OHS Media Services Pty Ltd

trading as

Pacific Training Group

Policies and Procedures

International Students
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OHS Media Services Pty Ltd trading as Pacific Training Group.
ABN: 88 116 734 920
RTO ID Number 110071
CRICOS Number 03448K

OHS Media Services Pty Ltd. trading as Pacific Training Group is a registered training organisation. RTO’s are training providers registered by Australian Skills Quality Authority to deliver vocational education and training (VET) services. RTO’s are recognised as providers of quality assured and nationally recognised training and qualifications.

Legislative Requirements

Pacific Training Group is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all Pacific Training Group representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Commonwealth legislation:

- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas (ESOS) Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009
- Copyright Act 1968
NSW legislation:

- Work Health and Safety Act 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

Western Australia legislation:

- Vocational Education and Training Act 1996
- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Occupational Safety and Health Act 1984
- Working With Children (Criminal Record Checking) Act 2004

South Australia legislation:

- Training and Skills Development Act 2008
- Work Health and Safety Act 2012
- Workers Rehabilitation and Compensation Act 1986
- Fair Trading Act 1987

Victoria legislation:

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Accident Compensation (Workcover Insurance) Act 1993
- Disability Act 2006
- Fair Trading Act 1999
- Working With Children Act 2005

Queensland

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Workers’ Compensation and Rehabilitation Act 2003
Identifying legislative requirements

Pacific Training Group will apply a risk management approach to meeting legislative requirements and record the assessed risks and treatment measures within the Compliance Risk Register within the student management system. This analysis of risks and treatment strategies is to be detailed to allow all staff to understand Pacific Training Group strategy to meeting specific legislative responsibilities.

To support our compliance with identified legislation, Pacific Training Group has established the following arrangements:

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<td>Child Protection Act 1999</td>
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<td>Fair Trading Act 1989</td>
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<td>Legislation</td>
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<tr>
<td>National Vocational Education and Training Regulator Act 2011</td>
<td>- Organisation Structure Diagram and Duty Statements</td>
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<td></td>
<td>- Management Policy</td>
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<td>- Legislative Requirements Policy</td>
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<td>- Financial Management Policy</td>
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<td>- Insurance Policy</td>
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<td>- Fees and Refund Policy</td>
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<td>- Certification Policy</td>
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<td>- Advertising and Marketing Policy</td>
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<td>- Interaction with the National VET Regulator Policy</td>
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<td>- Records Retention and Management Policy</td>
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<td>- National Reporting Policy</td>
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<td>- Training Package Transition Policy</td>
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<td>- Industry Engagement Policy</td>
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<td>- Assessment Validation and Moderation Policy</td>
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<td>- Student Enrolment Policy</td>
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<td>- Complaints and Appeals Policy</td>
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<td>- Student Access to Records Policy</td>
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<td>- Trainer Competency Requirements Policy</td>
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<tr>
<td>Legislation</td>
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</tr>
<tr>
<td>Education Services for Overseas (ESOS) Act 2000</td>
<td>- Assessment Policy</td>
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<tr>
<td>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007</td>
<td>- Student Support Services Policy</td>
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<tr>
<td></td>
<td>- International Student Enrolment and Induction Policy</td>
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<td></td>
<td>- Staff Induction Policy</td>
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<td>- Agent Management Policy</td>
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<td>- Completion within Expected Duration Policy</td>
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<td></td>
<td>- Critical Incidents Policy</td>
</tr>
<tr>
<td>Work Health and Safety Act 2012 (ACT, SA, TAS)</td>
<td>Staff Induction Policy – Ensures that all staff are informed of all legislative and policy arrangements on the commencement of their duties</td>
</tr>
<tr>
<td>Occupational Safety and Health Act 1984 (WA)</td>
<td>Student Enrolment Policy - applies delivery arrangements to inform students of their rights and obligations with regards to maintaining a safe work and training environment.</td>
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<tr>
<td>Occupational Health and Safety Act 2004 (VIC)</td>
<td>Management Policy - the management meeting agenda</td>
</tr>
<tr>
<td>Legislation</td>
<td>Our arrangements</td>
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<tr>
<td>---------------------------------------------------------------------------</td>
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</tbody>
</table>
| Age Discrimination Act 2004 (Cwth)                                       | Discrimination and Harassment Policy - This policy provides the basis for ensuring that the workplace is free from discrimination and harassment.  
Duty Statements – All duty statements include specific responsibilities for staff to treat others equitably and with respect.  
Advertising and Marketing Policy – This policy includes the requirements to ensure any advertising undertaken is accurate and ethical.  
Student Enrolment Policy – This policy includes specific provisions to ensure enrolment procedures are non-discriminatory.  
Staff Induction Policy – This policy specifies the arrangements to inform staff of their legislative obligations on the commencement into employment. This includes obligations relating to discrimination and harassment policy. |
<p>| Disability Discrimination Act 1992                                        |                                                                                                                                                                                                                     |
| Disability Standards for Education 2005                                  |                                                                                                                                                                                                                     |
| Racial Discrimination Act 1975                                           |                                                                                                                                                                                                                     |
| Sex Discrimination Act 1984                                              |                                                                                                                                                                                                                     |
| Disability Services Act 1993 &amp; Disability Services Regulation 2003       |                                                                                                                                                                                                                     |</p>
<table>
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<tr>
<td>Complaints and Appeals Policy – This policy provides</td>
<td>Complaints and Appeals Policy – This policy provides students the mechanism to make a complaint about their treatment.</td>
</tr>
<tr>
<td>students the mechanism to make a complaint about their treatment.</td>
<td></td>
</tr>
<tr>
<td>Privacy Act 1988 and Australian Privacy Principles (2014)</td>
<td>Duty Statements - Duty statements include specific responsibilities for staff to protect the privacy of students and to not disclose personal information without authorisation.</td>
</tr>
<tr>
<td>Privacy Policy – The policies as being updated to align with the Australian Privacy Principles which came into effect on 12th March 2014.</td>
<td></td>
</tr>
<tr>
<td>Staff Induction Policy – This policy outlines the arrangements to inform staff of their legislative responsibilities during their employment induction.</td>
<td></td>
</tr>
<tr>
<td>Student Enrolment Policy – This policy outlines the arrangements to supply information to prospective students prior to their enrolment that informs them of their rights and obligations. This includes specific information about privacy protection based on the requirements of the Australian Privacy Principles.</td>
<td></td>
</tr>
<tr>
<td>Records Retention and Management Policy – This policy specifies the arrangements to collect and store information with accuracy and integrity. This includes hard copy records and electronic data and specifies the access and security arrangements relating to these.</td>
<td></td>
</tr>
<tr>
<td>Fair Work Act 2009</td>
<td>All employees engaged by Pacific Training Group have a written Employment Agreement in accordance with the advised condition form Fair Work Australia</td>
</tr>
<tr>
<td></td>
<td>All contract staff have a written service agreement that</td>
</tr>
</tbody>
</table>

