



Project
Management
Vision

Project Management Vision Student Handbook

Version Modification History					
Version	Date	By	Checked	Approved	Summary
4	01/2022	KP	GA	JA	Reviewed and updated the entire handbook
3.4	07/2019	GA	JL	JA	Updated Support Services & Transfer of Course Policy
3.3	04/2019	GA	JL	JA	Updated RPL Policy
3.2	03/2018	GA	JL	JA	Action items arising from safety meeting with MEM dated 1 March 2018.
3.1	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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About Project Management Vision

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. PMV delivers nationally recognised courses

We provide an intensive and challenging learning pathway and assessment process that enables learner skills to be measured against nationally recognised standards. This means that learner will be entitled to the award of a Qualification or Statement of Attainment upon successfully completing their course or individual unit(s) of competency.

PMV ensures that learner's understanding and application of practical skills meet these national standards through identified performance and knowledge requirements and contexts of both theoretical and practical assessments.

Course Information

As per Clause 5.1-5.4 of the *Standards for Registered Training Organisation (RTOs) 2015*, prior to enrolment, PMV will provide current and accurate information to enable the learner to make informed decisions about undertaking training with PMV and at a minimum will include the following content:

- a) Code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) Educational and support services that PMV will provide to the learner including the:
 - i. estimated duration;
 - ii. expected locations at which it will be provided;
 - iii. expected modes of delivery;
 - iv. any work placement arrangements.
- c) PMV's obligations to the learner, including that PMV is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) all relevant fee information including:
 - i. fees that must be paid to the PMV; and
 - ii. payment terms and conditions including deposits and refunds;
- e) Learner's rights, including:
 - i. access to PMV's complaints and appeals process required by Standard 6; and
- f) Learner's obligations:
 - i. any requirements that PMV requires the learner to meet to enter and successfully complete their chosen training product; and
 - ii. any materials and equipment that the learner must provide; and
- g) Information on any funding available for the learner

Enrolment Process

PMV's enrolment practices are ethical, responsible, and consistent with the requirements of courses and adhere to the principles of equity and accessibility.

Prior to enrolment into any of the PMV courses, learner eligibility to undertake the course will be assessed by the Training Coordinator in consultation with the experienced trainers at PMV. Eligibility will be assessed based on the review of the below documents:

- Current resume
- Previously attained qualifications
- Trade qualifications or licenses, to verify prerequisites prior to course commencement

If eligible then the below steps will follow:

- Completion of PMV Enrolment form
- Submission of primary identification documents such as photo ID
- Deposit of \$1500 (non-funded students only) to secure a spot in the course
- Any other documents required for the funding application

To complete the enrolment process, learner will receive an enrolment kit from PMV after the enrolment form has been completed and any deposit paid. Once enrolment is finalised, learner will be issued with a Confirmation of Enrolment (CoE) letter. This letter will contain all the required course related information and reference to the policies and procedures learners need to be aware of.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that enables a person to have competencies developed through formal learning, non-formal learning, informal learning, and experience to be assessed and certificated by a training provider. RPL is therefore a formal assessment process where all unit requirements are addressed, and the judgement is made using evidence that meets all the rules of evidence.

PMV offers 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 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. A minimum of four (4) weeks must be allowed 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.

Application Process for RPL

To apply for RPL, the prospective learner must provide current and authentic evidence of their competency against the relevant unit(s) of competency. As with all assessment, the assessor must be confident that the learner is currently competent against the endorsed unit(s) of competency. Application for RPL can be made by:

- submitting RPL form and
- submitting a portfolio of evidence and/or
- demonstrating skills in workplace performance.

Step 1

Before PMV offers RPL to an individual, it must be established that the learner is likely to be ready for RPL. This is achieved by the applicant conducting a **self-assessment** of their skills and knowledge relevant to the unit(s). Learner can contact PMV if require assistance with self-assessment.

Step 2

PMV will use the evidence gathered from their past and conduct face to face interview (if necessary), or advise the learner via email, or telephone to decide whether to go ahead with the full assessment process or advise the learner to undertake the training.

If RPL is to go ahead, then the learner will need to gather a **comprehensive portfolio** of documented evidence mapped to each of the unit's requirements.

