



**Student Handbook**

**RTO Code: 45806**

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From the CEO's desk

We are pleased to welcome you to Project Controls Institute, Australia to start your learning journey with us which we hope will be both fulfilling and beneficial.

This Student Handbook has been designed to acquaint our prospective and current students about all the information needed for your enrolment at Project Controls Institute, Australia. We have to our best efforts tried to collate all relevant information in this handbook. This handbook will provide all the information required for you to make a sound judgement of your enrolment with us as it states all the steps of pre-enrolment along with all the policies and procedures of the college.

We expect all our students to abide by the Student code during their enrolment at Project Controls Institute, Australia. This handbook also provides information about the rights, responsibilities and obligations of students. All staff and management at Project Controls Institute, Australia are well equipped to answer your queries and guide you through any concerns you may have.

Project Controls Institute, Australia aims to offer exceptional student support and welfare services to all students to make their learning experience memorable. We are committed to providing quality vocational training so as to enable our students to advance in their career.

We thank you for choosing Project Controls Institute, Australia as your training provider and we wish you success with your studies.

**CEO**

**Project Controls Institute, Australia**

## About Project Controls Institute, Australia

Australian Open Learning Pty Ltd, operating under the name Project Control Institute, Australia officially became a registered private training organisation in March 2022. College currently operates in the niche areas of Project controls and Information technology.

It's important to note that Project Controls Institute, Australia exclusively offers the Diploma of Project Controls to domestic students. This diploma program introduces a well-organised and uniform methodology for practicing project controls, filling a current void in the industry. The curriculum is designed to bolster the analytical skills and decision-making prowess of professionals in this field. By emphasising the use of data analysis to substantiate decision-making and enhancing data visualisation capabilities, the diploma signifies a progressive step forward in facilitating career advancement and acknowledgment for project controls practitioners.

Project Controls Institute, Australia places a strong emphasis on recognising the value and advantages of integrating industry expertise with vocational education in its pursuit of providing the most outstanding and relevant educational programs to learners. The trainers and assessors engaged or contracted by Project Controls Institute, Australia possess substantial industry experience, alongside the necessary vocational qualifications. This combination equips them to create a professional and comprehensive learning environment for program participants. The staff members are proficient in tailoring their teaching methods to suit all learners, employing clear and straightforward language when appropriate to effectively convey information. Project Controls Institute, Australia is committed to strict adherence to the Standards for Registered Training Organisations, ensuring the continued delivery of training services of the highest calibre to its clients.

At Project Controls Institute, Australia, the management team actively welcomes input and advice from all stakeholders. This collaborative approach ensures that the institution consistently upholds its core philosophy of continuous quality improvement across all aspects of its operations.



\*Please note though Project Controls Institute, Australia will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at Project Controls Institute, Australia, but Project Controls Institute, Australia does not guarantee a placement as an outcome of the course.

## Our Campus & Contact Details

Campus Address:	Unit 5, Level 5, 345 Ann Street, Brisbane City, Qld 4000
Office Hours Contact No	+61 405 990 203
24/7 Emergency Contact No:	+61 413502196
Email:	<a href="mailto:aus@projectcontrolsinstitute.com">aus@projectcontrolsinstitute.com</a> <a href="mailto:info@learnin.com.au">info@learnin.com.au</a>
Business Hours:	Monday to Friday From 9:00 am to 5:30 pm



- If you require support or assistance with your course or aspects of your stay in Australia, please contact either Student Support Officer or Academic Manager who will assist or direct you to the appropriate support.
- If you are having trouble contacting any of these persons, please make an appointment through reception.
- Contact reception on (07)
- If you require urgent assistance to do with your course and it is after 5.00pm call the number below.
- After Hours Emergency: 0413502196
- \*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000"
- If you are not well or have hurt yourself, you will need to either go to hospital or the nearest medical center to you.

## Our Campus Facilities

- Well lighted training rooms
- Free Wifi at campus; login details will be provided at Orientation
- Student Break area
- Easily accessible via public transport;
- Below are the emergency and general services contact details for services available near your campus.

## Emergency Telephone Numbers:

Police, Fire, Ambulance	Dial 000
<b>Hospital</b>	<p>St Andrew's War Memorial Hospital            Address: 457 Wickham Terrace, Spring Hill QLD 4000            Hours: Open 24 hours            Emergency department: Open 24 hours            Phone: 0738344444</p>
<b>Police Station</b>	<p>Brisbane City Police            Address: 16 Mary St, Brisbane City QLD 4000            Phone No: 0732582589</p>
<b>Medical Centre</b>	<p>Brisbane Central Station Medical Centre            Address: 375 Turbot St, Spring Hill QLD 4000            Phone: 0738390128            h and h medical            Address: 1209A/363 Adelaide St, Brisbane City QLD 4000            Ph: 0894676008            Millennium Medical Group            Address: Morris Towers, Ground Floor, 149 Wickham Terrace, Spring Hill QLD 4000            Phone: 0738325255</p>
<b>Pharmacy</b>	<p>Priceline Pharmacy Spring Hill            Address: Market Place, 365 Turbot St, Spring Hill QLD 4000            Phone: 0738313331            Chemist Warehouse Adelaide Street Brisbane            Address: SH6 215, Adelaide St, Brisbane City QLD 4000            Phone: 0732213905</p>
<b>Transport</b>	<p>Central            Address: Brisbane City QLD 4000</p>
<b>Public Transport options:</b>	<ul style="list-style-type: none"> <li>• Bus</li> </ul>