**Legislation**

- **Privacy Act 1988 and Australian Privacy Principles (2014)**
- **Fair Work Act 2009**
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<th>Legislation</th>
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</thead>
<tbody>
<tr>
<td>Fair Trading Act 1987 (NSW, WA, SA)</td>
<td>Management Policy – This policy specifies the management arrangements that ensure a coordinated approach to the delivery of services specified in the student’s agreement.</td>
</tr>
<tr>
<td>Fair Trading Act 1999 (VIC)</td>
<td>Fees and Refund Policy – This policy specifies the arrangements for disclosure of the information in accordance with SNR 22.2. It also specifies the circumstances for a refund of student fees.</td>
</tr>
<tr>
<td>Fair Trading Act 1989 (QLD)</td>
<td>Schedule of Fees and Charges - this document specifies the fees for courses in accordance with the requirements of SNR 22.2. It also outlines the fees for other services.</td>
</tr>
<tr>
<td>Fair Trading Act 1992 (ACT)</td>
<td>Advertising and Marketing Policy – This policy provides the basis for accurate and ethical marketing to ensure students are provided accurate information about the services to be provided.</td>
</tr>
<tr>
<td>Fair Trading Act 1990 (TAS)</td>
<td>Course Brochures - Course brochures provide specific information about the services to be provided to students. This includes an outline of the delivery model, units of competency, assessment methods, entry requirements, et cetera. Course brochures are a key tool in ensuring that students as consumers are informed about the services to be provided.</td>
</tr>
<tr>
<td>Consumer Affairs and Fair Trading Act 2013 (NT)</td>
<td>Student Enrolment Policy – This policy specifies the process for student enrolment and includes specific steps to ensure students are provided sufficient information about their rights and obligations, fees and payments obligations and services to be provided prior to their enrolment.</td>
</tr>
</tbody>
</table>
### Legislation

<table>
<thead>
<tr>
<th>Legislation</th>
<th>Our arrangements</th>
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</thead>
<tbody>
<tr>
<td>Complaints and Appeals Policy – This policy outlines the arrangements for students to make a complaint about services being provided or appeal a decision made by Pacific Training Group.</td>
<td></td>
</tr>
<tr>
<td>Student Access to Records Policy – This policy specifies the arrangements to provide students access to their records in order to monitor their participation and progress. This policy also supports their rights as a consumer.</td>
<td></td>
</tr>
<tr>
<td>Copyright Act 1968</td>
<td>Duty Statements - duty statements specify staff responsibilities to respect the rights of copyright owners and to not copy any material without authorisation.</td>
</tr>
<tr>
<td></td>
<td>Version Control Policy – This policy provides the framework for consistent version control of documents used by Pacific Training Group.</td>
</tr>
<tr>
<td></td>
<td>The student management system – Document Register – This capability enables the storage of key documents and their periodic review.</td>
</tr>
<tr>
<td></td>
<td>Licence to the following items supplied by Newbery Consulting – 25th Feb 2014.</td>
</tr>
</tbody>
</table>

### Informing staff of their responsibilities

Pacific Training Group acknowledges that it has a responsibility to inform and educate staff about the legislative requirements that apply to its day to day operations. This will be achieved primarily through careful and diligent staff induction and through annual refresher training.

By taking a coordinated approach to inform staff of these requirements, we will build a culture of acceptance and positive compliance. It is the responsibility of the Chief Executive Officer to ensure Pacific Training Group staff is fully informed of applicable legislative requirements.
Fees and Refund

In accordance with applicable legislation, Pacific Training Group is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student services and tuition fees.

Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Pacific Training Group. Fees must be paid in full within ten (10) days of receiving an invoice from Pacific Training Group. Pacific Training Group may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

Students are required to pay a fee on application (the application fee is non-refundable) and an enrolment fee, to be paid on acceptance of offer. The first instalment of course fees and 50% of learning and resource fees must be paid on successful admission to the program. The balance of fees payable for the course must be paid at least 5 (five) working days prior to the commencement of each term unless prior arrangements have been made and confirmed in writing.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the Pacific Training Group Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, application fees, learning resources fees, training consumable fees and any other charges for enrolling in a training program;

- payment terms, including the timing and amount of fees to be paid and any non-refundable fee;

- the nature of the guarantee given by Pacific Training Group to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available;
- the Pacific Training Group Fees and Refund Policy.

