you on a USB at commencement of training. All students are required to bring a USB to the course as well as a laptop as some of the unit exercises require access to a computer and the Internet. You must have a basic working knowledge of MS Outlook, Word, Excel and Internet browsing skills.

11 Assessment Processes

The trainers/assessors will use performance assessment and contextualised activities to ensure assessment is accurately linked to your unit of study. Assessors will use a combination of knowledge-based short answers, activities, demonstrations and practical assessment methods. As a minimum you will be required to demonstrate your knowledge and skills in two ways.

Assessment methods may include:

- ❖ Review of a Portfolio of Evidence including relevant formal qualifications and experience (typically used during the RPL process)
- ❖ Interviews
- ❖ Confirmation of testimonials
- ❖ Validated Workplace Logbooks and Record books (typically used for courses requiring work placements)
- ❖ Skills/Challenge testing (may be used initially to confirm competency required for enrolment or blended with delivery sessions involving discussion on conclusion of delivery of a topic, to clarify the concepts explained and respond to queries)
- ❖ Written activities
- ❖ Computer activities
- ❖ Observation/demonstration.

PMV is also happy to discuss alternative ways to assess the competencies in your qualification.

11.1 Assessment Validation

To ensure PMV assessment meets the needs of industry and the Standards for RTOs we undertake systematic validation at least annually. Assessment for all units is achieved over a five year validation cycle.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

12 Issuance of Qualifications

PMV issues qualifications or Statements of Attainment within twenty-eight (28) days after the assessor is satisfied that:

- ❖ You have attained the skills and knowledge required; or
- ❖ The assessor recognises that you already have the skills and knowledge required for its issue; and
- ❖ You have provided a verified USI; and
- ❖ You have provided a copy of your Unrestricted Electrician's Licence and/or evidence of other prerequisites; and
- ❖ You have paid all course fees owing to PMV.

PMV will issue a record of results with each qualification that lists the units of competency attained in achieving the qualification.

As part of PMV privacy policy, all issued qualifications and Statements of Attainment will be sent directly to you, unless you give us written permission to send a copy of the qualification or Statement of Attainment to your current employer.

12.1 Re-issuing of Qualifications

PMV will issue you with a copy of your original certificate/s and Statement/s of Attainment on request, subject to verification of your identity and on payment of the re-issue fee of \$50.00. The copy will indicate that it is a re-issue of the original and contain both the date the original was issued and the date of re-issue.

12.2 Withdrawal/Cancelling of Qualifications and Statements of Attainment

PMV takes all care to ensure that qualifications and Statements of Attainment are verified and checked prior to issue, however there is always a risk that an administrative error could allow the wrong award to be issued – a Statement of Attainment instead of a qualification, or vice versa.

Should this occur we will notify you immediately we become aware of the error. We will cancel the invalid document and immediately issue the correct award as a replacement.

You have an obligation to alert us if you receive the wrong award at the time of issue. If you do not hold an unrestricted Electrician's licence you are not eligible to receive a qualification, so if this is issued instead of a Statement of Attainment, we depend on

you to tell us that a mistake has been made so we can issue you with the correct award. Accepting an invalid qualification without notifying us of the error is of no benefit to you and may be detrimental in the future if you try to use such a qualification as a valid certificate without holding the necessary Electrician's licence.

Similarly we want to know immediately if you are issued with a Statement of Attainment when you are entitled to a full qualification.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

13 Complaints and Appeals Procedure

13.1 Complaints

If you are unhappy with any aspect of your training experience at PMV, you may lodge a complaint. Among other things, complaints can relate to our trainers, assessors or other staff; another organisation that provides a service on behalf of PMV; or one or more of your fellow students in your course. Complaints might also be about assessment methods or outcomes, access and equity, or any kind of harassment – sexual/racial/cultural. You should lodge your complaint as soon as possible but no later than within 12 months of the reason for your complaint occurring.

PMV has an open door policy where you can speak to your trainers and/or CEO about your complaint. This is always the first step and most complaints can be resolved at this point. We also provide a form for written complaints when required. All serious complaints must be in writing, and the formal complaints form should also be used if your complaint could not be resolved informally. PMV will acknowledge receipt of your complaint form, in writing.