	<ul style="list-style-type: none"> <li>• Train</li> </ul>
<b>Local taxi companies</b>	<ul style="list-style-type: none"> <li>• 13CABS <a href="http://www.13cabs.com.au">www.13cabs.com.au</a> Phone: 132 222</li> </ul>
<b>Automated Teller Machines (ATMS)</b>	<ul style="list-style-type: none"> <li>• atmx 167 Eagle Street</li> <li>• Address: 167 Eagle St, Brisbane City QLD 4000</li> <li>• Phone: 1300785258</li> <li>• ANZ ATM</li> <li>• Address: 324 Queen St, Brisbane City QLD 4001 Phone: 131314</li> </ul>
<b>Libraries</b>	<ul style="list-style-type: none"> <li>• Brisbane City Council Library Services</li> <li>• Address: Brisbane Square, 266 George St, Brisbane City QLD 4000</li> <li>• Phone: 0734038888</li> <li>• Brisbane Square Library</li> <li>• Address: 266 George St, Brisbane City QLD 4000</li> <li>• Phone: 0734034166</li> <li>• State Library of Queensland</li> <li>• Address: Cultural Precinct, Stanley Pl, South Brisbane QLD 4101</li> <li>• Phone: 0738407666</li> </ul>
<b>Stationary supplies and printing services</b>	<ul style="list-style-type: none"> <li>• Pen &amp; Paper</li> <li>• Address: Shop 1, Ground Floor/410 Queen St, Brisbane City QLD 4000</li> <li>• Phone: 0732212617</li> <li>• Officeworks Adelaide St, Brisbane</li> <li>• Address: 102 Adelaide St, Brisbane City QLD 4000</li> <li>• Phone: 0730202500</li> </ul>

### Key highlights of this Handbook:

- This handbook is developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.
- This handbook provides you with the information you need to know about what courses are available and how to apply to study, services, emergency numbers, enrolment, assessment and more.



- The first section of this Handbook details the proposed courses Project Controls Institute, Australia offers, how you can apply and secure your enrolment.
- During your orientation program, you will be provided with further information to familiarise you with our process and procedures.

### Key highlights of Project Controls Institute, Australia:

- The Project Controls Institute, Australia is conveniently located and is easily reached by public transport or by car and is well serviced with car parks in the area.
- We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.

### Our Courses

#### Proposed Scope of Registration

Code	Course Name	Delivery Mode
11147NAT	Diploma of Project Controls	<b>Blended learning</b> Online with 5 face to face classes per year

<b>Qualification Code</b>	11147NAT
<b>Qualification Name</b>	Diploma of Project Controls
<b>Training Package Details</b>	Diploma of Project Controls Version 1- Nationally Accredited Course Business Service Training Package Release 8.0
<b>Packaging Rules</b>	<p><b>Total number of units = 11</b></p> <p><b>9 core units</b> plus</p> <p><b>2 elective units</b>, of which:</p> <ul style="list-style-type: none"> <li>▪ 8 core units must be selected as listed in this training package.</li> <li>▪ 1 core unit must be selected as listed from BSB Business services Package.</li> <li>▪ 2 elective units must be selected out of 5 as listed from BSB Business Services Package.</li> </ul>
<b>AQF Level</b>	Level 5

Qualification Overview	<p>The Diploma of Project Controls will provide a recognised and accredited training program for project control professionals who have relevant industry experience. Formalising this recognition is an important step in promoting the profession of project controls. The diploma provides a structured and standardised approach to project control practice, which is currently absent in the industry. The diploma is expected to empower the analytical and decision-influencing abilities of practitioners. With an increased focus on analysis underpinning evidence to support decision-making, enhanced by increased data visualisation capabilities, the diploma represents the next stepwise approach to enabling career progression and recognition for practitioners.</p>
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### Delivery strategy:

Mode of Delivery	Online with 5 face to face classes per year
Delivery Location	Unit 5, Level 5, 345 Ann Street, Brisbane City, QLD 4000
Learning Environment	Virtual/Classroom based, multicultural groups in an instructor-led learning environment
Simulated Work and Learning Environment	<p>Where students are not in a workplace setting (e.g., classroom sessions), a simulated environment will be created to provide the real-life context and resemble the actual workplace conditions.</p> <p>As best practice, Project Controls Institute, Australia shall endeavour to establish industry partnership to provide examples and context of an actual workplace environment. However, where it is not possible, the simulated environment will be achieved through role play, scenario-based activities and adjustments to classroom layout.</p> <p>The simulated work environment, when used, will closely resemble what occurs in a real work environment. The simulated work environment will also involve a range of activities that reflect real work experience.</p> <p>In the simulated work environment, Project Controls Institute, Australia shall ensure that the trainers and assessors are thoroughly familiar with the units of competence as well as experienced in the current circumstances of the work.</p> <p>Project Controls Institute, Australia shall utilise the RTO environment to showcase examples of actual work environment</p>

