



**Pacific Institute of
Technology
Pty Ltd**

RTO ID Number: 40843

Student Handbook V3.3

Version Control

Revision	Date	Changes from Previous Version
V1.0	08/03/2011	Original Version (Not Released)
V1.1	25/10/2011	Amended Appeals Section
V1.2	28/02/2012	Add Version Control
V1.3	25/02/2012	Changes to facilitate application to be an RTO (not to be released until application is approved and RTO number is added)
V1.4	08/07/2012	Improvements from audit feedback (not to be released until application is approved and RTO number is added)
V1.5	22/05/2013	Appeals section modified
V1.6	01/09/2013	Plagiarism and Cheating section added
V1.7	03/12/2013	Complaints and Appeals sections separated
V1.8	06/12/2013	Schedule of Fees section added
V2.0	10/01/2014	RTO Information added, Schedule of Fees section updated
V2.1	23/06/2014	Small updates
V3.0	12/01/2015	Include copies of student information sheets, update contacts
V3.1	10/10/2016	Updates to refunds, complaints and appeals and privacy sections
V3.2	8/11/17	Updates to Schedule of Fees section
V3.3	9/01/19	Student Discipline section added. Updates to student complaints and appeals

Contacting Pacific Institute of Technology Pty Ltd

You can contact Pacific Institute of Technology Pty Ltd using the following contacts.

Phone	NSW/ACT: (02) 8021 0369	Qld/NT: (07) 3103 5137
	SA: (08) 7200 3802	Vic/Tas: (03) 9020 0511
	WA: (08) 6102 4174	
Mail	PO Box 3226 Redfern 2016	
Email	admin@pit.edu.au	

Schedule of Fees

Pacific Institute of Technology is a Registered Training Organisation (RTO) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Pacific Institute of Technology is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 5 days of receiving this notification from Pacific Institute of Technology. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via Pay Pal.

Can I get a refund?

Yes - If you give notice to cancel your enrolment more than 10 days prior to the commencement of a program or before receiving any training material you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program or before receiving any training material, you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Pacific Institute of Technology is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

If a course is cancelled by Pacific Institute of Technology, a full refund will be provided to the learner.

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - Pacific Institute of Technology has a responsibility to protect the fees paid by students. To meet this need, Pacific Institute of Technology will only accept an initial payment of no more than \$4,000 from each student prior to the commencement of their course. The subsequent payments are based on the costs of the training and assessment which is yet to be delivered and will be required to be made at agreed points as the course progresses. This fee protection arrangement complies with national standards designed to limit the amount paid by a student's in advance of services being delivered.

Do I pay GST in my tuition fees?

No – Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

Our guarantee

If for any reason Pacific Institute of Technology is unable to fulfil its service agreement with a student, Pacific Institute of Technology will refund the total fees paid by the student for any services not yet delivered. Pacific Institute of Technology is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program.

Course Fees

Course fee are clearly shown on each Course Information Sheet. Course information Sheets are attached at the end of this document.

Additional Information Regarding Fees:

- Course notes and other learning/reference material is provided electronically. Pacific Institute of Technology does not provide printed learning/reference material. If students wish to print this material, they can make their own arrangements to do so.
- Students must provide the following for themselves during their course
 - Access to the BCA and relevant referenced Australian Standards.
 - Access to and the ability to use the following: a computer, email, internet, word processor software, spread sheet software and students in CPC50509 Diploma of Fire Systems Design also require CAD software.
 - Access to an A4 printer and A4 scanner. Students in CPC50509 Diploma of Fire Systems Design also require access to an A3 printer and A3 scanner.
- Course Fees includes all course fees, assessment fees, administration fees, materials fees and other fees but exclude any replacement of qualification testamur, replacement of issued learning/reference workbook and reassessment fees as listed below.
- For enterprises with multiple enrolments all fees are per person.
- RPL fees are the same as the fee listed above for completing the listed course.
- Pacific Institute of Technology payment terms are 14 days. An invoice for \$1,500.00 will be issued on acceptance of enrolment day of all courses and is required to be paid prior with 14 days.

- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.

Miscellaneous Charges

Re-issuing a certificate, qualification or statement of attainment	\$330.00 (Incl. GST)
Provision of learning/reference workbook in hard copy (per workbook). Electronic copies will be supplied free of charge.	\$100.00 (Incl. GST)
Re-assessment fees	\$300.00 per hour (GST exempt) plus any travel, incidentals and accommodation costs
Note: Students will be offered two (2) assessment opportunities during a training and assessment program for each assessment event. Students will be offered one (1) assessment opportunity during an assessment only program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service may include individual re-training to prepare the student for the re-assessment.	

Enrolment

Enrolment is not automatic, the acceptance of enrolment is at the complete discretion of Pacific Institute of Technology Pty Ltd. Once enrolment has been accepted Pacific Institute of Technology Pty Ltd guarantees to provide training and/or assessment within a reasonable time.

Students are required to complete their training and/or assessment within the time stated in the relevant course information sheet. Failure to complete the course within the stated time will result in removal from the course. If a student requires additional time they may apply to the RTO Business Manager for additional time stating reasons why additional time should be granted. The granting of additional time is at the complete discretion of Pacific Institute of Technology Pty Ltd. No refund will be made to students who are removed from their course.

Pre-enrolment Interview

Students may be required to have an interview with a trainer prior to their enrolment. During this interview the trainer will establish the learning needs of the prospective student and determine the suitability of the intended course of study for the prospective student.

If the trainer believes that the enrolment is suitable for the student, the trainer will work with the prospective student to determine how the learning needs of the client are to be met and what training, assessment and support services are required and how the prospective student will receive these services.

If the trainer does not believe that the enrolment is suitable for the student, the trainer may where appropriate refer the prospective student to other courses or training organisations to assist them to meet their learning needs.

Complaints and Appeals

Complaints

Pacific Institute of Technology seeks to provide student with an enjoyable learning experience. If a student wishes to complain about any matter the following procedure is followed.

1. If any student has a complaint to make they can make a verbal complaint to the Trainer / Assessor to be dealt with in the first instance.
2. If the complaint is not resolved, the person making the complaint may make a written complaint by contacting the RTO Officer Manager for a Complaints Form. This form must be requested within 7 days of the event that is the basis of the complaint. The RTO Officer Manager must supply the Complaints Form with 7 days of a request. The person making the complaint must complete and return the completed and signed Complaints Form within 7 days of receiving the form clearly stating the reason for the complaint.
3. The RTO Business Manager will provide a written response within 21 days of receiving the completed and signed Complaints Form. Investigation and review of complaints are undertaken at no cost.
4. Where the student is not satisfied by the internal review the student may access the appeals process.

Appeals

Pacific Institute of Technology seeks to provide student with an enjoyable learning experience. If a student wishes to appeal against any decision the following procedure is followed.

1. Appeals are to be made to the RTO Office Manager. On request the RTO Business Manager will supply an Appeals Form. Students must complete the Appeals Form in writing within 21 days of being advised of any decision clearly stating the grounds for appeal.
2. All appeals will be handled as quickly as possible by the CEO. Pacific Institute of Technology Pty Ltd will provide a written statement of outcome within 21 days of receiving the completed and signed Appeals Form. Internal appeals are undertaken at no cost.
3. Should an appellant be dissatisfied with an appeals decision it may be appealed externally through the Community Justice Centre on 1800 990 777.

As a condition of enrolment students agree that they must exhaust all internal appeals prior to appealing externally through a Community Justice Centre or a court or a tribunal.

Training and Competency Based Assessment

All Nationally Recognised Training undertaken by Pacific Institute of Technology Pty Ltd. Trainers and assessors possess a Certificate IV in Assessment and Training. These people

are experienced in the field they are delivering in and have a minimum of 5 years' experience in the area.