Replacement of text and training workbooks
Students who require replacement of any text or training material will be liable for additional charges to cover the cost of the replacement material.

Refunds - Giving notice of enrolment cancelation / withdrawal
- **Prior to commencement.** A student who gives notice in writing of withdrawal or cancelation **28 days or more** prior to the scheduled commencement date of the semester will be entitled to an 80% refund of fees paid minus the application fee.
- A student who gives notice in writing of withdrawal or cancelation **less than 28 days** prior to the scheduled commencement date of the semester will be entitled to a 50% refund of fees paid minus the application fee.
- **After commencement.** A student who gives notice in writing of withdrawal or cancelation after the commencement of the semester will not be entitled to a refund of fees paid.

A student who wishes to cancel their enrolment after the course has commenced, must give notice in writing. This may be via email or letter to Pacific Training Group staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferral or suspension of the enrolment. For further information of deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Chief Executive Officer.
Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. This will be at Pacific Training Group’s convenience and with the approval of the Department of Education and Training.

**Refunds – Refused student visa**

A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees paid less the application fee. Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Pacific Training Group.

**Refunds – Misconduct**

No refund will be granted to a student whose enrolment is terminated for failure to comply with Pacific Training Group’s policies and procedures and the requirements of their visa by DIBP.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behavioural Misconduct Policy for further guidance.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Refunds - Cancelation of a course by Pacific Training Group**

If Pacific Training Group defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Pacific Training Group will make every effort to transfer the students’ enrolment to another college. If this is unsuitable the school will pay a refund of the total amount of the course money received from the student. This refund will be paid to students within 2 weeks of the default day with a statement explaining how the refund amount has been calculated.
Payment of GST

GST is 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.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Pacific Training Group will levy some miscellaneous charges for services. These may include:
- Re-issuing a certificate after it has been initially issued to a student
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services.

These miscellaneous charges are to be clearly specified in Pacific Training Group Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

The Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event Pacific Training Group is unable to deliver a course where fees have been paid in advance and does not meet their obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.
Fees being paid in advance

Pacific Training Group acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Pacific Training Group requests payment of no more than 50% of the total tuition fees for the course before the student commences the course. Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period.

Pacific Training Group maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. 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.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Pacific Training Group undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including tuition fees, application fees, materials fees and any other charges;

- payment terms, including the timing and amount of fees to be paid and any non-refundable application fee;

- the nature of the guarantee given by Pacific Training Group to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;

- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and

- the Pacific Training Group refund policy.

Student complaints about fees or refunds

Students who are unhappy with the Pacific Training Group arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the Pacific Training Group complaints and appeals policy and procedure.
This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws.
Student Support Services

Based on the interview and the completed enrolment form, determine if:

- the student’s language, literacy and numeracy skill levels are adequate to meet the requirements of the training program;

- the student requires specialist support to improve their language, literacy and numeracy skills prior to commencing the program; and

- the student has any need for individual support services or consideration of reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted.

If support services are identified, the following is a guide to support that can and should be provided:

<table>
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<th>Individual need</th>
<th>Support Service</th>
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<tbody>
<tr>
<td>Minor LLN deficiency that would inhibit the participation</td>
<td>Scheduled training during a weekday only. Allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the Head of Education to ensure suitable allocation of trainers is available. A verbal course can be offered and course structured altered to accommodate the student.</td>
</tr>
<tr>
<td>Significant LLN deficiency that would prevent participation and completion of the course</td>
<td>Refer the student to TAFE or other English Language School to complete Course in Language, Literacy and Numeracy Cost of the additional courses in LLN will be paid by the student. Class times, days and location will vary depending on individual providers operation.</td>
</tr>
<tr>
<td>Additional Support Sessions</td>
<td>Additional support sessions are available at no cost to the learner covering LLN, study skills, writing assignments and general educational support associated with the course.</td>
</tr>
</tbody>
</table>
| Financial difficulties that prevent the full                                    | Offer fees on payment plan with a small initial
<table>
<thead>
<tr>
<th>Individual need</th>
<th>Support Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>payment of fees in advance</td>
<td>payment to be made in advance then small fortnightly payments as a direct debit.</td>
</tr>
<tr>
<td>Student suffers from a nervous/anxiety disorder</td>
<td>We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.</td>
</tr>
<tr>
<td>Inadequate clothing to participate in training</td>
<td>Student may be able to access suitable clothing and footwear at low cost via St Vincent de Paul Society.</td>
</tr>
<tr>
<td>Student required counselling support and advice about their personal situation</td>
<td>Student may be referred to: [−] Lifeline 13 11 14 [−] Beyond Blue 1300 22 4636 [−] Salvation Army Family Welfare Centres [−] CatholicCare, Family Support Service.</td>
</tr>
<tr>
<td>Students with a disability or medical condition</td>
<td>All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the student’s ability to perform tasks in a safe manner.</td>
</tr>
</tbody>
</table>
| For International Students                         | Close student liaison is to be maintained by the Officer Manager who will act as a central point of contact. The Officer Manager will provide advise and assist students with: \[−\] transition to life and study in a new environment; \[−\] legal services \[Legal Aid - [http://www.legalaid.nsw.gov.au/get-legal-help/advice](http://www.legalaid.nsw.gov.au/get-legal-help/advice)\] Legal Aid – help line \[http://www.legalaid.nsw.gov.au/get-legal-"]
### Individual need | Support Service
---|---
| help/legal-helpline |  
- Emergency and health services

**Emergency Services OOO or Mobile 112**

The Sydney Clinic


- complaints and appeals processes; and

- any student visa condition relating to course progress and/or attendance as appropriate.