Step 3

Once the learner has prepared their portfolio of evidence, a PMV assessor will need to review each item of evidence provided by the learner to determine if it meets each of the rules of evidence and can contribute to the judgement of competence. An interview with the individual may be conducted or employers may be contacted for third-party reports to ensure that the evidence is authentic, current, valid and sufficient. If the evidence meets those requirements, then PMV can make the assessment decision and the learner would not need to undertake any further assessment. PMV will ensure that the outcome of the RPL assessment and decision is fully documented relating the evidence provided to the unit requirements.

Step 4

If any of the evidence provided by the learner does not meet all the rules of evidence, PMV will then implement formal assessment tools and processes to address any gaps.

Step 5

Application outcome - Once it has been established that the learner has demonstrated all the competency requirements, PMV will then award the unit of competency, a statement of attainment or qualification. The combination of evidence from the past together with any necessary new evidence gathered through RPL assessment processes will meet the requirements of the rules of evidence of validity, authenticity, sufficiency, and currency.

Step 6

If assessment successfully demonstrates competency, the assessor then forwards the results to PMV Administration and recommends appropriate certification or credit for the unit(s).

The assessor will record the evidence considered, assessment outcomes and the competencies confirmed, as well as sufficient summary of evidence for third parties and in case of appeal.

The applicant is informed of any exemptions from training and assessment as a result of a successful application and a certificate is issued if relevant.

Cost of RPL Application

Applicant will be agreeing to PMV Terms and Conditions, when submitting the RPL Application form. This includes an assessment and administration fee of \$350 per unit of competency or the advertised price of a full qualification if RPL is sought for the full qualification.

Additional Information for UEE40420, UEE42620 and UEE40620 RPL policy and procedure

As per UEE Training package, PMV offers RPL for the following units:

- a) UEEEL0039 - Those holding an Unrestricted Electricians Licence or equivalent issued in an Australian State or Territory meets the requirements of this unit and its pre-requisite requirements.

This is offered on sighting, reviewing, and confirming the validity of their unrestricted Electrical Licence submitted by the participant undertaking UEE40420/ UEE40620/ UEE42620/ UEE50220/ UEE50420/ UEE62120/ UEE61220 qualifications delivered by PMV.

- b) Note: UEEIC0048 - Those holding a Certificate III in Instrumentation and Control trade qualification or equivalent" meet the requirements of this unit and its pre-requisite requirements.

This is offered on sighting, reviewing, and confirming the validity of their Certificate III in Instrumentation and Control trade qualification or equivalent submitted by the participant undertaking UEE42220/ UEE50220/ UEE51020/ UEE61521 qualifications delivered by PMV.

Participants applying for the above qualifications and holding unrestricted electrical licence or Certificate III in Instrumentation and Control trade qualification or equivalent, do not need to complete the RPL form that follows.

National Recognition (Credit Transfer)

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

To request for credit, learner must provide copies of original certificates (qualifications and/or Statements of Attainment) and academic transcripts or records of results issued by the issuing RTO.

- ❖ PMV will assess the original documentation to determine if credit is applicable and advise the learner of 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 the learner will be asked to provide copies of their 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, the learner may be requested to take a challenge test or undergo competency gap training and assessment.

Student Fee Protection

PMV is committed to safeguarding and protecting 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 for non-funded students only, 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 in two (2) instalments (if applicable) and will not be more than \$1500 each over the duration of the course.

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

Learner is issued with an authentic PMV receipt when payment (full or partial) for a course is made. The receipt issued will have the below details:

- Invoice (Receipt) Number
- Student Name
- Details of the course
- Payment type (partial or full payment)
- Amount paid in Australian dollars.

All fees paid in advance by students for PMV courses are protected in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* as specified in *PMV Students Fees and Refund* policy and procedure

Course Delivery

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

However, PMV reserves 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.

PMV guarantees that once the course has commenced 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.

Cancellation and Refund Procedure

Where fees have been paid in advance, the below will apply in case of cancellation requested by the learner:

- Cancellations received ten (10) working days or more prior to the commencement of a course will not incur cancellation fee. All fees paid will be fully refunded.
- Cancellation request received five (5) to ten (10) working days prior to course commencement will incur a cancellation fee of 25% of any fees paid.
- Cancellation request received less than five (5) working days prior to course commencement will incur a cancellation fee of 50% of any fees paid.
- Cancellation requested after the course has commenced, will not be eligible for any refund of fees.

All refunds will be processed within five (5) working days, upon receipt of written request for cancellation. All payment of refunds will be credited to the nominated bank accounts provided by the learner.

All requests for course cancellation and/course transfer must be made in writing to PMV (mail or e-mail) for it to be considered. Verbal requests or requests made by a third party will not be considered.