Code	Course Name	Delivery Mode
ICT50220	Diploma of Information Technology	Face to Face

Qualification Code	ICT50220
Qualification Name	Diploma of Information Technology
Training Package Details	(ICT) Information and Communications Technology Release 8.0-8.1
Packaging Rules	<p><b>To be awarded this qualification, competency must be demonstrated in</b></p> <p><b>Total number of units = 20</b></p> <p><b>6 core units</b> plus</p> <p><b>14 elective units</b>, of which:</p> <ul style="list-style-type: none"> <li>▪ At least 10 elective units must be selected from the elective units listed below</li> <li>▪ Up to 4 units maybe selected from the training listed elective units or from this or any currently endorsed Training Package or accredited course where the units are package in an Australian Qualification Framework (AQF) Level 4, 5, or 6 qualification.</li> </ul> <p>The latest release of the qualification and packaging rules can be found at the following link:</p> <p><a href="https://training.gov.au/Training/Details/ICT50220">https://training.gov.au/Training/Details/ICT50220</a></p>
AQF Level	Australian Qualification Framework Level 5
Qualification Overview	<ul style="list-style-type: none"> <li>● This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function.</li> <li>● Individuals in these roles carry out moderately complex tasks in a specialist field, working independently, as part of a team or leading a deliverable with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).</li> </ul> <p>The skills required for these roles may include, but are not restricted to:</p> <ul style="list-style-type: none"> <li>● advanced networking: configuring and managing virtual computing environments, and security within ICT networks.</li> </ul>

- advanced programming: applying intermediate and advanced programming skills, managing data, and building advanced user interfaces to manage organisational requirements.
- back-end web development: developing and maintaining website information architecture and data.
- business analysis: designing and implementing technical requirements, quality assurance processes and contingency plans for businesses.
- cloud architecture: developing, improving, and designing cloud infrastructure, including disaster recovery plans.
- cloud engineering: building, implementing, and managing cloud infrastructure and virtual networks.
- cyber security: protecting sensitive data and information through security architecture and developing disaster recovery and contingency plans.
- database and data management: creating, designing, and monitoring systems that store data and optimise organisational knowledge management.
- front end web development: designing dynamic and complex websites, user experience solutions and documents using extensible mark-up languages.
- game art and design: creating complex 2D and 3D modelling and animation software through scripts and storyboards.
- game programming: creating complex 2D and 3D interactive games and media, building graphical user interfaces and applying artificial intelligence in game development.
- systems administration: reviewing maintenance procedures and support to help troubleshoot system applications.
  - systems analysis: modelling and testing data objects, data processes and preferred ICT system solutions.

### Delivery strategy:

Mode of Delivery	Face to Face, Campus-Based Delivery
Delivery Location	Unit 5, Level 5, 345 Ann Street, Brisbane City, QLD 4000
Program Duration	<p>The qualification is delivered over 78 weeks comprising of:</p> <ul style="list-style-type: none"> <li>• Six (6) terms of 10 weeks each (60 weeks total).</li> <li>• Holiday breaks amounting to 18 weeks (as specified in the timetable)</li> </ul>
Age Requirement	Students must be a minimum age of 18 years or above at the time of course commencement.
Pre-Training Review	All learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor.
Language Literacy and Numeracy (LLN)	<p>All students will be required to complete an LLN assessment prior to the commencement of the course. Project Controls Institute, Australia uses LLN robot platform for the assessment.</p> <p>All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course.</p>
Simulated Work and Learning Environment	<p>Where students are not in a workplace setting (e.g., classroom sessions), a simulated environment will be created to provide the real-life context and resemble the actual workplace conditions.</p> <p>As best practice, Project Controls Institute, Australia shall endeavour to establish industry partnership to provide examples and context of an actual workplace environment. However, where it is not possible, the simulated environment will be achieved through role play, scenario-based activities and adjustments to classroom layout.</p> <p>The simulated work environment, when used, will closely resemble what occurs in a real work environment. The simulated work environment will also involve a range of activities that reflect real work experience.</p> <p>In the simulated work environment, Project Controls Institute, Australia shall ensure that that the trainers and assessors are thoroughly familiar</p>

	<p>with the units of competence as well as experienced in the current circumstances of the work.</p> <p>Project Controls Institute, Australia shall utilise the RTO environment to showcase examples of actual work environment</p>
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## Licensing/Regulatory Information

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There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## Award

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A Certificate is awarded within 30 Calendar days when all units of competency identified within a specific qualification, have been successfully completed.

