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# INTERNATIONAL STUDENT HANDBOOK

Revision 2.1

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## Welcome to Platinum Institute Australia

Thank you for choosing Platinum Institute Australia as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

CEO

Platinum Institute Australia



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## SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Platinum Institute Australia (Platinum).

### Platinum Institute Australia

Thank you for considering training with Platinum.

Platinum is a Registered Training Organisation (RTO).

Platinum delivers high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and training and assessment methods to remain ahead in technology and industry standards.

Platinum has training locations at:

- Unit 2/244 Ballarat Rd Braybrook Victoria 3019
- 351 Moorabool St Geelong Victoria 3220
- Unit 6, 422 Sutton St Delacombe Victoria 3356

Platinum offers a range of training products and services which includes the following:

- General English
- (CRICOS code 102379E) CPC30211 Certificate III in Carpentry
- (CRICOS code 102380A) CPC40110 Certificate IV in Building and Construction (Building)
- (CRICOS code 102381M) CPC50210 Diploma of Building and Construction (Building)

As an RTO, Platinum is bound to comply with the Standards for Registered Training Organisations (RTOs) 2015 (the Standards), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) and the ELICOS Standards 2018 .

### Service Commitment

Platinum is committed to providing quality training and assessment services to all its students.

We aim to:

- provide training and assessment services that meet industry needs and trends
- deliver high quality, innovative and engaging training
- maintain a person-centred approach
- foster relationships with our students, supporting them through their course
- provide flexible learning opportunities
- provide a supportive and open learning environment
- ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience
- ensure all training is continually monitored and improved
- maintain a healthy and effective learning environment for students
- produce competent and confident workers that benefit the community and industry.

### Contact Information and Emergency Contacts

#### Platinum Institute Australia

Phone: 1300 326 888

Email [info@platinum.edu.au](mailto:info@platinum.edu.au)

#### Emergency phone number

Police, Fire, Ambulance – all phone 000

Department of Home Affairs phone: 131 881 website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)



## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

Platinum are unable to issue a qualification or a statement of attainment unless they have your valid USI.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Platinum applies for a USI on behalf of a student who has authorised them to do so, Platinum need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, Platinum will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI
  - resolving problems with a USI
  - creating authenticated vocational education and training (VET) transcripts

may be disclosed to:

Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:

- the purposes of administering and auditing VET, VET providers and VET programs
- education related policy and research purposes
- to assist in determining eligibility for training subsidies
- VET Regulators to enable them to perform their VET regulatory functions
- VET Admission Bodies for the purposes of administering VET and VET programs
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- schools for the purposes of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The consequences to the student of not providing Student Identifiers Registrar with some or all of their personal information are that Student Identifiers Registrar will not be able to issue the student with a USI, and therefore Platinum will be unable to issue a qualification or statement of attainment.

If a student is exempt from having a student identifier, results of training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript.



## Information

### Storage of Information

Platinum will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.

Platinum may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

### Disclosure of Information

The personal information about students enrolled in a Course with Platinum may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar, DET, TPS, DHA, and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Platinum will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Platinum believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them

### Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Platinum can do so by following Platinum's Complaints and Appeals Policy Int which can be found at <https://platinum.edu.au/policies-and-procedures/>

## Your Records

### Access to your records

You can access or obtain a copy of the records that Platinum holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Student Support Officer using the Access to Records Request Form which can be provided to you at Platinum reception. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Platinum staff member. Where copies of records are to be provided via post, records will only be sent to the home address Platinum holds on file for the student.

### Amendment to records

Where a student requests incorrect records held about them to be corrected, they can do so by filling in an Amendment to Records Request Form.



If it is a change of address or contact details of a current student, they can use the Change of Details Form.

Advise the student of the actions taken to follow up their request

### **Notifying changes**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we are unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Platinum will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

## **Visas**

Once you receive your electronic Confirmation of Enrolment (CoE), you will need to apply for your visa. Information about applying for a visa can be found at: <http://www.homeaffairs.gov.au/Trav/Stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Platinum and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

## **Visa Conditions**

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) you must:

- satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- only work if you have been given permission to do so as part of your visa grant.
- maintain approved overseas student health cover (OSHC) while in Australia
- notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- complete the course within the duration specified in the CoE.
- remain with the principal education provider for 6 months unless you are granted release from the education provider to attend another institution.