Transfer of Course (Date/Venue)

Where fees have been paid in advance, no transfer fee will be charged for transfer request received more than ten (10) working days prior to the commencement of the course. Learners are permitted a one off 'free' transfer request. Any additional requests to transfer will incur the below fees, even if made more than ten (10) working days prior to the commencement of the course.

- Notification between five (5) to ten (10) working days prior to course commencement will incur an admin fee of \$100 of any fees paid.
- Notification less than five (5) working days prior to course commencement will incur an admin fee of \$250.

Language, Literacy, Numeracy (LLN) and other Support Services

To meet English language, literacy, and numeracy (LLN) requirements learners must be able to read, write and interpret documents. All training and assessment at PMV are conducted in English and will require learners to complete both the theoretical and practical tasks such as reading complex standards, producing written assessments, and answering questions in English. All technical courses require numeracy skills to use mathematical formulae or algebraic equations and physical parameters to calculate values for comparison against actual readings.

To maximise the chance of learners successfully completing their training, PMV will:

- identify any support individual learners need prior to their enrolment or at commencement (whichever is the earliest); and
- provide access to that support throughout their training.

At PMV each learner will be required to undertake an LLN assessment so their language, literacy and numeracy skills can be assessed prior to course commencement. If it is noted the learner’s LLN skills are below average then, PMV will identify suitable support mechanisms to assist the learner without the learner incurring any additional cost.

The below table contains contact numbers of organisations that provide LLN support, welfare, and guidance services for those needing additional support.

The Reading Writing Hotline	1300 655 506
Mission Australia	9225 0400
Australian Dyslexia Association	wadyslexia@gmail.com
Read Write Now	9427 1393 or 1800 018 802
Utilities, Engineering, Electrical and Automotive (UEEA) Training Council	(08) 9240 2688
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

PMV offers customised support services and solutions for any concerns that you may have in relation to enrolments, payments, training, and delivery, RPL of previous education and/or work experience, learning difficulties or disabilities and training around busy work schedules.

Learners can contact PMV office via email info@pmv.net.au or phone (08) 9317 2146/7 to discuss options that are right for them.

Student Records

PMV has effective administrative and records management processes in place to assure the integrity, accuracy, and currency of all learner records. All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. 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.

Privacy of Student Records

PMV respects learner privacy and is committed to protecting the personal information provided 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 Registered Training Organisations (RTOs) 2015*. Except as required by law, learner information will not be disclosed to a third party without written consent from the learner.

Access to Personal Records

Learners will have access to their course progression overview sheet in the student resource materials that will show their progress during the course. On request (verbal or written) made to PMV Training Coordinator, learner(s) can access their personal records on participation and progress in the course. All attempts will be made to verify the identity of the learner before records are released.

Retention of 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 Registered Training Organisations (RTOs) 2015*, PMV retains:

- Completed learner assessments for a period of six (6) 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 thirty (30) years. This enables PMV to re-issue an award in the future if needed.

RTO Closure Process

If PMV ceases operation (closes the Registered Training Organisation) all learner records will be provided to the regulator (in digital format) for any qualifications and/or Statements of Attainment issued to the learners. In an event as such, learners can approach the regulator to access record of their results and statement of attainment.

Learner Resources/Learning Materials

At PMV, learners are provided with resources that includes all learning materials, reference materials, and assessment materials required to achieve the unit(s) of competency. This includes course manuals covering the subject areas that relate to the unit(s) of competency in the course. All learners are requested to bring a USB and their personal laptops.

Laptops are also required to complete a variety of exercises in class. Laptops must be able to connect to Wi-Fi provided by PMV. Learners are expected to have a working knowledge of MS Word, MS Excel and browsing through the internet and log on the online assessment at PMV learning management system lms.pmv.net.au.

All requirements are explained in pre-course information provided to learners. Learners must come prepared with the below resources for their training:

- Own stationery (paper, pencil etc.)
- Calculator
- Safe clothing: enclosed shoes, long-sleeved shirts, full-length trousers, and safety glasses, so that they are ready to observe or perform any demonstration that may be required.
- Laptop computer.

