



# **STUDENT HANDBOOK**

PNP INSTITUTE

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## **1. Introduction**

Welcome to PNP Institute.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers, and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information and complete the "Acknowledgement Declaration" included at the back of this Handbook and return it to the Institute before your course commences. You may wish to refer to the details in this Handbook during your training, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with PNP Institute.

Eva Pavlakis

Director

It is important that you read the entire contents of this document carefully. It is your official notice of the Institute Rules and Regulations as well as Legislative Requirements which we are both bound by.

If you have any queries or concerns with regards to any component of this document, please ensure that you address these issues prior to enrolment.

This book is intended to be utilised by students as a guide and not as the sole source of reference. This handbook is subject to changes but only with the approval and at the discretion of the Institute Director.

## **2. Legislation Related to Registered Training Organisations**

PNP Institute operates within The VET Quality Framework which consists of the:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements.

And the following Commonwealth, State and regulatory requirements related to our business operations.

- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Privacy Act 1988 (Commonwealth)
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Vocational Education, Training and Employment Act 2000
- Standards for Training Packages

Current legislation and regulations that effect our operations includes but is not limited to:

### **2.1. SAFETY**

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017 (NSW)

### **2.2. WORKPLACE HARASSMENT, VICTIMISATION AND BULLYING**

- Human Rights & Equal Opportunity Commissions Act 2017 (Commonwealth)
- Human Rights Legislation Amendment Act 2017 (Commonwealth)

### **2.3. ANTI-DISCRIMINATION**

- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)

### **2.4. OTHER RELEVANT LEGISLATION**

- Copyright Act 1968 (Commonwealth)
- Corporations Act 2001 (Commonwealth)

### **2.5. TRAINING PRODUCT LEGISLATION**

- Legislation unique to the training and assessment of each training product on scope is summarised on the relevant Learning and Assessment Strategies.

**INFORMATION ON RELEVANT LEGISLATION CAN BE FOUND AS FOLLOWS:**

WH&S: <http://www.safeworkaustralia.gov.au/>

Equal Opportunity: <https://www.business.gov.au/people/hiring/equal-opportunity-and-diversity>

National Vocational Education and Training Regulator Act 2011:  
<https://www.legislation.gov.au/Details/C2017C00245>

Privacy: <http://www.oaic.gov.au/>

ASQA: [www.asqa.gov.au](http://www.asqa.gov.au)

Other Legislation: [www.austlii.edu.au](http://www.austlii.edu.au)

It is the responsibility of PNP Institute Staff to ensure requirements of relevant legislation are met by us at all times.

### 3. Welfare and Guidance Services

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Trainer who may put you in contact with another organisation such as the local Department of Community Services to resolve any matter that you may be worried about.

This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

The following is a list of agencies that are able to provide more specialist support and advice.

**Complaints and Dispute Resolution**

- Mediation (Resolution Institute): <https://www.resolution.institute/dispute-resolution/mediation>
- Alternative Dispute Resolution (Resolution Institute): <https://www.resolution.institute/australian-directory>
- Community Justice Centres: **1800 990 777** <http://www.cjc.justice.nsw.gov.au/>

**Community Services**

24-hour Crisis Emergency Contacts:

- Lifeline: **131 114**
- Police: emergency **000**; non-emergency **131 444**
- Interpreting Service: **131450**
- Commonwealth Respite & Carelink Centre: **1800 052 222** (outside business hours: **1800 059 059**)
- St Vincent De Paul Family Assistance Line: **1800 606 724**

**Sexual Assault**

- Rape Crisis Centre: **1800 424 017**

**Alcohol and Drug Counselling**

- Alcoholics Anonymous: **1300 22 22 22** <https://aa.org.au/>
- Counselling Online, Drug/ Alcohol: **1800 888 236**, <https://www.counsellingonline.org.au>



### Legal Services

- Domestic Violence Legal Advice Line: **1800 810 784**
- Indigenous Women's Legal Contact Line: **1800 639 784**
- Tenancy Advice : <https://www.tenants.org.au/>