## **Arranging Travel and Documents to Bring**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive at least 2 weeks before your course orientation to give you time to settle in.

## **International Airports**

Tullamarine Airport is the primary airport serving the city of Melbourne.

Address: Departure Drive, Melbourne Airport VIC 3045

Phone: (03) 9297 1600

Web: <http://melbourneairport.com.au/>

Melbourne's main airport at Tullamarine is located 23kms from the CBD with the journey taking from 20 to 35 minutes depending on traffic.



Avalon Airport is located 24 kms from Geelong with a shuttle bus service to Melbourne.

Address: 80 Beach Road Avalon

Phone: 03 5227 9100

Web: <https://www.avalonairport.com.au/>

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Platinum at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at: [www.aqis.gov.au](http://www.aqis.gov.au)

## Keeping in Contact

Before you leave your home country, you should provide your family and friends with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## Arranging your Finances

The currency in Australia is the Australian Dollar (AUD). Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne or Geelong you can change more money into Australian dollars at any bank or currency exchange. **Note:** most banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## International Students in Australia

Insider guides welcome course is a free 2-week email course that will welcome, prepare and help you enjoy your new home like a local.



You will receive the most popular, useful and engaging content right to your inbox. The content is written by locals, international students and experts, they understand what you're looking for when you first arrive.

This course covers topics such as:

- Arranging the essentials like phone, bank account and Tax File Number
- Choosing the right accommodation
- Exploring your new city
- Transport
- Preparing for study
- Working in Australia
- Making friends and socialising
- Health and wellbeing

To register go to: <http://insiderguides.com.au/insider-guides-welcome-course/>

## International Student Welcome Desk

International students who arrive into Melbourne Tullamarine airport are encouraged to visit the City of Melbourne's Student Welcome Desk at Melbourne Airport. This is your one-stop shop for information and advice. The desk is located at Traveller's Information Service, International Arrivals Hall, Ground Floor, Terminal 2, Melbourne Airport. It is open 7am to midnight, seven days a week.

The friendly staff can provide you with:

- information on temporary accommodation options – YHA has great deals for new students
- transport options from the airport to central Melbourne or your educational institution – if you haven't booked with your education provider, Skybus is the best option
- general information you may need upon arrival
- a free welcome pack with information on:
  - how to use Melbourne's public transport and Myki ticket system
  - the latest Vodafone phone and internet options, and a sim card to get you connected straight away
  - recommendations for shopping, cafes and entertainment in Melbourne
  - how to find employment, plus information on tax and banking in Australia
  - welcome desk accommodation partners' information and advice.
  - some staff can speak languages other than English.

International Student Events in your city: <http://insiderguides.com.au/international-student-events-city/>

## Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. For information on student specific and rental accommodation options, or where to get assistance in finding accommodation, please see the below links:

<http://www.melbourne.vic.gov.au/sitecollectiondocuments/students-accommodation-in-melbourne.pdf> or

<https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

There are a range of long-term accommodation options for international students.

### Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental, if you leave the accommodation as it was), the length and type of tenancy, and other conditions and rules.

### Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

### Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners.

<https://www.homestaynetwork.org/>

<http://www.student-accommodation.com.au/>



It is important to remember that as an international student, you have the same renting rights as residents. Review the information below about renting and tenants' rights. Consumer Affairs Victoria has a specific page for international students at: <https://www.consumer.vic.gov.au/internationalstudents>

## Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

- typical childcare costs in Melbourne are as follows
- centre-based childcare AUD\$70 to AUD\$180 per day
- family day care AUD\$6 to AUD\$17 per hour
- nannies AUD\$15 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$170 to AUD\$250 per week
- find out more at: Childcare in Victoria, Australia - Live in Victoria

[www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare](http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare)

For school children at a Government public school, current costs range from AUD\$40 and AUD\$2,200 for indicate school year and provide costs for all school years as costs vary depending on the school year.