The provision of training will deliver the stated learning outcomes/elements of the national units of competency via a combination of simulation, role-play, demonstration, classroom lectures, group discussion, workplace projects, practicing work skills under supervision of the Trainer, and other audio-visual aids. Students will be assessed against the elements of the national units of competency and have their underpinning knowledge and skills tested. The assessment methods will be valid, reliable, fair and flexible.

All evidence that we collect for each student's assessment will need to be valid, sufficient, authentic and current. All assessments and training will be conducted in a safe and healthy manner and will comply with Workplace Health and Safety relevant statutes in each State/Territory.

At the completion of your course assessment/s you will receive the following mark:

- Competent
- Not Yet Competent
- Unable to achieve competency.

Students shall be issued with a Statement of Attainment within 30 days after completion of the unit/s. The statement shall detail the national unit of competency (s) that competency has and/or has not been achieved for.

Being Reassessed

Sometimes when a student is assessed they do not demonstrate that they are competent in the unit. This may be because of some of the following underlying reasons:

- they have had limited opportunity in performing certain skills in their normal workplace which places them in a position where they may not be ready to undertake a competency based assessment;
- they have had difficulty gaining and demonstrating necessary knowledge to the Assessor;
- they get nervous when being assessed and suffer recall difficulty;
- they have not undertaken the necessary pre-course learning and research prior to the assessment;
- they are not ready to be assessed in the first place and need to further practice prior to competency based assessment.

Simply attending one of our courses does not guarantee your competency. If an Assessor makes a judgement that a student is 'Not Yet Competent', then the student will be provided with guidance as to how to improve their competency.

The student may choose to lodge an Appeal against the decision of 'Not Yet Competent'. See complaints and appeals section. The student will be required to pay a reassessment fee of \$210.00/hr (plus any travel, incidentals, accommodation costs) for every subsequent assessment that occurs until they are judged competent. Travel, incidentals, and accommodation are to be negotiated between the student and the Assessor on a case by case basis. Any re-assessment fees are to be paid prior to reassessment.

Recognition of Prior Learning

This is a process whereby a student who believes they already possess the competency (s) may be assessed for RPL. The process is also referred to as Recognition of Current Competency (RCC). Skills of students may have been developed over time through a combination of factors. They may include your work experience, informal or formal study/training. The process focuses on what has been learned rather than where or how you learnt it. If you can demonstrate competency against our criteria that conforms to the national unit of competency, please contact the RTO Business Manager if you would like to know more about this process.

Mutual Recognition

If you have been issued a Statement of Attainment from an RTO this may be recognized and therefore you may be granted credit for the unit of competency. Students seeking mutual recognition will need to supply a copy of the Statement of Attainment you are seeking credit for.

Student Welfare

Pacific Institute of Technology Pty Ltd seeks to ensure that the welfare of its students while undertaking training with us. Any students with the need for provision of special learning services shall contact the RTO Business Manager at enrolment. Other welfare and guidance issues may include review of fees structure and payment, learning pathways and RPL, provision for special cultural and religious needs or dietary needs. All sections of the Anti-discrimination Act will be complied with. Trainers and Assessors are flexible with learning and assessment procedures in line with any language, literacy and/or numeracy (LLN) issues. Assessments are in line with the national unit of competency standards however there is scope for our assessors to be flexible. Where LLN is identified assistance will be provided where necessary. External support may be required and in that case the RTO Business Manager shall be advised of the request for such support.

Student Details:

It is necessary that we obtain your personal details when you enrol in the course. The details you supply on the enrolment form and will be treated in the strictest of confidentiality. Your details may be required to allow you to be contacted to interview you about the quality of our training and assessment.

Students are required to advise Pacific Institute of Technology Pty Ltd in writing of any changes in their personal details.