Assessment Processes

The trainers/assessors at PMV will use performance assessment and contextualised activities to ensure assessment is accurately linked to the unit of study. Assessors will use a combination of knowledge-based short answers, activities, demonstrations, and practical assessment methods. At a minimum learners will be required to demonstrate their 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)
- ❖ 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/computer/online activities
- ❖ Observation/demonstration/Interviews

Assessment Validation

Clause 1.8 of the *Standards for Registered Training Organisation (RTOs) 2015* requires all RTOs to have a process in place to validate the assessments used in the training at least once a year. This is to ensure, that the assessments are valid and meet the training package. As such PMV has a systematic five-year validation of assessment plan in place that includes all the training products on PMV's scope of delivery.

Issuance of Qualifications

PMV has controls in place to ensure qualifications, Statements of Attainment and records of results are not issued unless the learner has completed all requirements. We have systems in place to ensure certification is only issued to learners after they have fully demonstrated competence and where evidence of this is in place.

When issuing certification, PMV ensures that:

- AQF certification documentation is issued within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid
- AQF certification documentation is issued directly to the learner, not to another party, such as an employer.
- Learners who have completed all units or modules in a qualification are issued with a testamur and a record of results.
- Learner who has completed one or more units/modules (but not a full qualification) and has finished their training with PMV is issued with a Statement of Attainment. A record of results may also be issued along with the Statement of Attainment in this case; and
- Learners can access records of certification issued to them.

All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. In addition, PMV will retain records of qualifications and statements of attainment issued for 30 years. If PMV ceases being an RTO, all records will be provided to the regulator in digital format.

Re-issuing of Qualifications

PMV will issue learners with a copy of their original certificate/s and Statement/s of Attainment on request, subject to verification of their 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.

Incorrect Issuance of Qualification or Statement 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, PMV will notify the learner immediately and will cancel the invalid document and immediately issue the correct award as a replacement.

Learners have an obligation to alert PMV if an incorrect award has been issued to them. If learner does not hold an unrestricted Electrician's licence, he/she is not eligible to receive a qualification. If a qualification is issued instead of a Statement of Attainment, PMV will depend on the learner to notify PMV of the mistake so that the correct award is issued. Accepting an invalid qualification without notifying PMV of the error is of no benefit to the learner and may be detrimental in the future if learner attempts to use such a qualification as a valid certificate without holding the necessary Electrician's licence.

Complaints and Appeals Procedure

As per Clauses 6.1-6.6 of the *Standards for Registered Training Organisations (RTOs) 2015*, PMV has in place a policy and procedure for dealing complaints and addressing appeals. Complaints could be about PMV as a training provider, PMV staff, or other learners. There is also an effective appeals policy should there be cases to reconsider a decision made on an assessment or about the support services. Both policies are available on PM's website and learners can access hard copies from the PMV office.

PMV has an open-door policy where learner(s) can speak to their trainers and/or CEO about any issue or complaint. Learners are encouraged to engage with the training or professional staff of PMV about any concerns they have, to avoid minor issues becoming larger. Potential complainants are encouraged to seek resolution before the issue escalates. PMV endeavours to quickly resolve conflicts to the satisfaction of both parties before formal complaints and appeals process need to be undertaken.

Complaints Resolution

If learners are unhappy with any aspect of their training experience at PMV, they may lodge a complaint. Among other things, complaints can relate to PMV trainers/assessors, or other PMV staff; another

organisation that provides a service on behalf of PMV; or one or more of the fellow students in the course. Complaints might also be about assessment methods or outcomes, access and equity, or any kind of harassment – sexual/racial/cultural. Learners are encouraged to lodge their complaint as soon as possible but no later than within twelve (12) months of the reason for the complaint occurring. (Refer to the *Complaints & Appeals Policy*)

PMV will endeavour to promptly resolve the conflict and will arrange a meeting with the complainant within ten (10) working days of the complaint being received and will seek to resolve the issue within fifteen (15) working days. Should the time required to resolve the conflict exceed sixty (60) calendar days, the complainant or appellant will receive a written explanation as to why this is the case and will be updated regularly on the progress of the complainant's investigation.

PMV follows the principles of natural justice and procedural fairness by ensuring that all parties to the complaint or appeal have full access to the relevant evidence and have the right to a personal hearing and allowing anyone subject to a decision by PMV, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

The complainant will be advised of the outcome of the investigation in writing and will be provided with a copy of the outcome. Complainant can appeal PMV's decision on the complaint within ten (10) working days, should they wish to take the matter further and review the evidence and the decision. Following a failed appeal, complainant can pursue the matter further by taking their 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.

Academic Appeals

At PMV if a learner is not satisfied with the outcome of their assessment result, they have the right to appeal. The appellant will have a maximum of one (1) month within which an appeal against a result of 'not yet competent' can be lodged.