For students attending private school's fees vary depending on the school.

<https://www.goodschools.com.au/start-here/financing-your-childs-education/school-fees>

When you send your child to a government school, there may be some costs involved. Your child's school can ask for payments for the materials and services your child uses at school. You may also be asked to make a voluntary donation to support the school.

There are three categories of items or services that school councils can request payments for from you:

- essential education items, which you need to buy for your child or pay the school to buy for you, these can include stationery, text books and school uniforms
- optional extras, which are offered on a user-pays basis and you can choose whether or not your child will use, such as school magazines or extracurricular programs
- voluntary financial contributions, which your school may ask you to make.

School councils are responsible for developing and approving a policy for their school around fees and family contributions. This school-level policy must reflect the Department's policy and be given to parents and guardians.

## Health

### Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### Medical assistance

Emergency medical treatment is available 24 hours a day at emergency departments of public hospitals, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### Overseas Student Health Cover



Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatments cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## Working in Australia

As a student visa holder, you are allowed to work up to 20 hours per week during term time and as many hours as you like during holidays. You can phone the Department of Home Affairs (DHA), visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

## Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

Prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements.

- Student/guardian \$20,290
- Partner/spouse \$7,100
- Child \$3,040
- \$8,000 per year for schooling fee per child

The figures are approximate and up to date financial information can be obtained from <https://www.homeaffairs.gov.au> website.

### Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

### Shopping

All Australian major town centres and capital cities have shopping centres. Stores are generally open from 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day and seven days a week. Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.



## SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

The following student guidelines will help foster a healthy learning environment for all students.

### Fees and Refunds

#### Protection of fees paid in advance

For international student fee protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Platinum does not require international students to pay more than 50% of course fees prior to course commencement. However, students are provided with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.
- Platinum pays into the Tuition Protection Service (TPS) provided by the Australian Government.

**NOTE:** where a course is less than 25 weeks, Platinum will require students to pay the full cost of the course prior to course commencement.

#### Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement.

For overseas students, fee information is always provided prior to enrolment as per the requirements of the National Code 2018. Fee information provided to all students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course, as relevant
- Deposits and refund information and conditions relating to these
- The learners' rights as a consumer including any cooling off period

Refund information is outlined in the Student Agreement and the Student Handbook. A copy of Platinum's Fees and Refunds Policy is available for download from our website

Fees will only be collected once a signed copy of the Student Agreement is received by Platinum.

#### Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- Course fees include one copy of the required text book (if applicable) and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course are not included in course fees and will be an additional cost should the student wish to purchase such materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement as applicable.
- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pickups. These fees are at an additional cost as outlined in the Written Agreement.

#### Late payments

Students who are experiencing difficulty in paying their fees are invited to contact Platinum's accounts department on 1300 326 888 to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Platinum reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will be reported to DET via PRISMS under student default.



## Refunds

All course fees include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where Platinum is required to cancel a course due to insufficient numbers or for any other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Eligibility for a refund will be assessed as follows:

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

Platinum will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Platinum will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a student has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- g) Platinum does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- h) Platinum provides a full refund to all students, should there be a need for Platinum to cancel a course. In the first instance Platinum will (where possible) provide an opportunity for the student to attend another scheduled course.
- i) If Platinum cancels a course, students do not have to apply for a refund, Platinum will process the refunds automatically.
- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:.