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment can be used to gain a credit for the competency(s) with Project Controls Institute, Australia, or another registered training provider either within the state or interstate, should the participant wish to complete the qualification with another provider.

## Assessment strategy:

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Trainers and assessors will be provided with Project Controls Institute, Australia's assessment policies and procedures, including reassessment opportunities and assessment appeals. Assessors will be required to review them and clarify any areas of uncertainty with the academic manager before conducting assessments.

The trainer/assessor will be required to explain students about the context and purpose of the assessment and the assessment process, explain the units of competency to be assessed and the evidence to be collected, provide students with a due date for each assessment task, set time limits for assessments. All assessors are provided with a trainer and assessor user guide as listed above which details the time limits for relevant tasks.

Trainer/assessor will assess the needs of the student and where applicable, negotiate reasonable adjustment for assessing students with individual needs, provide additional learning material where gaps are identified in either the participant's underpinning knowledge or skills.

### **Assessment Arrangements**

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

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.
- Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

### **Assessment methods:**

- Reflect real-life work tasks.
- Are required to be performed within industry-standard timeframes as specified by assessors in relation to each task.
- Are assessed using assessment criteria that relate to the quality of work expected by the industry.
- Are performed to industry safety requirements as relevant.
- Utilise authentic workplace documentation.
- Require students to work with others as part of a team.
- Require students to plan and prioritise completing work tasks.
- Involve the use of standard, workplace equipment such as computers and software.
- Ensure that students are required to consider workplace constraints such as time and budgets.

Assessment conditions will ensure a simulated workplace environment.

Learning support time for consultation with trainer/assessor may be allocated to allow students to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge and prepare themselves for the assessments.

- Assessments are supervised and are scheduled to be completed in class.
- In-class project time and group activities will be scheduled to support the assessment process.
- Practical assessment tasks will be provided to address required skills and applicable performance criteria.
- Students will be required to allocate additional self-study time towards preparation, private study, homework, research and preparation of assignment work. This is indicated in the Training and Assessment schedule and will be informed to students at the start of every unit.

**Assessment methods may include:**

- Analysis of case scenario/ problem solving related to simulated workplace tasks;
- Structured activities that will lead to the demonstration of simulated workplace tasks;
- Questioning of required knowledge (verbal and/or written);
- Development of a portfolio of evidence which may include simulated workplace tasks, samples of work, statements by managers;
- Research and Review of simulated workplace reports, data, samples of work; and
- Report Writing.

**Assessment outcomes & submission of assessment:**

- A range of assessment methods employed by Project Controls Institute, Australia ensures that assessments are fair, valid, reliable and reasonable while ensuring that Project Controls Institute, Australia meets the requirements of the relevant Training Package and the rules of evidence. Assessments for this course have been designed for classroom-based face-to-face delivery and assessment.
- Based on the assessment methods for each unit of competency, assessment styles incorporated by Project Controls Institute, Australia include a range of assessment tasks such as knowledge questions; research tasks; assessor observations; projects, which may include case studies, round tables and project portfolios; role-plays; undertaken at prescribed assessment schedules. Tasks will require in-class work to evidence aspects of skills and knowledge as well as ensure a consistent approach to the unit of competency through continuous engagement and feedback.
- Knowledge questions are designed to help the student demonstrate the knowledge which they have acquired during the unit
- Research tasks are used in two ways. The first is to assess the student's ability to conduct and analyse research/gather information and is in response to performance criteria or performance evidence. The second is to assess the student's knowledge and is generally in response to knowledge evidence.
- Assessor observations are used where the unit of competency requires that the student must be observed demonstrating the skills and knowledge that they have acquired during their course. These observations will be in person.
- Projects are provided to help students demonstrate the knowledge and skills that they have developed during their course. Supporting templates and resources, including project portfolios, are provided to the student and marking guidance is provided to the assessor.
- Round table discussions will be used for students to discuss their own real experiences and apply them in the context of the case study. Even though students may be participating in a project based on a case study business, they have a wealth of knowledge, experience and skills that they have each gathered over the course of their lives that can be reflected on and applied in discussion with their peers and fellow students. These can then be discussed and applied to the project they are working on, making it more industry realistic.



For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

**ASSESSMENT FEEDBACK:** Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding.

**REASSESSMENT:** If a student does not qualify for resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule. Student will get three reassessments attempt, without any additional penalty/ fee.

However, if after 3 attempts have not resulted in a competent “C” outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NYC. Reassessment is a formal process and student must apply for reassessment through *Request for Reassessment Form* available from the reception. ON approval and payment of reassessment fees, a reassessment schedule will be advised.

If still failed in three reassessment attempts, the student will need to repeat (re-sit) the unit.

**RESIT (or Repeat):** The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC). Re-sit may result in extension of course duration and may affect student’s original completion date of the course. Student will need to pay a pro rata fee of the course fee to resit for the unit. Student should contact the admin department if he/she remains NYC after 3 attempts of reassessment. Admin team/ student support officer will liaise with accounts and academic team and issue the special training plan and the invoice for the resit attempt to the student. Student will be advised if there is a need to amend the COE at this stage.