Other individual needs can be considered on a case-by-case basis in consultation with the Head of Education.
International Student Enrolment and Induction

Our approach to enrolment and induction is to provide a pathway for international students to make informed decisions about their training and assessment and enter a training pathway that is the right fit for the student’s career goal. In doing this, Pacific Training Group has legislative responsibilities to comply with strict laws that govern the process for the enrolment and induction of students from overseas.

Course entry requirements

All international students applying to enter a training program being offered by Pacific Training Group must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Provide verified evidence of IELTS Level 5.5
- Have completed an equivalent secondary schooling level of a High School Certificate or demonstrate suitable work or life experience
- Meet the following 572 Student Visa – Vocational Education and Training (Sub-class) requirements:
  - Be of good character
  - Be of sound health
  - Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for themselves and members of their family unit accompanying them to Australia
  - Have no outstanding debts to the Commonwealth of Australia
  - Demonstrate the capacity to meet basic living costs requirements set by the Australian Government.
Notification of entry requirements

Students must be informed about course entry requirements during the very initial stages of their expression of interest. Course entry requirements information will be provided via the Pacific Training Group website, student handbook and course brochure. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

Enrolment / Induction Procedure

Step 1 (Enquiry / Application)

Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programs. It is important that the student is provided with information about their rights and obligations. This must include the Pacific Training Group International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia, etc. During this initial engagement, the agent or a representative from the Pacific Training Group must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Pacific Training Group Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the Application Form available on the website, along with a certified copy of their IELTS Certificate 5.5, evidence of equivalent secondary schooling level of a Higher School Certificate or demonstration of suitable work or life experience, and a copy of their passport, to:

Administration
Pacific Training Group
Level 2, 171 Clarence St Sydney 2000
NSW, Australia
Email: admin@pacifictraining.edu.au

Where the application is made through an authorising PTG Agent, it is the responsibility of the Agent to ensure all documentation, including certificates, have been sighted and are true and original.

Where the application is made direct to Pacific Training Group, candidates must either undertake an interview with the Head of Education (if on shore) or participate in a Skype interview with the Head of Education (if off shore). The purpose of the interview is to determine whether the candidate possesses the required level of English and to provide the opportunity for the candidate to ask questions regarding the course/s.
All students will be required to complete an Orientation prior to course commencement during which they will undertake PTG’s English Assessment. The purpose of the assessment is to confirm their current skills and to determine where additional LLN support may be required. All students are able to undertake PTG’s learner support classes at no cost. Learner Support classes provide students with additional support in LLN, study skills, assistance with coursework and assessments and settling into Australia. Classes are conducted weekly on a Wednesday and PTG may schedule additional days where necessary.

Step 2 Letter of Offer

A Letter of Offer will be forwarded. This offer is valid for 30 days only. The student is also provided with a Student Agreement that specifies the terms of the service agreement, the fee structure and an invoice. It is important to note that the offer made by Pacific Training Group is conditional based on the student meeting the minimum requirements for the course.

Step 3 Student Acceptance

To accept the offer, the student must complete the Student Agreement and return it to the Pacific Training Group and complete payment. The signed agreement must be received before the student offer expires.

The Student Agreement is to be submitted by mail, email or fax to:

    Administration
    Pacific Training Group
    Level 2, 171 Clarence St Sydney 2000
    NSW, Australia
    Email: admin@pacifictraining.edu.au

Step 4 Confirmation of Enrolment

Once all required documentation and payment has been received, the Pacific Training Group will send the student the following:

- a Confirmation of Enrolment form (eCoE)
- confirmation of course commencement details
- receipt of payment of invoice
- Overseas Student Health Cover (OSHC) information
Step 5 Visa / Travel / Accommodation

Once the student is in receipt of the Confirmation of Enrolment, they may apply for a 572 Student Visa – Vocational Education and Training (Sub-class). The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Pacific Training Group as soon as possible to access a refund of their paid fees. The student will not be refunded the Enrolment Fee.

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Pacific Training Group of the following:

- Confirmation of 572 Student Visa
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number
- Contact details on arrival in Australia (must include a mobile phone number).

This information is to be provided in the Pacific Training Group Student Visa/Travel/Accommodation Confirmation Form and submitted by mail, email or fax to:

Administration
Pacific Training Group
Level 2, 171 Clarence St Sydney 2000
NSW, Australia
Email: admin@pacifictraining.edu.au

Step 6 Induction / Course Commencement

The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Pacific Training Group (usually 8:30am on the first day of the course), the student will participate in an induction program. In is critical that the student’s personal details are confirmed including the following:

- Accommodation details
- Contact details (Overseas and in Australia)
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Transport arrangements
- Support network
- Individual needs.
Complaints and Appeals

Pacific Training Group is committed to providing a fair complaints and appeals process. Pacific Training Group recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services or staff, which has not been resolved locally. A complaint may be received by Pacific Training Group in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Relationship to continuous improvement

Frequently, the complaints and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and appeals handling

Pacific Training Group undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Pacific Training Group including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.

Pacific Training Group shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No Pacific Training Group representative is to disclose information to any person without the permission of Pacific Training Group Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form located in the Privacy Policy Tools section earlier in this manual.

Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by external agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Pacific Training Group, they are to have the opportunity for a body that is independent of Pacific Training Group to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Pacific Training Group may refer their grievance to the following external agencies:

- Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form click here. Students are to be advised that ASQA will require the student to have exhausted all avenues through Pacific Training Group internal complaints handling procedure before taking this option.

- Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.
Pacific Training Group considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Pacific Training Group is internal structures.

**Complaints Handling Procedure**

Matters that cannot be resolved at the time they occur should be referred to Pacific Training Group Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by Pacific Training Group and is to be immediately recorded into Pacific Training Group Complaints and Appeals Register.

- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.

- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within Pacific Training Group or relevant agencies external to Pacific Training Group in determining their recommendation.

- The Chief Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

- The Chief Executive Officer is to finalise his or her response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.

- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.

- Complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to ASQA (ASQA). In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:
  - the information provided to the student by an RTO about the course/s they are interested in;
  - the delivery and assessment of the training the student has received; and
• the qualifications the student have or have not been issued.

### Making a complaint to ASQA

To make a complaint, students are to complete the ASQA Online Complaint Form located on the ASQA website [click here](#).

Staff are to provide assistance to students during the complaint handling process.

- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

- Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Chief Executive Officer may, at his or her discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.

- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved.

### International student Independent Review

Where an international student complaint is unable to be resolved, the matter may be referred to the Overseas Students Ombudsman.

The Overseas Students Ombudsman is the body that investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman’s services are free, independent and impartial.

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia

- provides information about best practice complaints handling to help private education providers manage internal complaints effectively

- considers, free of charge, external appeals under Standard 8 of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students

Please find more information on the OSO website ([http://www.oso.gov.au/](http://www.oso.gov.au/)).
Complaints Process

Start

Complaint is received

Has Complaints and Appeals Form been submitted?

N

Person receiving complaint completes Form

Y

Complaint is forwarded to CEO

Enter complaint into Complaints and Appeals Register

CEO reviews the compliant

Is investigation/consultation required?

N

Y

CEO or delegate completes investigation/consultation

Complainant is provided with options for escalating complaint

Is complainant satisfied with outcome?

N

Y

Raise Opportunity for Improvement Report if required

Update complaint outcome in Complaints and Appeals Register

End

CEO determines complaint response

CEO communicates complaint response to complainant

CEO reviews outcomes of investigation/consultation

Complainant communicates complaint response to complainant

Enter complaint into Complaints and Appeals Register

CEO reviews the compliant

CEO determines complaint response

CEO communicates complaint response to complainant

Update complaint outcome in Complaints and Appeals Register

End
Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing and assessment decisions is to be referred immediately to the Head of Education. The Head of Education is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different than conducted the initial assessment. The student may be offered up to 2 re-assessments.

- If after the reassessment, the student remains not-yet-competent and is unsatisfied with the assessment outcome, the student is to meet with the Head of Education to discuss the assessment process and the assessment outcome.

- If after consultation with the Head of Education, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.

- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that Pacific Training Group has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading.

- Management Team to inform the applicant of the improvement actions identified.

- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.
Appeals Process

Start

Appeal is received
Must be in writing and received with 28 days of the decision in dispute

Enter appeal into the Complaints and Appeals Register

Appeal is referred to the CEO

Candidate is offered re-assessment with the option of additional training

Does candidate agree to additional training?

Y

Additional training provided to candidate

N

Re-assessment completed

Is candidate deemed competent after re-assessment?

Y

CEO to meet with candidate and discuss assessment process and outcome

Is candidate still dissatisfied with assessment outcome?

Y

Raise Opportunity for Improvement Report if required

N

Update appeal outcome in the Complaints and Appeals Register

N

Refer to Complaints Process

End

N

Is candidate still dissatisfied with assessment outcome?

Refer to Complaints Process

Y
Agent Management

Pacific Training Group will appoint Agents to be non-exclusive representatives and to perform the services for the terms set out in an agreement referred to as an Agent Agreement. Each Agreement will be a non-exclusive Agreement and the Agent acknowledges that Pacific Training Group may appoint other representatives as it so chooses.

Pacific Training Group will make each Agent aware of the requirements of the Migration Act 1958, ESOS Act (2000) and the National Code 2007 and the Agent will undertake to comply with all regulatory and statutory requirements under any Agreement reached. The specific requirements of each party (i.e. Pacific training Group and the Agent) will be contained in a written agreement signed by both parties.

The Agreement will set out the following obligations of the Agent:

- At all times act in an ethical manner
- Promote courses with integrity and accuracy
- Recruit students in an honest, ethical and responsible manner
- Inform students accurately about the course
- Uphold the high reputation of Pacific Training Group and the Australian education sector
- Assist suitably qualified applicants to complete all required documentation
- Ensure that all fees and charges collected are paid directly into the Pacific Training Group designated account
- Ensure that applications and acceptances of offer documents are submitted to Pacific Training Group in a timely manner
- Ensure all applications are accompanied by a current residential address and contact details
- Advise students that if their visa application is rejected Pacific Training Group will refund all monies paid to the address provided
- Undertake all advertising and marketing for Pacific Training Group using the current documentation supplied by Pacific Training Group
− At all times comply with Standard 4 of the National Code

− Advise students that information collected by Pacific Training Group about changes to student enrolment or any breaches by the prospective students must be reported to DIBP

− Advise the student that if they come to Australia on a student visa they must have the primary purpose of studying and that is must be on a full time basis

− Any school age children who accompany them are required to pay full fees if they enrol in either a government or non-government school

− Keep confidential all information provided by Pacific Training Group including the terms of any formal Agreement.