### Centrelink - Financial Assistance

- Youth & Student Services (Austudy): **132 490**
- ABSTUDY: **1800 132 317**
- Seniors: **132 300**
- Disability, Sickness and Carers: **132 717**
- Family Assistance Office: **136 150**
- Employment Services: **132 850**
- Multilingual Service: **131 202**
- Child Support Inquiry Line: **131 272**

### Mental Health Services

- WayAhead Mental Health Information Service: **1300 794 991**
- WayAhead Anxiety Disorders Information: **1300 794 992**

## 4. PNP Information

### 4.1. HISTORY

PNP Institute Ltd Pty is the Registered Training Organisation (RTO) of PNP Group.

PNP Institute takes pride in the quality of courses and services delivered. PNP Institute works within the National Vocational Regulator, Standards for Registration.

### 4.2. OUR SCOPE OF REGISTRATION

We are registered under Australian Skills Quality Authority (ASQA) to deliver the following courses to students.

**BSB51615 DIPLOMA OF QUALITY AUDITING** consisting of following elective units:

- Group A
  - BSBAUD402 Participate in quality audit
  - BSBAUD501 Initiate a quality audit
  - BSBAUD503 Lead a quality audit
  - BSBAUD504 Report on a quality audit
  - BSBRSK501- Manage risk
- Group B
  - BSBMGT516 Facilitate Continuous Improvement
  - BSBMGT513 Manage Project Quality
  - BSBSUS501 Develop workplace policy and procedures for sustainability

**BSBSS00090 AUDITING SKILL SET** (implicit scope) consisting of the following UOC

- BSBAUD402 Participate in quality audit
- BSBAUD501 Initiate a quality audit
- BSBAUD503 Lead a quality audit
- BSBAUD504 Report on a quality audit

#### INTERNAL AUDITOR COURSE

- BSBAUD402- Participate in a quality audit (implicit scope)

And following standalone **UOC FORM THE CONSTRUCTION, PLUMBING AND SERVICES TRAINING PACKAGE:**

- CPCCBC4007A Plan building or construction works
- CPCCBC4002A Manage occupational health and safety in the building and construction workplace
- CPCCBC4009B Apply legal requirements to building and construction projects
- CPCCBC5007B Administer the legal obligations of a building or construction

### 4.3. PROFESSIONAL MEMBERSHIP AND RECOGNITION - BSB51615 COURSE

PNP Institute is a recognised Training Provider of Exemplar Global and graduates of the Diploma of Quality Auditing **BSB51615** have the opportunity to receive a one-year membership with Exemplar Global.

Exemplar Global memberships are subject to membership fees as per the current fee schedule.

### 4.4. CONTACT INFORMATION:

**PNP Institute Pty Ltd**

**Office:** Suite 1203, 31 Lasso Rd, Gregory Hills, NSW 2557

**Phone:** 1300 767 462

**Email:** training@pnpgroup.co

## Pre-Enrolment Information

### 5. Some of the Essential Personnel Working with You

#### 5.1. INSTRUCTING STAFF

The Trainers is responsible for the standard of training within PNP Institute and for the assessments conducted whilst students are attending the Institute.

The trainers at PNP Institute perform all training and assessments. In addition, trainers are responsible for day-to-day course administration. All trainers and assessors have a current Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

#### 5.2. ADMINISTRATION STAFF

The Administration Officer is responsible for the control of the front office and receives all payments from you and coordinates your Institute activities.

#### 5.3. ACCESS/ EQUITY & EQUAL OPPORTUNITY

The Institute has a Director, and it is to that person that you should direct all problems and information requests: they will refer your issue to the best person. The Director is the Access and Equity Officer for PNP Institute so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, or race.
- Training services are delivered in a non-discriminatory, open, and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

#### 5.4. SUPPORT SERVICES

The Student Support Officer is available to provide general advice and assistance with matter such as studying, homework, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense. Further referral services can be provided on request by contacting PNP Institute Office on 1300 767 462.