## TABLE OF REFUNDS

Fee Refund Conditions	Refund Applicable
<p><b>For these refund conditions the terms</b></p> <ul style="list-style-type: none"> <li>• <b>“package of courses”</b> means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE</li> <li>• <b>“Fees”</b> only means tuition fees not third party or ancillary fees such as admission fee, OSHC fee or resources fee.</li> </ul>	<p><b>For these refund conditions the terms</b></p> <ul style="list-style-type: none"> <li>• <b>“package of courses”</b> means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE</li> <li>• <b>“Fees”</b> only means <b>tuition fees</b> not third party or ancillary fees.</li> </ul>
1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Immigration & Border Protection (DHA) for any reason,(Documentary evidence of visa refusal is required)	1. All fees paid in advance will be refunded, minus administration and processing charges of AUD\$250.00.
2. If Platinum receives a written notice of withdrawal more than 28 days before the agreed start date of the first course in the <b>“package of courses”</b>	2. The refund will be 25% of the fees paid in advance by the student for each and every course in the <b>“package of courses”</b> minus an administration and processing charge of AUD\$250.00.
3. If Platinum receives a written notice of withdrawal more than 14 days but less than 28 days before the agreed start date of the first course in the <b>“package of courses”</b>	3. The refund will be 15% of the fees paid in advance by the student for each course in the <b>“package of courses”</b> minus an administration and processing charge of AUD\$250.00.
4. If written notice is received 14 days or less before the commencement date of the first course of the <b>“package of courses”</b>	4 There will be no refund of any fees paid in advance for each and every course in the <b>“package of courses”</b> .
5. If the student withdraws after the agreed start date of the first course in the <b>“package of courses”</b>	5. There will be no refund of any fees paid in advance for each and every course in the <b>“package of courses”</b> . Students will also have to pay the balance of any fees due for remainder of their current



	course of study.
6. If a student's visa is cancelled due to their breach of international student visa conditions or Platinum Policies and Procedures or Student Misbehaviour after the commencement of the first course in the "package of courses"	6. Maintaining the conditions of the visa grant and following Platinum's policies and procedures as agreed is the student's responsibility. There will be no refund of any fees paid in advance for each and every course in the "package of courses". Students will also have to pay the balance of any fees due for remainder of the current course of study.
7. At the time of enrolment any Credit Transfer(CT)/ Recognition of Prior Learning(RPL) will be discussed & granted after the student provides sufficient evidence,	7. If the Credit Transfer allows shortening of the duration of a specific course in the "package of courses" a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course in the "package of courses"
8. If a student's visa expires whilst studying a "package of courses" and they are not able to complete their "package of courses" because their application for an extension of visa is not granted by DHA	8. All unused fees paid in advance for each and every course in the "package of courses" minus administration and processing charges of AU\$500.00 will be refunded. Calculation of 'unused fees' is in accordance with applicable ESOS regulations.
9. If a student is granted a deferment or temporary suspension of studies after the commencement of a "package of courses"	9. Platinum will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of Platinum the student is deemed to have inactively withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and
10. <b>In cases of Provider default.</b> If Platinum <i>defaults</i> , in relation to an overseas student or intending overseas student and a course, if: either of the following occurs: <ul style="list-style-type: none"> <li>Platinum fails to start to provide the course to the student on the agreed starting day;</li> <li>the course ceases to be provided to the student at any time after it starts but before it is completed; and</li> <li>the student has not withdrawn before the default day.</li> </ul>	10. Full refund of unused fees paid in advance.  The calculation of 'unused fees' is in accordance with applicable ESOS regulations.
11. <b>Change of course.</b> If a student decides to change course.	Platinum will charge a \$250 Administrations fee. Any outstanding fees will be required to be settled before course change can be approved.

### Outcome of refund decisions

Platinum will provide the outcome of the refund assessment in writing to the student's registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students will be advised that they may appeal the refund assessment following Platinum Complaints and Appeals Policy and Procedure.

### Additional Fees and Charges (if required)

Platinum provides details of fees for courses together with any additional charges in the written agreement that you signed at the commencement of your course.

<b>Re - Enrolment in Unit</b> In cases where students need to repeat a unit or units to achieve competency a re- enrolment fee will be charged per unit. In these cases, the student has been deemed Not Yet Competent (NYC) and need to re-enrol and repeat the training & assessment for this unit or units.	Re - Enrolment Full Unit of Competency Charges \$300
<b>Re-issuing of testamur and statements of results</b> All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$50.00
<b>Replacement textbooks</b> The first copy of required text books and learning materials are included in course fees	At cost
<b>Replacement Student ID Card</b>	\$15.00



In cases where a student has lost their ID card and needs a replacement a fee will apply	
<b>Recognition of Prior Learning</b> The application fee for RPL is payable up front. Pending the outcome of the RPL assessment process calculations for the remaining units of study will be calculated from the applicable qualification tuition fee divided by the total number of units within the qualification to arrive at the unit price and bring down the overall tuition fee with a reduced duration.	Application fee \$100.00

## Assessment

### Your Course and Assessment

The training and assessment offered by Platinum focuses on providing you with the knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or more units of competency or a set of units that make up a total qualification.

Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or occupational health and safety.

Our course outline include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments are to be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 7 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit of competency satisfactorily; to achieve, an overall outcome of Competent (C) for a unit of competency. If one or more of your tasks are assessed as Not Satisfactory, you will be provided two (2) further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resit or resubmission and advised of the requirements and where applicable what you must include in your re-submission. If you require another opportunity this will incur an additional fee for students as identified in the fees and charges information.

If, after the third (3<sup>rd</sup>) attempt, you are still assessed as Not Satisfactory for a task, you will be given an overall outcome for the unit of Not Yet Competent (NYC). This will mean that you will then need to re-enrol in the unit/s and complete



additional training and assessment to support you in achieving a competent outcome. This will incur an additional fee for students as identified in the fees and charges information.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Note students who fail to attend assessments or submit assessments by the due date with no evidence will be immediately marked as Not Satisfactory (NS) and will be at risk of an overall outcome for the unit of Not Yet Competent (NYC).

### **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals Policy for more information. Complaints and Appeals Policy is available to download at <https://platinum.edu.au/policies-and-procedures/>

### **Student plagiarism, cheating and collusion**

Platinum has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

### **Student Orientation and Support Services**

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist you in your transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.



- Study skills centre/study clubs.
- Review of learning materials and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on 1300 326 888 to discuss your support needs.

Overseas Student Support Officer:

Email: [studentsupport@platinum.edu.au](mailto:studentsupport@platinum.edu.au)

### **Welfare services**

We also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of overseas students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disability and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Referrals to services will be provided at no additional cost to the student.

Contact us 1300 326 888 for details about welfare services we can offer.

### **External Support Services**

At times, it may be required to refer students to external support services to deal with their specific problems or situations. Staff engaged in the student support services will ensure that the students are referred to appropriate organisations and services. Student support services staff can assist personally and provide with information on many issues such as:

- Accommodation including student's rights and responsibilities as a tenant
- Legal issues, e.g. going to court
- Resume preparation
- Appointments for counselling and welfare services
- Personal problem e.g. homesick, loneliness, harassment, bullying.

These services will be provided at no additional cost to the student. If Platinum refers the student to external support services, Platinum will not charge for the referral.

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### **The Victorian Equal Opportunity and Human Rights Commission.**

Address: Level 3, 204 Lygon Street Carlton. Vic 3053

Office hours: Monday to Friday 9am to 5pm

Phone: 1300 891 848

Website: <https://www.humanrightscommission.vic.gov.au/>

Interpreters: 1300 152 494

### **Legal Aid Victoria**

#### **Melbourne**

Address: 570 Bourke St, Melbourne VIC 3000

Phone: 1300 792 387

Website: <https://www.legalaid.vic.gov.au/contact-us>

#### **Braybrook**



Address: 1/474 Ballarat Rd, Sunshine VIC 3020

Phone: (03) 9300 5333

### **Ballarat**

Address: 106 Market Street, Ballarat VIC 3350

Phone: (03) 5329 6222

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### **Maintaining your Enrolment and Course Progress**

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Platinum will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load. If, after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two (2) consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Platinum's decision to report you to DHA. However, an appeal will only be considered if Platinum has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where Platinum is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.



- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

### **Attendance**

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance. In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance. You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

## **Course Transfer**

### **Policy**

All decisions made by Platinum with regard to student transfer requests will be made in accordance with Platinum's policy and procedure.