All appeals regarding assessments decisions 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 PMV assessor. If unresolved, the appellant may submit a formal academic appeal form to the CEO, within seven (7) working days of consultation with the PMV assessor concerned. This will be acknowledged in writing. The timeframes

for dealing with an academic appeal are the same as those for a complaint. (*Refer to Complaints & Appeals Policy*)

The CEO will convene an Appeals Panel which will consist of two people – the CEO and a qualified PMV trainer/assessor other than the assessor who assessed the appellant’s assessment. Appellant can present their own case in person with the assistance of a support person if they so wish. Neither the appellant nor the support person may be present during the deliberations of the Appeals Panel. Both the appellant and the Appeals Panel may call significant people to give information/ evidence to assist in reaching an outcome.

The decision of the Appeal Panel may be to:

- uphold the original decision of the PMV assessor
- recommend another assessment is undertaken with a new PMV assessor
- uphold the appeal and award successful completion of the competency(s)

Both the appellant and the PMV assessor will be notified of the outcome of the investigation in writing. A copy of the decision will be placed on the appellant’s file.

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

Code of Practice – Access and Equity

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

PMV is committed to ensuring all learners 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 to maximise access and participation by all learners provided the integrity of the unit being studied is not affected.

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

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.



Learner Rights & Responsibilities

All active learners at PMV will have below rights:

- Have access to course information, PMV policies and procedures, prior to enrolment, to ensure that learners can make an informed decision about their study;
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow learners and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaint process;
- Learn in a safe and supportive environment

At the same time, learners at PMV will have the below responsibilities:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc);
- To complete all assessments within set time periods (as advised);
- To complete all assessments on their own and without plagiarising;
- To treat all PMV training staff and other learners with respect and fairness;
- Not to discriminate or harass other learners at PMV or PMV staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise PMV staff of any changes to their personal details; and
- To advise PMV staff if they will be withdrawing from the course
- Inform PMV Management of any hazards or risks to their personal safety
- Ensure the safety and health of other learners
- Use personal protective gear (PPE) provided in the nominated areas during the training
- Learn the locations of fire extinguishers, first aid facilities and emergency exit
- Follow all directions of the PMV trainer/assessor in the event of an emergency evacuation

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 Privacy legislation, PMV cannot:

- Divulge learner's personal information to others without their consent
- Advertise learner comments without their consent
- Provide a copy of learner certificate to others without their consent.

Disciplinary Action

The trainer/assessor(s) at PMV reserve the right to refuse any learner from continuing the course under certain circumstances such as but not limited to; under the influence of alcohol/drugs, inappropriate/disruptive behaviour in class, etc. Any person coming to the training under the influence of alcohol or drugs will be immediately reported to the management and 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 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.



Plagiarism

Plagiarism is a type of intellectual theft when someone takes or uses someone else's ideas, writing, inventions, etc without acknowledgement, and presents them as 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 may not apply to all units in the training packages delivered by PMV. This could apply to those that require learners to undertake research to complete an assessment. An example would be development of an energy sector report.

Sighted/proven plagiarism will lead to the PMV trainer/assessor alerting the learner and PMV Management. The learner will be given an opportunity to re-sit a revised assessment (single opportunity only). If plagiarism is sighted again, the learner will be found not competent for that unit of competency. Learner may not be able to appeal this decision if found guilty of plagiarising.

Work Health and Safety

PMV is committed to providing a safe and healthy environment for all learners. Learners are required to participate in all training activities and carry out any tasks required by the PMV trainer to the best of their ability.

Learners are required to wear enclosed footwear all the time during the training. Signage or placards will be put in the practical training/simulation area to remind learners of this requirement. Learners with no enclosed footwear, shall not be permitted to remain in the practical training and/or simulation area.

There is a requirement for learners to wear appropriate PPE including enclosed footwear during detailed inspection exercises conducted on a live plant during technical units.

All hands-on practical training at PMV training facilities will require a JSA to be completed prior to start of practical. If the JSA requires additional controls to be put in place e.g. ear muff or barricade etc. the controls would be put in place prior to start of practical work.

All PMV employees and learners are responsible not only for their own health and safety but also the health and safety of others within the training environment (under WHS/OHS requirements). Any unsafe working conditions, faulty equipment and accidents in the workplace/training environment must be immediately reported to the trainer/assessor or PMV staff.



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