## 6. Enrolment

### 6.1. PRIOR TO ENROLMENT

The best way to enrol in any of the courses is to either come in and see us or go to our website [www.pnpgroup.co/training](http://www.pnpgroup.co/training) to obtain a copy of the following information, which you are required to read and understand prior to completing your enrolment application:

- This Student Handbook;
- Information on recognition of prior learning (Also see Section 12.2 on Page 12);
- Course information and outcomes;
- Student Enrolment Form;
- Course Fee Schedule;
- Fee Refund Policy and Application.

### 6.2. ENROLMENT APPLICATION

To proceed to enrolment, you are required to complete and submit a Student Enrolment Form (Form F4.1) and associated documentation requested in the form.

Your enrolment application will be assessed based on the information you provide so make sure you give us everything we ask for.

### 6.3. ENROLMENT INTERVIEW (STUDENT LEARNING NEEDS) AND LLN ASSESSMENT

Once your enrolment application is reviewed and verified, the Administration Officer will contact you to arrange a student pre-enrolment interview with the Head Trainer. The Course Entry Interview Form and the Language, Literacy and Numeracy (LLN) Assessment will be completed during the interview. Refer to section 22 for further information on LLN requirements.

### 6.4. ENROLMENT ACCEPTANCE AND SECURING YOUR PLACE

When you've been accepted into the course, you will receive a Training Service Agreement and invoice for the pre-course fees. You must sign and return the Agreement to PNP Institute and pay the pre-course fees to secure a place in your chosen course.

Once the agreement and the pre-course fees are received, a receipt for payment of fees will be issued by the Administration Officer.

### 6.5. UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier is needed to enable PNP Institute to issue your Statement of Attainment or Qualification. Enrolment will be granted to a student who does not have a Unique Student Identifier but will not be issued the Statement of Attainment or Qualification at completion of their course until a USI is provided.

If you do not already have a Unique Student Identifier (USI) and you want PNP Institute to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, PNP Institute will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such

as a Medicare card, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf, and you should contact the Student Identifiers Registrar.

For more information, please visit the Unique Student Identifiers website at [www.usi.gov.au](http://www.usi.gov.au)

- **Email:** [usi@industry.gov.au](mailto:usi@industry.gov.au)
- **Phone:** 13 38 73

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask PNP Institute to make an application for a student identifier on your behalf, PNP Institute will have to declare that PNP Institute has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that PNP Institute has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts.
- may be disclosed to:
- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
  - education related policy and research purposes; and
  - to assist in determining eligibility for training subsidies.
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

## 6.6. USI REGISTRAR PRIVACY POLICIES AND COMPLAINTS

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on email [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how PNP Institute collects, uses, and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to PNP Institute' privacy policy which can be found at page 19 of this handbook.

PNP Institute email to send number back to: [training@pnpgroup.co](mailto:training@pnpgroup.co)

## 7. Facilities and Equipment

Students have available for their use:

- Texts, videos, and other course related material

## 8. Course Delivery

Each of the units of the courses is listed in the website - [www.training.gov.au](http://www.training.gov.au).

Courses are all based upon you being able to demonstrate skills in the units of your course.

They involve attendance at classroom sessions and/ or demonstration of practical skills in a simulated work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. You will have 3 attempts at each assessment. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

## 9. Compulsory Fees

The tuition fees for the course and individual units are summarised on the Fee Schedule which is available on our website. Refer to Section 12 for costs associated with Recognition of Prior Learning.

Upon successful enrolment you will receive a Tuition Fee Payment Plan set out in your Training Agreement. The Tuition Fee Payment Plan may be negotiated on an individual basis with the Director. Any changes to the Payment Plan will be agreed and signed by the student and the Director.

You must pay your tuition fees in accordance with the Payment Plan. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement of attainment.

## 10. Refund Policy

The request for refund must be made in writing to the Director using the Fee Refund Application Form available from Administration (contact: [training@pnpgroup.co](mailto:training@pnpgroup.co)) and on the PNP Institute website, [www.pnpgroup.co/training-education-overview](http://www.pnpgroup.co/training-education-overview).