Resit mean repeating the entire unit of competency. Resit is a formal process and student will be advised of their resit options once all the term results are published. In the event where a student has been deemed NYC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to college’s *Course Progress Policy*.

**LATE SUBMISSION FEE:** A late fee of \$100 per unit will be charged if students fail to submit assessments on due dates.

**ABSENTEES:** Students are absent of the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent and will be subject to college's Course Progress Policy.

### ***Appealing assessment decision***

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with CEO. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details.

### ***Reasonable adjustment in assessment***

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

Reasonable adjustment can involve:

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

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

## **Assessment**

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### **Examinations/ Course Assessments and Results**

You are entitled to sit for your assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards

the supervisor or other students, you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by Project Controls Institute, Australia.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Project Controls Institute, Australia courses for a specific period.

## Referencing

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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 student's 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 component.

The following are examples of plagiarism where a student intentionally does not acknowledgement 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, summarizing 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 Project Controls Institute, Australia, 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, e.g.:

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, e.g.:

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

Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia  
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 animal that live in water-holes, swamps and creeks (accepted folklore)

## Cheating

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A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Academic Manager/Chief Executive Officer for appropriate action as outlined in disciplinary action.

## Plagiarism

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In the case of suspected plagiarism, the trainer / assessor will report the incident to the Academic Manager (AM). The AM, in consultation with the trainer / assessor 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 AM and trainer/assessor 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 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 AM explaining the seriousness of the incident and the consequences if the student is found to plagiarize again.

Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of Project Controls Institute, Australia.

## Misconduct

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Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Project Controls Institute, Australia operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

- Vandalism / Theft
- Defaced equipment, furniture or fixtures on premises under the control of Project Controls Institute, Australia
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply with Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or another person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Project Controls Institute, Australia

- Intoxicated and disorderly on premises under the control of Project Controls Institute, Australia
- Engaging in the taking or selling of drugs

#### Weapons:

- Carried a weapon on their person on premises under the control of Project Controls Institute, Australia
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Project Controls Institute, Australia

#### Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

#### Misconduct is a disciplinary offence and includes but is not limited to:

- Willfully obstructing or disrupting any Project Controls Institute, Australia meeting, activity, class or assessment
- Willfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Willfully damaging, or wrongfully dealing with, any Project Controls Institute, Australia property or the property within premises under the control of Project Controls Institute, Australia personnel
- Assaulting or attempting to assault any person within Project Controls Institute, Australia
- Drunken and disorderly behaviour on premises under the control of Project Controls Institute, Australia
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on Project Controls Institute, Australia operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

### **Disciplinary Action**

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Disciplinary action will be taken, and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure)  
Your penalty might then be reduced, removed, or increased.

#### Consequences of Misconduct:

If the student has acted in or engaged in any misconduct other than 'Serious Misconduct' the

following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Project Controls Institute, Australia. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- The student /trainee shall be immediately suspended for 24 hours from attendance at class.
- The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
- The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
- The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
- The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
- The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
  - Modify or dismiss the charge.
  - Reprimand and warn the student/trainee against repetition of the breach of discipline.
  - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.



- Remove Academic Privilege

## Admissions & Enrolment

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### **Getting Started**

If you are applying through an education agent, please ensure its an authorised agent of Project Controls Institute, Australia. The list of authorised agents will be regularly updated on our website [www.learnin.com.au](http://www.learnin.com.au) . However, please note Project Controls Institute, Australia does not have any approved authorised agent as of date. If you wish to apply for admission please contact us directly at the college address or please email at [aus@ProjectControlsInstitute.com](mailto:aus@ProjectControlsInstitute.com) or [info@learnin.com.au](mailto:info@learnin.com.au)

For information on our courses and other information please visit our website [www.projectcontrolsinstitute.com/aus](http://www.projectcontrolsinstitute.com/aus) [www.learnin.com.au](http://www.learnin.com.au)

### **General entry requirements**

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Project Controls Institute, Australia will accept applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please contact us to express your interest. You will be sent a Course Outline as well as Enrolment Form to complete. You will also need to provide evidence that you meet the Entry Requirements of the course (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling and valid evidence of minimum English language requirements.

If you are applying for Credit, you should indicate this on your enrolment form and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to [aus@projectcontrolsinstitute.com/aus](mailto:aus@projectcontrolsinstitute.com/aus) or [info@learnin.com.au](mailto:info@learnin.com.au) You will be contacted within 10 days to discuss your suitability and arrange an Initial Skills Assessment if you meet the entry requirements. In the initial skills assessment college will assess if the selected course is suitable to your existing skills and knowledge. This is done to ensure that your selected course is suitable for your future career pathway and is in line with your existing skills.

If your application is approved you will be provided with an Offer Letter and Written Agreement that outlines the Terms and Conditions of your enrolment with Project Controls Institute, Australia. You must keep a copy of this for your own records.