Monitoring Education Agents

The Chief Executive Officer or nominated staff member is to no less than every four months undertake a teleconference or videoconference with each appointed education agent. The purpose of this engagement is to monitor the activities of the education agent and ensure their practices are aligned with the obligations outlined above. Specifically this monthly engagement is to address the following points:

− review of the agents recent activity and initiatives to promote the services of Pacific Training Group with integrity and accuracy;

− review any changes to administrative processes internal to Pacific Training Group;

− review any changes to marketing material or course information that impacts on the activities of the agent; and

− discuss future course schedules and student capacity.

The outcomes of these monthly meetings are to be minuted and submitted to the Chief Executive Officer and senior management for acknowledgement.
Plagiarism Policy

Pacific Training Group is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about Pacific Training Group’s standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

What is plagiarism?

Plagiarism is the act of misrepresenting as one’s own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media¹.

Academic integrity

One of the core functions of Pacific Training Group is to develop student’s ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student’s considerations of the task or workplace requirement.

Pacific Training Group acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a students work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original

¹ Merriam-Webster Online Dictionary
The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person’s words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one’s own without identifying whose idea or interpretation it is;
- A ‘cut and paste’ of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student’s original work into a submitted assessment item;
- Copying or adapting a student’s own work submitted in a previous essay or assessment;
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

**How to reference**

At Pacific Training Group, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:
− the name of the author or authors

− the year of publication

− the page number.

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, for example:

− To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author’s surname into the sentence, followed by the year of publication and page number, in brackets, for example:

− Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

− the name of the author or authors

− the year of publication

− the title of the publication

− the edition of publication

− the publisher

− place of publication.
Example


Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the “Bunyip” is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

Cheating is defined as “a form of deceit with a view to gaining an advantage for the cheat.” At Pacific Training Group, cheating is usually related to taking unauthorised material into assessments. Pacific Training Group trainers have a responsibility to explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Staff responsibilities

Pacific training Group staff are responsible to:

- Inform all students of expectations related to assessment;
- Inform all students of referencing techniques and provide clear examples of what is acceptable;
- Explain to students what constitutes plagiarism;
- Set realistic assessment activities and vary assignments and questions;
- Assist students to understand and apply correct referencing techniques;
− Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and

− Cultivate a climate of mutual respect for original work.

**Student responsibilities**

Students are responsible to:

− Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;

− Avoid lending original work to others for any reason;

− Be clear about assessment conditions and seek clarification if in doubt;

− Be clear about what is appropriate referencing and the consequences of inappropriate referencing;

− Discourage others from plagiarising by observing the practices above.

**Dealing with plagiarism**

In the case of suspected plagiarism the staff member will report the incident to the Head of Education. The Head of Education, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The Head of Education and staff member will:

− consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);

− review the course profile and other information provided to students by the senior trainer to determine if adequate information had been given;

− identify if the student has been previously warned of plagiarism;

− determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its
consequences);

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student’s work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Head of Education explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be withdrawn from the program they are enrolled and issued with a refund of their tuition fees less all expenses incurred by Pacific Training Group up to the point of their withdrawal.
Behaviour Misconduct Policy

Pacific Training Group seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about Pacific Training Group’s standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach Pacific Training Group policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on institute operations;
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of Pacific Training Group;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person’s participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of Pacific Training Group;
- Acting in a way that causes students or staff or other persons within Pacific Training Group to fear for their personal safety;
- Acting in a way that causes damage to institute property;
- Wilfully obstructing or disrupting any official institute meeting, ceremony, activity, class or examination/assessment;
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with any institute property, or the property within Pacific Training Group of any person, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;
− Trespassing or knowingly entering any place within the premises of Pacific Training Group that is out of bounds to students;

− Making a false representation as to a matter affecting student status;

− Possession of dangerous articles or banned substances;

− Abusive Behaviour.

A student must at all times maintain a high standard of behaviour while engaged in Pacific Training Group activities either within the premises of or at another location.

**Staff responsibilities**

It is the Pacific Training Group staff’s responsibility to:

− Inform all students of expectations related to behaviour;

− Explain to students what constitutes behaviour misconduct;

− Model exemplary behaviour act as a benchmark for students and other staff;

− Supervise student behaviour and the behaviour of other staff;

− Promote a positive environment that supports a student’s individual personality whilst setting clear boundaries relating to acceptable behaviour;

− Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;

− If the observed behaviour misconduct is serious in nature, the staff member may suspend the students continued participation in Pacific Training Group activities (training sessions, assessment, study sessions, workshop sessions, field activities, etc.);

− Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.
If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and/or staff, or damage property at the institute, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary the Police are to be contacted and requested to respond to control the situation.

**Student responsibilities**

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;

- Behaviour in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of Pacific Training Group;

- Identify themselves truthfully;

- Behaviour in a way that supports the safety or health of any other person;

- Maintain the peace or good order of Pacific Training Group;

- Treat Pacific Training Group property with respect and prevent damage or destruction of property;

- Behaviour in a way that supports the conduct of official Pacific Training Group meeting, ceremony, activity, class or examination/assessment;

- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;

- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at Pacific Training Group;

- Not trespass or knowingly entering any place within the premises of Pacific Training Group that is out of bounds to students;

- Give truthful information relating to student status;

- Communicate in a way that demonstrates respect for others and is free from verbal abuse.
Dealing with behaviour misconduct

The Head of Education may, in respect of any behaviour misconduct by a student:

- Immediately suspended the student from Pacific Training Group for a period not exceeding fourteen (14) days as may be determined.

- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.

- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

- Impose one or more of the following behavioural management strategies:
  
  • Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
  
  • Suspend the student from using all or some of Pacific Training Group’s facilities and/or services for a designated period of time;
  
  • Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;
  
  • Cancel the student’s enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student suitable warning in writing (20 days), the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision. A student’s enrolment must be kept current during the 20 day warning period.


Student Transfers

The Pacific Training Group will not enrol international students transferring from their principal course (i.e. the main course of study or the highest qualification indicated on the student’s current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider. This requirement must be applied unless:

- the original registered provider or course in which the student is enrolled has ceased to be registered
- the student has a valid letter of release from the original registered provider agreeing to the transfer
- the original registered provider has had a sanction imposed on its registration
- 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.

Pacific Training Group will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- can no longer be provided with the training delivery and assessment services in the principal course by Pacific Training Group.

Pacific Training Group will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to DIBP
- has not attended the course as required and is seeking a transfer to avoid being reported to the DIBP
- has not paid all tuition fees
Procedure for assessing applications for transfer to the Pacific Training Group

Pacific Training Group receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.

The Head of Education uses PRISMS to ascertain if the student has completed 6 months of their principal course. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.

Where the above is satisfied, the Pacific Training Group application process proceeds as for all offshore students.

Where the above is not satisfied, students are asked to provide an appropriate letter of release in support of their application. They may be provided with a “conditional” offer, which clearly states that an offer of a place is contingent on obtaining a letter of release.

Where the student provides a letter of release and they have no outstanding fees to be paid to the Pacific Training Group or other outstanding matters of concern, the application proceeds as for all offshore applicants.

Where a satisfactory letter of release is not provided, the application process is halted and the student informed that they are unable to be transferred at this time. They are welcome to re-activate their application when the 6-month period has passed.

Note: In the very rare circumstances where the RTO has ceased to be registered, or sanctions have been placed on the RTO by the Australian government which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing applications for transfer from the Pacific Training Group

Students make a written request (e.g. an email) to Pacific Training Group to transfer to another provider.

The student is asked to provide a valid offer of enrolment from the new registered provider.

With these documents sighted, Pacific Training Group will assess the transfer request with consideration of the following:

- does the student have any outstanding fees payable?

- is the student fully aware of the study issues involved in the transfer?
- is the student trying to avoid being reported to DIBP for lack of course progress or poor attendance?

Where the answers to these questions are satisfactory, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education / VET course.

The Head of Education reports the student’s termination of studies through PRISMS.

The Head of Education will decide to refuse or grant the letter of release and inform the student. If the Head of Education decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process if they want a review of the decision.

The Chief Executive Officer will make any final decision regarding the issuance or refusal of a letter of release for any student.

Where the student has provided all the necessary documentation regarding letters of release the assessment will be made within 48 hours.

All requests, considerations, decisions and copies of letters of release are placed on the student’s file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the Pacific Training Group refund policy as outlined in the written agreement.
Deferral, Suspension and Cancellation

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Pacific Training Group or by the student. When deferral, suspension or cancellation of enrolment is initiated by Pacific Training Group, student has the right to appeal the decision.

International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Pacific Training Group initiated suspension

Pacific Training Group may suspend a student’s enrolment in the following circumstances:

- Student behavioural misconduct as defined in the Behavioural Misconduct Policy;
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy;
- In compassionate and/or compelling circumstances as determined by the Head of Education.

The length of time a student may have their enrolment suspended is at the discretion of the Chief Executive Officer of Pacific Training Group. A student’s enrolment may not be suspended more than one (1) Term without the circumstances being re-assessed. A student will be notified in advance of the reasons and the timeframe of the suspension. Where suspension has been initiated by Pacific Training Group the reasons for so doing will also be provided.

A student may appeal a suspension decision through Pacific Training Group’s internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student’s enrolment will be maintained throughout the process.

If, as part of this process, a student’s enrolment is cancelled, students will be notified in writing of the reasons for the cancellation and given 20 working days to access Pacific Training Group’s internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Education and Training until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed Pacific Training Group will notify the Department of Education via PRISMS.
Student initiated suspension

Once the course has commenced, students may only request a suspension of their participation on compelling or compassionate circumstances. Students must submit documents supporting their claim for suspension of their course (e.g. medical certificate). The granting of the suspension is at the discretion of the Chief Executive Officer of Pacific Training Group.

The length of time of the suspension is also at the discretion of Pacific Training Group and shall be negotiated between the student and the Chief Executive Officer of Pacific Training Group.

Suspensions do not entitle a student to a refund.

Deferral

A student may defer the commencement of the course in the following circumstances:

− Compassionate or compelling circumstances agreed with Pacific Training Group

− A delay in obtaining a visa.

Students must request a deferral in writing to the Chief Executive Officer. The length of time should not exceed 20 weeks. (2 Terms). A new eCoE will be issued once a new commencement is processed.

A deferment does not entitle a student to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process of Pacific Training Group.

All documentation relating to this process will be kept on the student’s file. All discussions will be recorded in the student’s file.

Students are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any student who wishes to cancel their enrolment with Pacific Training Group must apply in writing to the Chief Executive Officer of Pacific Training Group.
The student will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a student’s enrolment is cancelled, deferred or temporarily suspended, Pacific Training Group will notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.
Monitoring Course Progress

Pacific Training Group records and assesses the progress of each student for each unit and cumulatively at the end of each Term (approx. 10 weeks of study).

Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/information.

Where a student is identified at risk of not making satisfactory course progress, Pacific Training Group will contact the student and arrange counselling with a Pacific Training Group nominated staff member to implement Pacific Training Group’s intervention strategies as outlined below.