### **Transferring from another registered provider**

Platinum will not knowingly enrol a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:

- the student has completed six months of their principal course or course package;
- the original registered provider has provided a written letter of release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the ESOS agency;
- the original registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### **Transferring to another registered provider**

For Platinum students seeking to transfer to another registered provider's course of study, a letter of release from Platinum is required. This will be granted in any of the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
- where the student can provide evidence that his or her reasonable expectations about the current course are not being met.
- where a student has provided evidence that he or she was misled by Platinum or migration agent regarding the provider or its course which is in breach of the ESOS Act.

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.



- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for a transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Platinum's Fees and Refunds Policy and Procedures.

### **Transferring to another course offered by Platinum**

Students may transfer to another course offered by Platinum in the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or

Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Platinum will not be granted where:

- the transfer may jeopardise the student's progression through a package of courses.
- the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Platinum's Fees and Refunds Policy and Procedure.

### **Visa advice**

All students who are either considering a course transfer, or have been granted a letter of release, will be advised that they must contact the Department of Home Affairs (DHA) to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or <https://www.homeaffairs.gov.au/>.

### **Appeals**

Where the decision is made to refuse a course transfer or Platinum does not respond to the request in the timeframe set out in the Policy, the student may appeal against the decision by accessing Platinum's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

### **Records**

All records relating to internal course transfers will be kept on the student's file.

## **Deferral, suspension and cancellation**

### **Deferral and suspension of studies**

Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Platinum considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Platinum because of a circumstance such as being involved in a car accident.

Where a student initiated deferral or suspension of enrolment is granted, Platinum will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's



application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

### **Cancellation of studies**

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Platinum's Course Transfer Policy and Procedure.

Platinum may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in this handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Platinum's Course Progress and Attendance Monitoring Policy and Procedures.

Where Platinum initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Platinum's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Students may choose to access an external appeal process as per Platinum's Complaints and Appeals Policy and Procedure. In the case of an external appeal, Platinum is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.

In relation to suspension, Platinum will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

Platinum provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.

Students may access all relevant forms for deferral or suspension through Platinum's web site <https://platinum.edu.au/wp-content/uploads/2020/04/Deferral-Suspension-and-Cancellation-Policy-Int.pdf> or by direct request.

Standards of behaviour required are outlined in the International Student Handbook.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

### **Change in visa status**

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Platinum will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Platinum, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Platinum will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Platinum will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.



In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## Student code of conduct

### Students' rights

All students have the right to:

- be treated fairly and with respect by all students and staff
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are minimised
- have their personal details and records kept private and secure according to our privacy policy
- access the information platinum holds about them
- have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they need to effectively participate in their training program
- provide feedback to platinum on the client services, training, assessment and support services they receive
- be informed of any changes to agreed services, and how it affects them as soon as practicable.

### Students' responsibilities

All students, throughout their training and involvement with Platinum, are expected to:

- treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- not harass, victimise, discriminate against or disrupt others
- treat all others and their property with respect
- respect the opinions and backgrounds of others
- follow all safety policies and procedures as directed by staff
- report any perceived safety risks as they become known
- not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- notify platinum if any of their personal or contact details change
- provide relevant and accurate information to platinum in a timely manner
- approach their course with due personal commitment and integrity
- complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- make regular contact with their trainer/assessor
- prepare appropriately for all assessment tasks, visits and training sessions
- notify platinum if any difficulties arise as part of their involvement in the program
- notify platinum if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity
- make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact Platinum via email or phone and we will provide the information to you.



You also have certain rights and responsibilities under the following legislation as discussed below.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Platinum must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Platinum has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- immediately report hazards to your trainer/assessor
- seek assistance from a member of staff if you become ill or injured on campus
- only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance
- complete an incident report as required
- ensure you are familiar with Platinum's emergency evacuation procedures and in the case of an emergency follow the instructions given to you
- do not leave bags or personal belongings lying around where someone else could trip over them
- do not smoke or drink alcohol on the premises
- observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

### **Harassment, victimisation or bullying**

Platinum is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Platinum will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Platinum's Complaints and Appeals policy available for download at <https://platinum.edu.au/policies-and-procedures/>

### **Equal opportunity**

The principles and practices adopted by Platinum aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Platinum.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Platinum provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, Platinum is required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.