You will then be required to pay your deposit and provide any additional evidence as well as the signed Student Agreement before finally receiving your Confirmation of Enrolment letter as well as further information about your orientation session and anything you need to bring or prepare prior.

Admission Requirements for both qualifications: (Refer to website for each course information session)

- To enter this qualification, applicants should have successfully completed Year 12 or equivalent or Certificate IV In Business or other relevant qualification
- Students must be a minimum age of 18 years or above at the time of course commencement.
- All learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor.
- All students will be required to complete an LLN assessment prior to the commencement of the course. Project Controls Institute, Australia uses LLN robot platform for the assessment.
- All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course.
- For students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost.
- Where needed, Project Controls Institute, Australia will provide access of computers/laptops, through a MoU setup with an external IT company.
- Provide English language skills either by:

A pre-enrolment assessment will be conducted to determine your current competency, LLN Skills, and/or vocational experience, as well as your expectations from this course, and to identify any support you may need.

## Application Process

### Student Enquiry

- Provide Pre enrolment information to the student by referring to
- Enrolment Form
- Student Handbook
- Course Brochure
- Fee Refund Policy
- Dept of Education and Training student factsheets

### Enrolment Application

- Send/ divert student to access Enrolment Application Form on college website
- Advise on Entry Requirements and supporting documents required for admission (should include but not limited to Application Form completed, evidence of satisfactory English language requirements, High School/ Year 12 pass certificate, any other qualifications held, employment letters

### Initial Skills Assessment

- If student meets the eligibility criteria, issue Initial Skills assessment
- Receive completed Initial Skills assessment

### Student Offer

- Issue Offer Letter and Student agreement if the student meets all conditions of offer and satisfies the Initial skills assessment criteria
- Issue Invoice for initial deposit and payment plan for future payments

### Confirmation of Enrolment

- Receive signed student agreement and initial payment evidence
- Issue written Confirmation of Enrolment to the student
- Fee receipt for student records
- Orientation details to be emailed to the student

## Health

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### **Emergencies**

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

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

### **Fire**

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

### **Ambulance**

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

### **Medical assistance**

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

## Working in Australia

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### **Your rights**

Everyone working in Australia, including those on working holiday visas, have basic rights at work.

These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

More information: <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

YouTube: <https://www.youtube.com/watch?v=IKVwRLmI5I0&feature=youtu.be>

### ***If you have a problem***

Contact the Fair Work Ombudsman

Web: <https://www.fairwork.gov.au>

Phone: 13 13 94

Translating and interpreting service: 131 450

### **Your Safety**

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Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

- If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological. You may wish to use Project Controls Institute, Australia's authorised agent once published on the college website, who can assist you to apply for a course and join Project Controls Institute, Australia.
- Contact us for details of the education agents that we use, or you can check the same on our website (Upon Approval) [www.learnin.com.au](http://www.learnin.com.au)

### **Unique Student Identifier**

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

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

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/students/individual-exemptions>

## Credit Transfers

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- A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.
- Project Controls Institute, Australia can grant a credit transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/ module in your course.
- To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required.
- Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.
- Your Credit Transfer Application may be returned to you if you don't provide the required information.
- In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.
- You will be advised in writing of the outcome of your Credit Transfer Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.
- There is no charge to apply for Credit Transfers. Review our Credit Transfer policy at: [www.learnin.com.au](http://www.learnin.com.au)

## Recognition of Prior Learning

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- Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances
- Project Controls Institute, Australia has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team at Project Controls Institute, Australia to ascertain if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.
- To deem if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with an RPL kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.
- A trainer/assessor will be available to assist you throughout this process.
- If you choose to progress with RPL you will need to officially apply by filling in an application form, this is a part of the RPL kit provided. Return the kit and application form to and your application will then be assessed for suitability. If accepted, you will be contacted by an

assessor to progress the RPL process.

- In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.
- If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.
- Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us or you can access the same in the Fee Schedule published on the website.
- Review our RPL process: [www.projectcontrolsinstitute.com/aus](http://www.projectcontrolsinstitute.com/aus)

## Project Controls Institute, Australia Policies & Procedure

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

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

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

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

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

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact **Student Support Officer** at any time at [aus@projectcontrolsinstitute.com](mailto:aus@projectcontrolsinstitute.com) to discuss your support needs.

### ***Welfare services***

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social

interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. Services will be provided at no additional cost to the student.

## **External Support Services**

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### ***Reading and Writing Hotline***

Telephone: 1300 655 506      Website: <https://www.readingwritinghotline.edu.au/>

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

### ***Lifeline***

Telephone: 13 11 14      Website: <https://www.lifeline.org.au/>

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

### ***Reach Out***

Website: <https://au.reachout.com/>

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

### ***Health direct Australia***

Telephone: 1800 022 222      Website: <https://www.healthdirect.gov.au/>

Symptom checker, medicines and health information.