Student's Access to Own Records:

If a student would like access to their records of participation while enrolled in a course they may request a copy of their records. The request must be in writing to Pacific Institute of Technology Pty Ltd requesting a copy of their records. Pacific Institute of Technology Pty Ltd will supply a copy of their records within 2 weeks of written request.

Privacy

Pacific Institute of Technology Pty Ltd collects personal information solely for the purpose of providing Nationally Recognised Training under the Standards for Registered Training Organisations 2015 administered by the Australian Skills Quality Authority who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit and/or AVETMISS reporting.

Under the Australian Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for accessing their information.

While you are undertaking your training program, there will be times when Pacific Institute of Technology Pty Ltd and/or its trainers, managers or administration staff may need to discuss your situation with others. Unless otherwise advised in writing, by completing the enrolment process with Pacific Institute of Technology Pty Ltd you authorise us to release information to the employer or employment service provider who has referred you to us (if applicable).

We will not disclose your details to any other person or organisation without your written consent, unless of a statutory licensing contravention.

Also while you are undertaking your course or training program, our trainers, managers or administration staff may take photo, video or audio recordings of you participating in training and assessment activities. Unless otherwise advised in writing, by completing the enrolment process with Pacific Institute of Technology Pty Ltd you authorise us to use these images and/or recordings for training and marketing purposes.

Compliance with Legislation

Pacific Institute of Technology complies with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations.

All students of Pacific Institute of Technology must comply with all relevant legislation whilst undertaking studies with Pacific Institute of Technology.

All Legislation that will be complied with includes but is not limited to the following:

- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- *Standards for Registered Training Organisations 2015 (Cth)*
- *Work Health and Safety Act 2011 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Copyright Act 1968 (Cth)*

Plagiarism and Cheating

Rules regarding plagiarism are strictly enforced by Pacific Institute of Technology as it is seen as a form of cheating and a serious offence. Pacific Institute of Technology recommend the Harvard system of referencing to its learners and as a Pacific Institute of Technology's trainer and assessor, knowledge of this referencing system is paramount.

Plagiarism occurs when a student claims ownership for written words/data, or ideas, or inventions which are not their own. Examples of plagiarism are:

- submitting assessments substantially similar to, or copied from another Learner;
- submitting assessments that use the exact words of another without using quotation marks and citing the original source;
- submitting assessments that paraphrases or summarises the work or words of another without citing the original sources;
- presenting any work of another individual or group as one's own work; and
- Submitting assessments without appropriate acknowledgement/referencing of original sources.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. Cheating means seeking to obtain an unfair advantage in an examination or in other written assessments or practical work required to be submitted or completed by a student for assessment.

A student found copying the work of others in assessments will also be considered as cheating. At the time of such an incident, the trainer or assessor must advise the learner of their misconduct and that the assessment will be declared 'Not Yet Competent' as a result. A trainer or assessor who has reasonable grounds to believe that cheating or plagiarism has occurred must report the matter to the Pacific Institute of Technology RTO Manager who will provide guidance.

Plagiarism or cheating may result in a learner's assessment being declared 'Not Yet Competent' or their exclusion from a course. Learners may appeal any decisions relating to cheating or plagiarism by following the Complaints and Appeals procedures within ten (10) working days. An independent Pacific Institute of Technology assessor may contact the original trainer or assessor to discuss the details of the case and will provide written advice regarding the outcome of the appeal to the learner, the original trainer or assessor, and the Pacific Institute of Technology Manager.

Students Rights and Responsibilities

Students have the following rights while undertaking courses with Pacific Institute of Technology

- Students can expect to be treated with courtesy and respect;
- Pacific Institute of Technology will address the reasonable needs of all students regardless of gender, ethnicity, age, disability or background;
- Students can expect. to be able to communicate freely and to be able to voice alternative points of view
- Students can expect to enjoy a study environment free from harassment, discrimination and bullying
- Students can expect to have access upon request to their personal records

- Students can expect to be provided with accurate, timely and helpful information regarding their studies, and about enrolment and other administrative procedures that apply to them
- Students can expect that evaluations of performance will reflect each student's true merit;
- Students can expect that feedback on assessment will be recognised as a valuable part of the educative process.
- Students can expect assessment should be marked promptly and returned to students with feedback
- Students can expect that the training venues or equipment they use are safe and comply with relevant occupational health and safety laws.