## Privacy Policy

### Policy

#### Privacy Principles

Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

Personal information is collected from individuals in order that Platinum can carry out its business functions. Platinum only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Platinum complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the state in which the RTO operates.

This means Platinum ensures each individual:

- knows why their information is being collected, how it will be used and who it will be disclosed to
- is able to access their personal information upon request
- does not receive unwanted direct marketing
- can ask for personal information that is incorrect to be corrected
- can make a complaint about Platinum if they consider that their personal information has been mishandled.

## Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

### Misconduct includes

- any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault)
- interfering with another person's property
- removing, damaging or mistreating platinum property or equipment
- cheating/plagiarism
- interfering with another person's ability to learn through disruptions during training
- breach of confidentiality
- inappropriate language
- serious negligence, including whs non-compliance
- discrimination, harassment, intimidation or victimisation
- being affected by drugs or alcohol and being unfit to participate in learning activities.

### Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Platinum retains the right at all times to remove disruptive students from the training environment.

- you will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- inappropriate language and actions will not be tolerated.
- harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- treat facilities and equipment with due care and respect.
- you are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

## Disciplinary Processes

Platinum may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- the student being asked to justify why they should continue to participate in the learning group



- suspension from the training room
- expulsion from the training room
- expulsion from the Training course.

## Breaks

Your trainer will advise of timing for all breaks. Typically though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **45 minutes** duration for - Lunch breaks

## Change of personal details

Students are required to ensure their personal details recorded with Platinum are up-to-date at all times. Should your circumstances or details change please update your record through your student login account.

## Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- neat, comfortable clothing in the classroom environment
- appropriate work attire, including personal protective clothing (ppe) for training in workplace or simulated environments
- appropriate footwear must be worn at all times
- since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

## Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Platinum can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

### You have a duty to:

- protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- not wilfully or recklessly interfere or misuse anything provided by platinum in the interests of health, safety and welfare
- cooperate with health and safety directives given by staff of platinum
- ensure that you are not affected by the consumption of drugs or alcohol.

## Evaluation and Feedback

Platinum values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Platinum has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

## Learner Support Services

Platinum understands that there may be times when personal issues may affect your ability to undertake your training. Platinum has identified a number of support services for students who have special needs, or require additional support and assistance to undertake or complete their learning.

## Mentoring & Guidance

Platinum can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.



## Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

### Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- attend all training sessions and complete all required reading and learning activities
- prepare well in advance of each training session
- be a willing participant
- work with fellow learners
- respect other people's opinions
- ensure you have a clear understanding of the assessment requirements
- take responsibility for the quality of evidence that you submit to the assessor
- keep track of your progress
- complete and submit all assessment on time, tasks using clear and concise language
- be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

## Mobile Phones

**All phones must be turned off** during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

## Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Platinum accepts no responsibility for any belongings which may be stolen or go missing.

# SECTION 3 COURSE INFORMATION

## Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.



## Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

## Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Examples of work completed or special projects
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;



- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

Platinum is required to meet stringent quality requirements in the conduct of all assessments.

Platinum has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

## Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Validity</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"><li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance</li><li>• assessment of knowledge and skills is integrated with their practical application</li><li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations</li><li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
<b>Reliability</b>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
<b>Flexibility</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"><li>• reflecting the learner's needs;</li><li>• assessing competencies held by the Learner no matter how or where they have been acquired; and</li><li>• drawing from a range of assessment methods and using those that</li></ul>



	are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
<b>Fairness</b>	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

### Rules of Evidence and Assessment

Platinum is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".

<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficiency</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students, and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

### Presentation of Assessments/Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Platinum does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. students must re-enrol in the course again, paying the full course fee of the day.

### Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

### Reasonable adjustments

Students with disabilities are encouraged to discuss with Platinum any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.



Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Platinum to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

### Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

## Certificates

Certificates can only be awarded by Platinum in accordance with our scope of registration. Certification will only be issued to students who have successfully completed either a full qualification or successfully completed units of competency; and whose fees are up to date.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

## Course Delivery

Platinum ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Platinum meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training



- case studies

## Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Platinum offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Platinum must abide.