### ***MindSpot***

Telephone: 1800 614 434      Website: <https://mindspot.org.au/>

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

### ***Butterfly Foundation***

Phone: 1800 334 673      Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to midnight, 7 days a week



### ***My Future***

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

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

### ***Rape & Domestic Violence Services Australia***

Telephone: 1800 737 732 (1800 RESPECT) Website: <https://www.1800respect.org.au/>

A range of support services are available for people who have experienced sexual assault, domestic or family

### ***Tenants Union of Queensland***

Telephone: (07) 3832 9447 Website: <https://tenantsqld.org.au/>

For information about renting rights and obligations in Queensland

### ***Brisbane City Council Multicultural Services***

<https://www.brisbane.qld.gov.au/community-and-safety/community-support/multicultural-services>

Brisbane City council website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students.

### ***Study Queensland Student Centre***

Phone: 1800 QSTUDY (1800 778 839)

<https://www.studyqueensland.qld.gov.au/live-in-queensland/student-support>

Queensland students can access a range of support services including free resources and information, access to student support officers, workshops and events through the Queensland Student Hub Network, and 24-hour phone support through 1800QSTUDY - Queensland's international student support hotline.

### ***Legal Aid Queensland***

Telephone: 1300 65 11 88 Website: <https://www.legalaid.qld.gov.au/>

Queensland Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Queenslanders. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### ***Department of Disability, Seniors and Carers (DSC), Queensland Government***

Telephone: 13 QGOV (13 74 68)

Supporting and advocating for people with disability, working in partnership with the disability sector to create an all-abilities Queensland and monitoring the NDIS to ensure it delivers the outcomes expected for Queenslanders with disability. DCS ensures to provide the oversight and advocacy that Queenslanders with

disability deserve. For further information refer <https://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland>

## Fees and Refunds

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### 1. Protection of fees paid in advance

- Project Controls Institute, Australia protects the fees that are paid in advance by students.
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Fee protection is ensured through:
  - Project Controls Institute, Australia does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

### 2. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as in Project Controls Institute, Australia's Student Handbook. Detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information provided to prospective students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
  - Any additional charges that may apply and the circumstances in which they apply
  - The potential for changes to fees over the duration of the course
  - Payment options
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- As Project Controls Institute, Australia does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.

### 3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees may include (if applicable):
  - Enrolment fee and resource fee
  - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
  - Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task
  - Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
  - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Course fees (tuition or non-tuition) do not include:
  - Stationery such as paper and pens.
  - Excursions (unless stated on the Course Outline)
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Project Controls Institute, Australia cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 4. Payments

- Payments can be accepted by electronic transfer (EFT), money order or cheque.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.

- Project Controls Institute, Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## 5. Refunds for students

- All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Project Controls Institute, Australia is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.
- In the unlikely event that Project Controls Institute, Australia is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
  - Where Project Controls Institute, Australia ceases to operate.
  - Where Project Controls Institute, Australia ceases to deliver the course in which a student is enrolled and the agreement is terminated.
  - Where Project Controls Institute, Australia needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Project Controls Institute, Australia will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Project Controls Institute, Australia in their provision such as:
  - Textbooks or other materials provided.
  - Training already provided (e.g., number of meetings/classes/visits etc.).
  - Individual support provided by the trainer/assessor.
  - Assessments marked or feedback provided (including RPL).

- The outcome of the refund assessment will be provided in writing to the student’s registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedures.

## 6. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy.
- Records of refund assessments and issuance of refunds will be stored securely on the student’s file and in our accounting system.
- It is the policy of Australian Open Learning to ensure that all applications for refund of fees are considered.
- An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable a minimum of two weeks (10 working days) before the commencement of the course.
- Refunds are made following the policy below and full refunds of amounts owed to the students will be made within four (4) weeks of refund application.

## 7. Publication

- Project Controls Institute, Australia will publish this policy in the Student Handbook and on its website.

### ***Additional Fees and Charges***

Project Controls Institute, Australia has the following of additional charges which may apply in some circumstances.

<b><i>Non-Tuition Fees – all students</i></b>	<b><i>Charge</i></b>
<b>Application Fee</b>	\$250 (non-refundable)
<b>Re-issuing of testamur and statements of results</b> All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.

<p><b>Additional copies of text books or any other learning and assessment resources</b></p> <p>Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.</p>	<p>A fee of \$100 per text book or \$20 per printed document applies if required.</p>
<p><b>Printing and photocopying</b></p> <p>Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Project Controls Institute, Australia holds about them.</p>	<p>Project Controls Institute, Australia provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.</p>
<p><b>Re-enrolment fee (per unit)</b></p> <p>Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.</p>	<p>Pro-rata course fee based on the number of units required to be undertaken.</p>
<p><b>Late Submission fee</b></p>	<p>\$100 per unit</p>
<p><b>Recognition of Prior Learning (RPL) Application Fee</b></p> <p>Application Fee</p> <p>Charge per unit of competency pro rata to qualification cost</p> <p>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	<p>\$500</p>

## Project Controls Institute, Australia Expectations & Requirements

### **VET Environment**

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

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

### ***Assessment Arrangements***

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

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### ***Submitting your assessments***

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

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

**Unit 5, Level 5, 345 Ann Street, Brisbane City, QLD 4000**

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

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### ***Assessment outcomes***

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### ***Reasonable adjustment in assessment***

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

Reasonable adjustment can involve:

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

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

### ***Appealing assessment decisions***

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

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

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

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

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

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

## **Course Progress Policy**

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### **1. Completion within expected duration**

- Project Controls Institute, Australia monitors student progress to ensure that students to complete their studies within the expected duration specified on their offer letter and confirmation of enrolment letter.