All refunds are assessed on a case by case basis to cater to extenuating circumstances. However, in general the following applies:

- If a student withdraws from a course a minimum of 28 days prior to the course start date the full amount of paid tuition fees will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.
- If a student withdraws from a course less than 28 days before the course start date the full amount less the amount of the of the first course tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.
- Students evicted from PNP Institute owing to disciplinary reasons, or failure to attend meetings for intervention into poor performance or poor attendance are not entitled to a refund.
- Students seeking to transfer or transferring from PNP Institute during the course of, or as a result of disciplinary action, intervention into poor performance or poor attendance procedures are not entitled to a refund.
- No refunds will be paid to a third-party funding on behalf of the student/ client unless it is indicated at the time of the application is lodged. If for any reason a third party is to be compensated it can only be authorised by the original payor or under applicable laws.
- Where a refund is approved by the Director, PNP Institute will make payment of refunds within 28 days of receipt of application for refund.

PNP Institute Default:

- PNP Institute defaults if the course they offer does not start on the agreed starting day.
- PNP Institute defaults if the course stops being provided after it starts and before it is completed, or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If PNP Institute defaults, it must pay a full refund to the student within 14 days after the default day.
- PNP Institute will give the student a statement that explains how the refund amount has been worked out.
- PNP Institute dispute resolution processes do not circumscribe the student's right to pursue other forms of advocacy and in the event of unresolved matters legal remedies.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

The refund policy is subject to review from time to time.

## 11. Change to conditions

PNP Institute reserves the right to change fees, conditions, course times or course commencement dates at any time without prior notice.

Should there be any changes to agreed services, we will advise you as soon as possible of such changes. Fees will not be changed for a course enrolled at the time of entry.

## 12. Recognition of Current Competencies and Credit Transfer

You can apply for credit for previous study, work, life, and educational experience that match the learning outcomes of specific units of competency within the course you are enrolling in. This is either done through Credit Transfer or Recognition of Prior Learning (RPL).

### 12.1. CREDIT TRANSFER (NATIONAL RECOGNITION)

PNP Institute recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National recognition, simply bring in your original qualifications or statement of attainment and complete the application for RPL through your Trainer.

### 12.2. RECOGNITION OF EXISTING SKILLS AND RECOGNITION OF PRIOR LEARNING (RPL)

All students are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. The costs associated with Recognition of Prior Learning (RPL) are subject to each individual's case, direct credit transfer and evidence provided. Contact PNP Institute on [training@pnpgroup.co](mailto:training@pnpgroup.co) for further information.

The RPL application and appeal process:

- Obtain an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from our office. Please email to admin at [training@pnpgroup.co](mailto:training@pnpgroup.co).
- Complete and submit the RPL kit with supporting evidence. All RPL applicants will be asked to provide evidence to support their claim, and this should be attached to the application form. Examples of evidence might include documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Australian Quality Training Framework.
- You will receive the outcome of your RPL Application within 14 calendar days. All assessments of RPL applications are reviewed by the Director or a delegate who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Trainer is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily
- You may appeal the RPL decision. Participants may request a review of the RPL decision through our appeals procedure (See Section 21 on Page 18)

## 13. Use of Personal Information

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies.

Refer to Privacy Policy Notice in section 16 Privacy and Confidentiality.

## Upon Enrolment

### 14. Induction

Orientation is conducted at the pre-enrolment. Its purpose is to fully inform new students of most aspects of life at the Institute and provide an introduction to studying. In addition, our staff will be introduced, academic progress will be explained, further study options that are available during and after the course of study will be discussed, and an opportunity to ask questions will be given.

### 15. Student Obligations

Once enrolled as a student with PNP Institute, the student must make a commitment to achieve outcomes both in practical and theory mode in accordance with the standard of competencies required by the Institute and the Government. The Institute is committed to training students to the highest possible standard during his or her training period and seeks the student's co-operation in this endeavour.

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within the Institute is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with your Trainer.

#### 15.1. UNACCEPTABLE BEHAVIOUR INCLUDES:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants or staff.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Lack of personal hygiene.
- Other objectionable behaviour.