Students have the following responsibilities while undertaking courses with Pacific Institute of Technology

- Students are expected to treat other members of the learning community with respect and courtesy
- Students are expected to treat other members of the learning community equitably
- Students are expected to respect the opinions of others and deal with disagreement by rational debate
- Students are expected to avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating.
- Students are expected to acquaint themselves with the information in this student handbook and as provided by trainers and assessors
- Students are expected to follow the training and assessment schedule, complete pre-workshop tasks prior to attending workshops, attend workshops, maintain steady progress in subjects undertaken and submit required work on time (unless prevented from doing so by unforeseen or exceptional circumstances, which are communicated to the relevant trainer as soon as possible)
- Students are expected to conduct themselves in a professional manner while in training venues
- Students are expected to respect the confidentiality of students, clients or commercial information made available to them as part of their practical learning activities
- Students are expected to incorporate feedback into their learning, make use of the assessment criteria
- Students are expected to be aware of rules and policies relating to assessment
- Students are expected to maintain the highest standards of integrity in their work
- Students are expected to not cheat in any form of assessment
- Students are expected to not helping others to cheat in any form of assessment
- Students are expected to ensure that they do not plagiarise the work or ideas of other persons

Occupational Health and Safety - Students Responsibilities

In Australia, workplace safety is mandatory and is enforceable by law.

Pacific Institute of Technology accepts its obligation under Occupational Health and Safety laws to provide a safe working environment and to protect the health and safety of staff, students and clients from injury or illness arising from the workplace.

Pacific Institute of Technology will not tolerate any action or behaviour that endangers our staff, students or visitors.

Students must be aware of, and understand, their responsibilities in regard to Occupational Health and Safety

It is your responsibility as a student to ensure that you abide by the Occupational Health and Safety law and that you do not cause harm to other students, staff members or the public.

It is every individual student's individual responsibility to notify the trainer if you become aware of areas of safety concern. If you are not sure, still report it to your Teacher

All students must use equipment carefully and in the correct manner.

All students wear the appropriate Personal Protective Equipment or Safety clothing as directed by your trainer.

All students obey safety instructions or directions on machinery or chemicals.

All students obey health signs and notices.

All students follow safety instructions from your Trainer

Be aware of the nature of chemical hazards and dangerous substances as described in Material Safety Data Sheets that you can access from your trainer.

All students not misuse or tamper with safety equipment.

All students use appropriate lifting techniques

All students not tamper or interfere with electrical equipment

If you have an accident in class, you must report any injury to your Teacher, no matter how minor the injury. All trainers are Trained First Aid Officers are available to provide emergency first aid treatment and to make decisions about possible referral.

If you are involved in an incident, which does not result in an injury, you must also report this 'near miss' to your trainer.

Your trainer is required to complete an Injury/Illness/Incident Report where an injury or 'near miss' occurs in his/her class.

Students Discipline

Pacific Institute of Technology makes every effort to create a co-operative learning environment and mutual respect is an integral part of our desire to provide high quality, professional training and assessment services. The same disciplined behaviour is expected of students as they contribute to the learning environment, and as a sign of respect to staff and fellow students.

Any Workplace Trainers/Assessors or staff members who believes a student has not abided by their student responsibilities OR has breached their responsibilities in regard to Occupational Health and Safety OR is dissatisfied with the behaviour and/or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or

- Require the student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

The RTO Business Manager or The Chief Executive Officer who believes that the behaviour or performance of a student is of a serious nature has the authority to:

- Suspend the enrolment of the student, or
- Terminate the enrolment of the student, or
- Expel the student

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Pacific Institute of Technology complaint procedure.