PMV will arrange a meeting with you within 10 working days of your complaint being received and will seek to resolve the issue within 15 working days. If this is not possible and it seems likely that the time required will exceed 60 calendar days, you will receive a written explanation as to why this is the case and will be updated regularly on the progress of the complaints investigation. On completion of the investigation you will be advised of the findings in writing and provided with a copy of the outcomes of the investigation. You can appeal PMV's decision on the complaint within 10 working days, if you wish to take the matter further, and someone who was not involved in the decision will talk to you and review the evidence and the decision. Following a failed appeal, you can pursue the matter further by taking your grievance to an independent body such as the Ombudsman.

PMV will conduct investigations of complaints in an open manner, free from prejudice and bias. Students are reminded that complaints cannot be 'vexatious', that is they cannot be made without any evidence or simply to damage the reputation of other

students, trainers/assessors or other PMV staff. Such complaints are unlawful and PMV will refer them to the appropriate authorities.

13.2 Academic Appeals: Appeals Procedure (Assessments)

If you have a complaint about your assessment result you have the right to appeal. You have a maximum period of one month in which to appeal against a final result of 'not yet competent'.

Any appeal about assessment will be treated seriously, investigated thoroughly and dealt with according to the merits of the appeal. Grounds for appeal may include:

- misinterpretation of evidence;
- inappropriate, incomplete or incorrect assessment procedures; and
- alleged assessor bias or misjudgement.

The pathway for appeals in the first instance is consultation with the assessor. If unresolved, you may submit a formal academic appeal form to the CEO, within seven (7) working days of consultation with the assessor. This will be acknowledged in writing. The timeframes for dealing with an academic appeal are the same as those for a complaint.

The CEO will form an Appeals Panel which will consist of two people – the CEO and a qualified trainer/assessor other than the student's original assessor. You can present your case in person with the assistance of a support person, if you so wish. Neither you nor your support person may be present during the deliberations of the Appeals Panel. Both you and the Appeals Panel may call significant people to give information/evidence in order to assist in making a decision.

The decision of the Appeal Panel may be to:

- uphold the original decision of the assessor
- recommend another assessment is undertaken with a new assessor
- uphold the appeal and award successful completion of the competency/ies.

Both you and the assessor will be notified in writing of the decision of the Appeals Panel. A copy of the decision will be placed on your file.

If you feel that after this process, the issue is still not resolved, the matter will be referred to an external adjudicator agreed to by both you and the CEO.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

14 Code of Practice – Access and Equity

The policy of PMV is to prohibit discrimination towards any group or individual, either in the form of direct or indirect discrimination.

PMV is committed to ensuring all students have reasonable access to training irrespective of their sex, relationship or parental status, race, religious belief or activity, political belief or activity, impairment, trade union activity, lawful sexual activity, pregnancy, breastfeeding needs, family responsibilities, gender identity, sexuality or age.

PMV will make reasonable adjustments to facilities and program delivery in order to maximise access and participation by all students provided the integrity of the unit being studied is not affected.

Support may be arranged to assist with specific requirements such as access to computers, an interpreter or a coach or mentor for additional tutoring, on application.

14.1 Flexible learning and assessment procedures

PMV may adjust its learning and assessment programs to accommodate particular student needs such as designing different assessments more suitable for the student within the framework and requirements of the Training Package or qualification. Different circumstances will be considered on application.

14.2 Student and Training Room Conduct

All students are expected to maintain appropriate behaviour during training and assessment situations under the direction and supervision of PMV.

Appropriate behaviour includes all students:

- Being respectful to each other, the trainer and assessor and other invited guests or attendees.

Inappropriate behaviour includes any speech or action which:

- Is disrespectful, offensive and/or threatening
- interferes with the learning and assessment activities of other students
- impedes the delivery of services by PMV
- has a negative impact in the learning environment.