#### 15.2. YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED:

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in a safe, clean, orderly, and cooperative environment.
- To have personal property and your property protected from damage or misuse.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.
- To access your student records with a 24-hour notice

#### 15.3. FOR NON-COMPLIANCE WITH OUR RULES, THE FOLLOWING APPLIES:

- Your Trainer will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties, and included on your personal file.

- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties, and included on your personal file.
- For continuing non-compliance to student requirements as set out in this handbook, training services will be withdrawn, and you will be notified in writing that the enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

## 16. Privacy and Confidentiality

### 16.1. PNP INSTITUTE IS COMMITTED TO PROTECTING THE PRIVACY OF YOUR PERSONAL INFORMATION.

We have a privacy policy (refer to below) that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

PNP Institute will exercise strict control over confidential information. If a third party requires the student's information, we will obtain your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance, and performance. We do this as it is required by the Government.

### 16.2. PRIVACY POLICY NOTICE

#### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide us with your personal information, will not be able to enrol you into the course.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating

authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact PNP Institute using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact PNP Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Via email: [training@pnpgroup.co](mailto:training@pnpgroup.co) or call 1300 767 642

## 16.3. ACCESS TO STUDENT RECORDS

All students have the right under the **Standards for Registered Training Organisations 2015** to access their personal file held by PNP Institute and may also request that updates be made to information that is incorrect or out of date.

This is initiated by completing and sending an Access to Student Records form (Form F4.5) to the Administration group. Access will be given normally immediately. This includes access to any computerised records that list the student participation, attendance, and performance data.



## 17. Discrimination and Harassment

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) you because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

### 17.1. DISCRIMINATION IN EDUCATION OCCURS IF A PERSONAL CHARACTERISTIC IS USED WHEN:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

### 17.2. SEXUAL HARASSMENT

It is against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate or harass someone.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate, or threaten or scare the other person, then the law says it will be sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference, or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go and see the Trainer immediately and tell them about it. If you don't want to speak with the Trainer, then go and see the Director to get some assistance.

## 18. Safety

The Workplace Health and Safety Act is strongly enforced. It means that you cannot be placed at risk through anything that you may be asked to do by the Institute. Your trainers and assessors have been specially trained in the Institute's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the Director's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free Institute: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

## 19. Student Welfare

The Compliance Officer is the student support officer for PNP Institute and is charged with the responsibility for consultation of student's course performance and the effective implementation of the RTO obligations under its policy and procedures framework, and the potential obligations for students following the exercise of these obligations, provided in support of their student as stated in the policy and procedures.

Students are required to adhere to obligations agreed to under the consultation process as part of continuing performance in their chosen course

The Student Support Officer has a duty of care to consult with students regarding welfare requirements in:

- Absenteeism
- Harassment
- Study difficulties
- Bullying
- Absenteeism
- Racism
- Sexual harassment
- Complaints and appeals
- Attendance
- Course progress

The student Support Officer also has a duty of care to consult with students regarding the following student support matters:

- Assessment failures
- English
- Flexible delivery
- Intellectual challenges
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning

In each matter, the student shall be encouraged to meet with the Director and to provide a written explanation of the nature of their problems. The training organisation, through the Director will be charged with providing a supportive, empathetic, and proactive environment in which the student problems are identified by appropriate persons, equipped to work with the student to obtain a satisfactory outcome.

A Register of Support Services can be found in Section 3 on Page 4.

## 20. Attendance Procedures

An attendance register is maintained for each session.

If you cannot attend a scheduled class, phone the Trainer and/ or Office and let us know.

## 21. Complaints and Appeals

PNP Institute is committed to providing students with high quality training and education. Students are entitled to and should expect a high standard and quality of learning and assessment and support services from PNP Institute.

However, from time to time, students may have concerns, feedback or complaints about matters relating to their experiences at PNP Institute. This may be in regard to training delivery and assessment, the quality of the teaching, amenities, discrimination, harassment and other issues that is affecting your studies.

PNP Institute views student complaints as providing an opportunity to review and improve our practices, and also to gain insight into student levels of satisfaction. PNP Institute will ensure that your feedback or complaints and appeals are dealt with fairly, consistently, and promptly.