Monitoring Procedure

Student work is assessed by the trainer who then forwards a summary of the outcomes to Administration Support. The outcome for each unit is entered into the student management system.

The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified by the course timetable. This report is provided to the Head of Education who will speak with the trainer and the student in the first instance to identify whether the student is in danger of not achieving satisfactory progress.

Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to a counselling session. At the counselling session Student Support will, in consultation with the student and trainer, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will take into account the student’s current and previous results, attendance records and any previous implemented intervention/counselling strategies.

Strategies may include any of the following:
- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Attending a study group;
- Additional practical workshops to hone practical skills;
- Referral to external agencies.
The implementation of the support/ intervention may be requested by the trainer or the student at any time throughout the course if concerns are held about progress. The Head of Education will consider any such request.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on student file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

**Unsatisfactory Course progress**

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. At Pacific Training Group each study period is a Term (approx. 10 weeks).

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Pacific Training Group will report the student to the Secretary of the Department of Education through PRISMS and the student’s Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa.

**Reporting unsatisfactory progress**

Before making the unsatisfactory progress report to the Department of Education, Pacific Training Group will notify the student in writing of the intention to report, and advise the student they have 20 working days to access the Pacific Training Group appeals process prior to being reported. During any such period the student’s enrolment is kept current.

A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

The student may appeal the decision to report then to the Department of Education on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to Pacific Training Group’s own documented policy and procedure.
Monitoring Attendance Policy

Pacific Training Group monitors the attendance of all students in the course. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at Pacific Training Group is 15 hours.

A student who has been absent without reason for more than 5 days or who misses 15% of the scheduled contact hours in one Term will receive a formal letter asking them to contact the Head of Education and to attend a formal counselling session. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

Students with less than 80% attendance in one unit may be required to pay repeat of unit fees if they have not achieved competency in that unit.

Monitoring satisfactory attendance procedures

The trainer of each class will record the attendance of each student on the Attendance register within 15 minutes of class commencing. Students will sign in and the trainer will counter sign.

The purpose of this monitoring is to identify students at risk of falling below the 80% attendance requirements for a specific unit so that the support/intervention process can be started.

Student Holidays

Students are expected to take breaks only during the designated term breaks. They are provided on the student timetable, website and student handbook. Any other breaks are to be negotiated with the Head of Education.
Completion within Expected Duration

Pacific Training Group monitors, records and assesses the progress of each student for each unit of competence and cumulatively at the end of each Term. At Pacific Training Group a Term is approximately 10 weeks. The student’s progress is specified in the Confirmation of Enrolment (CoE). The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the Pacific Training Group approved criteria as listed below.

Where it is clear that a student at Pacific Training Group will not complete the course within expected duration as specified on the CoE, Pacific Training Group will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Pacific Training Group being unable to offer a pre requisite unit
- The implementation of the Pacific Training Group support/intervention scheme
- An approved deferment or suspension of study.

If there is a variation to the student’s timetable and workload which may affect the completion date, it will be recorded on the student’s file and in the student management system. If this change to a student’s work load means that the student’s period of study has to be extended, Pacific Training Group will report the change via PRISMS and issue a new CoE.

Compelling or compassionate circumstances are defined as things outside of the control of the student and which may have an influence on the student being able to complete their study program under the original CoE. They include things such as:

- Serious illness or injury. These would need a medical certificate stating the student is unable to come to class.
- Death of a close family member.
- Major political unrest in home country or natural disaster.
- The student being witness to a crime or having a crime committed against them.
- Pacific Training Group being unable to offer a pre requisite unit.

Where an incident has occurred and the support mechanism has been put in place the intervention strategy will monitor any difficulty the student may have to complete within the expected duration of the course.
Critical Incidents

Pacific Training Group is committed to maintaining a safe and supported environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Pacific training Group. We are particularly mindful of our responsibility to support our students from overseas that do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student’s family or friends overseas (in their homeland);
- Removing an individual’s liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Pacific Training Group; and
- Information which has the potential to negatively affect the reputation of Pacific Training Group in the media and/or wider community.

Staff Responsibility

In the first instance the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.
If possible the Head of Education / Chief Executive Officer or most senior staff member is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed.

Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.

2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an Emergency situation is occurring the Designated Officer is to contact Emergency Services by dialing 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.

3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

4. The Head of Education / Chief Executive Officer or most senior staff member available is to assume responsibility for -assessing the incident and forming a Critical Incident Team if deemed necessary.

5. As soon as practical the Head of Education / Chief Executive Officer or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details regarding the type of incident, the exact location and details of any person or persons who might be injured or in distress and in need of counseling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.

6. The Head of Education/ Chief Executive Officer and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).

7. Where staff have assumed management of the critical incident, this person will consult with and/or taken instruction from the Head of Education or Chief Executive Officer as necessary.
8. The Critical Incident Team will organise ongoing Response/Follow up (including staff briefing, counseling, review and reporting) as part of the process.

9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.

10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Chief Executive Officer or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with Emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of Critical Incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counseling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin
Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

**Ongoing support**

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.

- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.

- Where appropriate, staff and students may need to be directed to seek professional counselling. Counseling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.

- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 to inform them of the incident.

- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimize distress.

It is important to return to normality as soon as possible. The Chief Executive Officer should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

**Dissemination of this Policy**

A copy of this policy will be available on the Pacific Training Group website. An emergency evacuation drill will be conducted by staff and include all new students at the commencement of each semester. This policy and procedure will be reviewed as part of the continuous improvement actions of Pacific Training Group.