Platinum makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Platinum can assist in providing this additional development prior to completing your enrolment into vocational skills.

## Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and

All students have the opportunity to apply for recognition. This means that you can submit evidence for Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Platinum believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Platinum aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Platinum may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Student Support on 1300 326 888 who will provide the information you need to complete an application.

## Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.



It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

### **Credit**

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Platinum can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

### **Recognition Decision**

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Platinum will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

For further information on Recognition, please see Platinum Recognition policy.

### **Special Needs**

Students intending to enrol for training with Platinum are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the CEO any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The CEO, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

### **Trainer and Assessors**

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.



## SECTION 4 POLICIES

### Access and Equity

Platinum is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Platinum will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Platinum abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Platinum Access & Equity Policy.

### Appeals

Platinum ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Platinum website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the students.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Platinum may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Platinum will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Platinum strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

### Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.



- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### **Appeal Outcomes**

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Platinum assessment policy the student will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment

For further information, see Platinum Appeals Policy.

## **Student Enrolment**

To enrol in a training program simply do so via our website or contact the Administration Office on 1300 326 888 and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session

### **Tentative Enrolments**

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Platinum will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

### **Enrolment Confirmation**

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

### **Student Induction**

Induction for all new students includes the provision of this manual.

## **Student Selection**

Platinum conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.



Platinum is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy and literacy.

Platinum shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

## Student Records

Platinum maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Platinum personnel who need to have access to your file for training and assessment purposes can access it.

No other person/ student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact CEO.

## Complaints

Platinum has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Platinum will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.



- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

### **Lodging a Complaint**

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer and assessor or Training Manager.

The student completes a Complaints Form to commence the process.

For further information, see Platinum Complaints Policy.

## **Course Fees**

Platinum has developed a fair and equitable process for determining course fees, refunds and payment options.

### **Course payment Amounts**

Information regarding course fees can be found by visiting our website at <http://platinum.edu.au/statement-of-fees/>

### **Flexible payment options**

Platinum accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

### **Qualification enrolments**

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

## **Cancellation & Transfers**

### **Enrolment cancellation / withdrawal / deferral / amendment**

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

### **Student Transfers**

- a) **Transfer to another "Course date"** – students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another "Delivery mode"** – Should a student, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- d) **Transfer to another "student"** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another student.



## **RTO Cancellation of courses**

Platinum reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. Platinum has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Platinum.

## **Equal Opportunity**

Platinum is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

### **Rights and Responsibilities**

Platinum has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Platinum is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. Platinum is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

Platinum will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

As a student of Platinum, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

### **Discrimination**

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.



## **Harassment, Vilification and Bullying**

All employees, contractors and students have an equal opportunity to work and study. Platinum will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

### ***Harassment***

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

### ***Vilification***

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

### ***Bullying***

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

### **Sexual harassment**

Platinum will not tolerate sexual harassment in the learning or work environment.



The Platinum deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

### **Forms of sexual harassment**

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

### **Complaints**

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

## **Privacy**

Platinum abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

As an RTO, Platinum is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

Platinum collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Platinum may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Platinum will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Platinum Privacy Policy.

## **Workplace Health and Safety (WHS)**

Platinum is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Platinum encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Platinum recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.



- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

### **Duty of Care**

Platinum is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

#### **Platinum Management:**

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Platinum Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

#### **Staff, contractors, students and visitors:**

- have a duty of themselves and others.
- have a responsibility to cooperate with all whs processes.
- have a responsibility to comply with relevant platinum whs management system policies and procedures.
- must not bypass or misuse systems or equipment provided for whs purposes.
- must report any unsafe conditions which come to their attention to the CEO.

### **Accidents, Injuries and Near Misses**

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Platinum will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Platinum is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

### **Investigating incidents and accidents**

The CEO is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the CEO will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the C.
- Once action is approved, communicates outcomes and planned actions.





*To be signed by the student at orientation and stored on the student's file*

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I, \_\_\_\_\_ Student number: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

I have read and understood the **International Student Handbook** and all the **policies and procedures** as outlined within the International Student Handbook.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_