There are 4 Stages in any feedback, complaints, and appeals process:

### 21.1. STAGE 1 – INFORMAL FEEDBACK/ COMPLAINT

- You are encouraged, where possible, to resolve concerns or difficulties informally with the trainer or person(s) concerned. There are staff available to assist the resolution of issues at this level.
- You may raise an informal complaint or feedback by contacting the Trainer or Administration Officer in person or by emailing PNP Institute and asking to speak with the Student Support Officer.
- Please note that it is not mandatory to raise complaint informally.

### 21.2. STAGE 2 – FORMAL COMPLAINT

- Formal complaints must be submitted in writing using the Complaints Form (Form F7.7) to the Student Support Officer. The complaints form (F7.7) is available on the PNP Institute website [www.pnpgroup.co/feedback-and-complaints](http://www.pnpgroup.co/feedback-and-complaints) or can be requested from the office via email.
- Receipt of the complaint will be acknowledged in writing. The complaints handling process will commence within 10 working days of the receipt of the formal complaint.
- Complaints can be anonymous, however in that case feedback cannot be provided on the complaint outcome.
- Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improvement PNP Institute's practices and Management System.
- All written student complaints, irrespective of the nature of the complaint, are advised to the Director.
- Complaints will be investigated fairly and objectively by the Student Support Officer in consultation with the student.
- Privacy requirements and student rights are maintained; you have the right to attend the investigation and to request that a support person to be present.
- In the event where you have logged a complaint and your studies may be directly impacted by the situation of the complaint then we will endeavour to make arrangements of your training until the matter is resolved.
- Details of the investigation are given in writing to you as the complainant stating the outcomes and reasons for the decisions made.
- Should we consider that we will take more than 60 calendar days to process and finalise your complaint, we will advise you of such in writing including its reasons and will keep you updated on the progress of the matter.

- A copy of all documentation, in particular the complaint and the outcome, is placed in your student's file.
- If the complainant is dissatisfied with the outcome of their formal complaint, they may lodge an appeal with the Director (who is senior to the original decision maker) within 20 working days of receiving notification of the outcome of their formal complaint by completing the appeals form (Form F7.7).

### 21.3. STAGE 3 INTERNAL APPEAL

- Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions or if not satisfied with the outcome of a formal complaint.
- The essential nature of an appeal is that it is a request by you as a student to reconsider a decision made by the Institute.
- Your enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.
- The appeals process is initiated by the student writing an official letter/ email to the Director.
- The appeal resolution phase will commence within 10 working days of the internal appeal being lodged in writing.
- A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.
- Should we consider that we will take more than 60 calendar days to process and finalise your appeal, we will advise you of such in writing including its reasons and will keep you updated on the progress of the matter.
- After you make an internal appeal, the Director will hear the appeal and propose a final resolution.
- Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Institute. The costs of reassessment will be met by the Institute. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- The outcome of the internal appeal and reasons for the outcome will be recorded in writing, signed, and dated by you (the student) and the Institute and placed in your student file. A copy of this document will be provided to you.
- Following the internal appeals phase the Institute will implement the decision as conveyed to the student (you).
- There are no further avenues within the Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

### 21.4. STAGE 4 EXTERNAL APPEAL

- When the internal appeal is not resolved to your satisfaction as the appellant, you may lodge an appeal with an independent body as listed in Section 3 on Page 4.
- The cost of external mediation will be shared equally by PNP Institute and the appellant (you).
- Appeals are ideally resolved as amicably as possible using the formal complaints and appeals process. In the first instance, complete the complaints resolution process listed in section 0 and 21.2 prior to making an external complaint.
- If the appeal is related to your learning outcome, the Director or Compliance Officer record the Student's dispute and collect information related to your file including the following:

- Your past student record;
  - Attendance registers;
  - Assessment tools and assessment data; and
  - Any other supporting documents.
- The appellant (you) may deliver their own version of the problem and request a support person be present.
  - The matter should then consider the issues raised and resolve the appeal to your satisfaction. This is to occur within 20 working days.
  - The submission and the final outcome of the appeal is recorded and communicated to all parties in writing
  - No further appeal mechanism exists beyond this point in the process and PNP Institute will support your decision

## 22. Language, Literacy and Numeracy (LLN)

Students should demonstrate continual Learning, Numeracy and Literacy skills to an ACSF level of minimum 3. All participants will be required to complete an LLN test prior to enrolment. On completion review of the LLN and subsequent interview by a trainer a decision will be made on your enrolment.