14.3 Legislative Requirements

PMV staff and students are bound by a number of State and Commonwealth Acts and Regulations covering a range of areas. These include:

- NVR Act 2011(with amendments in 2012, 2015)
- VET Act 1996
- Commonwealth Work Health and Safety Act 2011
- WA Occupational Safety and Health Act 1984 and Regulations 1996
- WA Environmental Protection Act 1986 and Regulations 1987
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

- Disability Discrimination Act 1993
- WA Equal Opportunity Act 1984
- Privacy Act 1988.

Under the safety legislation, students must:

- Inform management of any hazards or risks to their personal safety
- Ensure the safety and health of other students
- Use personal protective gear provided in the nominated areas during the training
- Learn the locations of fire extinguishers, first aid facilities and emergency exits
- Follow all directions of the trainer/assessor in the event of an emergency evacuation.

Under the discrimination legislation:

- Students must not engage in discriminatory behaviour
- Students must not engage in racial or sexual harassment
- PMV will provide fair and equal opportunities for all students to successfully complete their training and assessment.

Under the Privacy legislation, PMV cannot

- Divulge your personal information to others without your consent
- Advertise your comments without your consent
- Provide a copy of your certificate to others without your consent.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

14.4 Disciplinary Action

The trainer(s) reserve the right to refuse any student from continuing the course under certain circumstances. Any person coming to the course under the influence of alcohol or drugs will be asked to leave the programme immediately.

PMV will counsel in private, disruptive students or anyone displaying a reluctance to participate or who attempts to involve other students in obstructive behaviour. If following such counselling, disruptive or obstructive behaviour continues, the offenders will be warned and if they are from a client organisation, the contact person will be advised. If after this such behaviour continues, then the offender shall be asked to leave the course. This action may be taken if a particular individual is abusive, under the influence of banned substances or threatens other students.

14.5 Plagiarism

Plagiarism is when someone takes or uses the ideas, writing, songs, inventions, etc of others without acknowledgement, and presents them as if they are their own work. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, and are not enclosed in quotation marks and appropriately referenced
- Where direct quotations are not used but are paraphrased or summarised, and the source of the material is not acknowledged by referencing within the text
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

Plagiarism is only relevant to a small number of units delivered by PMV, typically those that require you to do research in order to complete an assessment. An example would be development of an energy sector report.

And so what does this mean for me?

Answer and communicate your responses in your own words. Basically you can use someone else's ideas as long as you acknowledge that person's words and input.

Sighted/proven plagiarism will lead to the trainer/assessor alerting the student and PMV management. The student will be given an opportunity to re-sit a revised assessment one more time. If plagiarism is sighted again, the student will be found not competent for that unit of competency.

14.6 Work Health and Safety

PMV is committed to providing a safe and healthy environment for all students. Students are required to participate in all training activities and carry out any tasks required by your trainer to the best of their ability. Students are required to wear enclosed footwear all the time during the training. There is a requirement to wear PPE with high visibility cotton full sleeve shirt, pants, eye protection and hard hat during detailed inspection exercises conducted on a live plant during technical units.

Who is responsible for Work Health and Safety (WHS/OHS)?

All employees and students are responsible for their own WHS/OHS in the workplace and the training environment and must report any unsafe work practices and situations to your trainers or PMV administration staff.

Students are responsible for not only their own health and safety but also the health and safety of others within the training environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer/assessor or administration staff.

Students should abide by safe working practices put in place by PMV as explained during the induction on Day 1 of each course, and comply with health and safety regulations.

Please refer to the PMV Quality Manual if you require additional information on the related policy and procedure.

15 List of relevant policies and procedures in the PMV Quality Manual

- Access and Equity Policy and Procedure
- Assessment Policy and Procedure
- Client/Student Feedback Policy and Procedure
Student Feedback Form
- Complaints and Appeals Policy and Procedure
Complaint/Appeal Form
Academic Appeal Form
- Compliance Policy and Procedure
- Credit Policy and Procedure
- Enrolment Policy and Procedure
- Equal Opportunity Policy and Procedure
- Issuance Policy and Procedure
- Work Health and Safety Policy and Procedure
- Records Management Policy and Procedure
- Resource Management Policy and Procedure
- Student Fees and Refunds Policy and Procedure
- Glossary of Terms