In the event language, literacy and numeracy is below the requirement and competency are essential for course, we will discuss options of support to enable them to complete their training.

In the event it is determined by a competent trainer as assessor that you may not be able with supports provided complete the course, we will discuss the option of you undertaking UOC and complete the course over 2–3-year period.

## 23. Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training package. We will ensure that competency assessment is determined by a vocationally competent holder of a current Certificate IV in Training and Assessment, or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess.
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally, and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all students,
  - employ a participatory approach,
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,

- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions

## 24. Assessment Criteria

Assessment often does not take place at the end of every learning outcome or Unit of Competence but is ongoing throughout the length of the program. Assessment often integrates your knowledge and skills with your practical application over a period of time and requires a combination of evidence collected through teacher observations, examples of your work and a collection of your written work.

It is not expected that all assessment criteria for an outcome or competency can be assessed with one single task, therefore it might require several tasks to be completed for an assessment.

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## 25. Assessment Method

Our assessments and assessment methods will ensure that we focus on the application of the skills and knowledge as required in the workplace, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

The satisfactory completion of Assessment Tasks forms the basis of competency. Tasks may include written or oral questioning, practical demonstrations, portfolio presentations and projects. Students who are assessed as not yet satisfactory will be given every chance to re-complete the task. This may include Reasonable Adjustment for Special Needs such as replacing written exams with oral questioning, alternative methods of assessment and simulated workplace practical sessions. The Institute Policy is to make best endeavours, including the provision of additional training and trainers, and provide the necessary resources for a student to meet the satisfactory criteria. However, ultimately the Institute must make a judgement as to whether it is in the best interest of the student and the cohort to continue to train and assess the student. Although each case is treated sensitively on a case-by-case basis, it is highly unlikely the students will be given more than three attempts to satisfactorily complete an Assessment Task and as such will be withdrawn from the course. Students will receive Certificates of Attainment for all completed Units. The student continues to have the right to access the complaints and appeals process within 20 working days.

## 26. Holistic Assessment

Holistic assessment focuses on the assessment of whole work activities rather than specific tasks or components of a work activity. In conducting a holistic assessment, the assessor develops an image or picture of how a competent worker would perform the activity.

Having established the image or picture of competence, the assessor then identifies the evidence that the candidate needs to show competence and the techniques that would be used to gather the evidence. Using this information, the assessor then reviews the evidence and decides whether the candidate is competent

## 27. Inability to Attend Assessment

Students are advised to contact their instructor or co-ordinator if aware of their inability to attend, within 48 hours, prior to the assessment.

## 28. Assignments

Assignments must be submitted by the due date. Please follow the instructions in the beginning of each unit assessment regarding the appropriate formatting of assignments.

You can complete the assignment/ task in handwriting (ensure it is legible) using the provided template or using word/ excel. Please always reference the unit code and task when, including your name and date. If you submit any additional documentation, please ensure all documents are referenced.

You are required to sign a Learner declaration which is embedded in the assessment workbooks.

### Submission of assessments:

PNP Institute offers following options for submitting evidence for assessment:

- Email or file sharing: submit your assessment documents or share a file sharing link with training@pnpgroup.co email.
- In person: Students can hand in their assessment in form of hardcopy or USB in person or via post to: PNP Institute, Unit 1203, 31b Lasso Road, Gregory Hills, NSW 2557.

Assessment activities will not be assessed, where the declaration has not been completed in full.

## 29. Assessment Appeals

PNP Institute maintains a supportive and fair environment allowing students to appeal assessments decisions. PNP Institute will deal in a constructive and timely manner with student complaints and appeals against decisions made.

Appeals must be submitted within 10 business days of the original assessment decision being advised to the student.

Discuss the assessment outcomes with the relevant Trainers/ Assessors.

If this does not resolve the matter, or if the Trainers/ Assessors is an active respondent to the appeal, then the student may access the appeals procedure set out in Section 21.3 on Page 19.

## 30. Students' Academic Misconduct

If any student is found to be in contravention of performance standards in the code of conduct, is caught cheating or fraudulently completing any assessment may have their assessment cancelled or panelised. If they are caught plagiarising information from the internet or other information source, without giving an appropriate reference, may have their assessment cancelled.

In any event, the ultimate decision of penalties or cancellations will be the Director's subject to complaint and appeals process.

### 31. Course Progress

Satisfactory and unsatisfactory course progress including a process for determining the point at which the student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.

Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.

- Satisfactory completion of certain assessment tasks or a certain number of assessment tasks.
- Achieving competency for certain units of competency or a certain number of units of competency.
- Attendance requirements of at least 80%.

Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products as relevant, with consideration to the length of the study period and number of units/subjects and assessment requirements of the course.

Students are advised of course progress requirements in each Course Outline and in their course orientation.

Where requirements are not met, the Administration Officer will arrange a meeting between the student and the Student Support Officer who will discuss and arrange appropriate learning support or welfare services.

### 32. Student Deferral or withdrawal

Students wanting to defer their enrolment or withdraw from their enrolled course of study may do so in writing.

Applications will be assessed by the Director.

Where a student-initiated deferral of enrolment is granted, PNP Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Where fees have been paid, a student may wish to apply for a refund using the Refund Application available upon request at [training@pnpgroup.co](mailto:training@pnpgroup.co).

Withdrawals may prompt the issuance of a Statement of Attainment, see Section 34 below for more information.

### 33. Learner Feedback

PNP Institute actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

You will be provided the Learner Questionnaire during the course of your studies to indicate your perceptions of the quality of their competency development and the support they receive from PNP Institute. Completed Questionnaires should be submitted to the Administration Office.

We monitor compliance with SRT0 standards and our policies and procedures through the use of evaluations at the completion of courses. Any complaints or deficiencies are documented on an Improvement Request to ensure appropriate follow up action is taken.



## Upon Completion

### 34. Issuing of Qualifications

Vocational education and training undertaken at PNP Institute is competency based. Assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency undertaken and stating whether competency has been achieved.

Students who complete all units making up the Training Package qualification requirements will be issued with course certificate at the end of their course.

The Certificate contains the following information:

- The Institute's details,
- The Student's Full Name
- The Course Name and Code and the date the Qualification was achieved
- A Certificate Number, Signatures of the authorising DIRECTOR
- The Nationally Recognised Training logo

#### 34.1. INCOMPLETE QUALIFICATIONS

Students who do not complete courses will be issued with a **Statement of Attainment** detailing the units where the student has achieved competency.

### 35. Reissuing Qualifications

If your Certificate, Statement of Attainment or Academic Transcript is lost or stolen, you may apply to have a copy of the document re-issued.

To apply you must provide a letter of request signed by a member noted by the statutory declarations regulations of 2018, to the Compliance Officer stating the date and name of the course and their personal details including date of birth and address. Where necessary, photo ID may be required

You will receive the outcome of your request and, where the re-issue is granted, an invoice for fees as per the Fee Schedule (Form F4.6).

Upon receipt of payment, the re-issued Qualification, Statement or Academic Transcript will be sent to you via registered post.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

### 36. Feedback

PNP Institute actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

You will be provided the Learner Questionnaire at the completion of your studies to indicate your perceptions of the quality of their competency development and the support they receive from PNP Institute. Completed Questionnaires should be submitted to the Administration Office.

We monitor compliance with SRT0 standards and our policies and procedures through the use of evaluations at the completion of courses. Any complaints or deficiencies are documented on an Improvement Request to ensure appropriate follow up action is taken.



**Student Declaration/ Receipt of Handbook**

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way that PNP Institute works.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_