## 2. Study Periods

- Students who do not meet course progress requirements within each Study Period are at risk of having their enrolment cancelled.
- Study periods may also be known as ‘terms’ and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

## 3. Determining if a student has meet course progress requirements

- Students must have demonstrated satisfactory course progress requirements by the end each study period. To do so, they must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.
  - Assessment task due dates are outlined in the Training & Assessment Strategy and are communicated to students at the commencement of each new study period.

## 4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they:
  - do not participate in a summative assessment task.
  - do not submit an assessment task within 2 weeks of the due date.
  - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

## 5. Progress Monitoring

- All students progress will be monitored using the Course Progress and Attendance Monitoring Tool.
- At the end of each monitoring period:
  - The monitoring report is updated by the Academic Manager including a status of progressing, at risk or not progressing for all students on each reporting date. This is based on current evidence located in student files and other academic records.
  - The Academic Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student’s course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

## 6. Intervention Strategy

- Project Controls Institute, Australia ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided.

This may include:

- English language support;
- reviewing learning materials with the student and providing information to students and in a context that they can understand;
- providing extra time to complete tasks;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Project Controls Institute, Australia is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

## 7. Extension to an expected course duration

- Extensions to the course duration specified are only allowed where:
  - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
  - An approved deferral or suspension of studies has been granted in accordance with Project Controls Institute, Australia's Deferral, Suspension and Cancellation Policy and Procedures.
  - Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents;
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

- a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);
  - where Project Controls Institute, Australia is unable to offer a pre-requisite unit
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

## **8. Online or distance learning enrolment**

- Project Controls Institute, Australia will not deliver a course exclusively by online or distance to a student.

## **9. Cancellation of enrolment**

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Project Controls Institute, Australia will be required to initiate cancellation of enrolment and the student will receive a written notice informing them of the intention to cancel enrolment the reasons for the intention to cancel. Student will have received first and second warning letters before the notice of intention to cancel is issued.
- Students have the rights to appeal against decision to report as per Project Controls Institute, Australia Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- Project Controls Institute, Australia will only cancel the enrolment if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
  - the student has chosen not to access the external complaints and appeals process: or
  - the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to cancel enrolment.

## **10. Publication**

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for all students and induction for all academic staff.

## Course Transfer

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- All decisions made by Project Controls Institute, Australia with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

### 1. Transferring to another course offered by Project Controls Institute, Australia

- Students may transfer to another course offered by Project Controls Institute, Australia in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - better meets the study capabilities of the student; and/or
    - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Project Controls Institute, Australia will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being cancelled for failure to meet the provider's attendance or academic progress requirements.
- The outcome of the student's request for course transfer will be provided in writing within 10 working days of receipt of request.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Project Controls Institute, Australia's Fees and Refunds Policy and Procedure.

### 2. Complaints and Appeals

- Where the decision is made to refuse a course transfer or **Project Controls Institute, Australia** does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Project Controls Institute, Australia's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a confirmation of enrolment withdrawal will be provided.
- The refusal status will not be finalised until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course.

### 3. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for transfer, the assessment of the request and the decision.

#### 4. Publication

- This policy is provided to students in the Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Project Controls Institute, Australia's website at [www.projectcontrolsinstitute.com/aus](http://www.projectcontrolsinstitute.com/aus)

#### Deferral, suspension and cancellation

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- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
  - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases should be supported by police or psychologists' reports
  - where Project Controls Institute, Australia is unable to offer a pre-requisite unit

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Project Controls Institute, Australia considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Project Controls Institute, Australia because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Project Controls Institute, Australia 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.

#### 1. Provider initiated suspension or cancellation

- Project Controls Institute, Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - misbehaviour by the student (including plagiarism, collusion and cheating)

- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the student as specified in Project Controls Institute, Australia Course Progress Policy & Procedures.
- Where Project Controls Institute, Australia suspends or cancels a student's enrolment, before imposing a suspension or cancellation Project Controls Institute, Australia will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the student's enrolment Standard take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

## **2. Student initiated cancellation of studies**

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw their course to transfer to another provider will be processed as per Project Controls Institute, Australia Course Transfer Policy and Procedure.

## **3. Complaints and appeals**

- Where a student accesses the Complaints and Appeals process, Project Controls Institute, Australia will not cancel the enrolment until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, Project Controls Institute, Australia will wait for the outcome of the appeal made.

## **4. Records**

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

## **5. Publication**

- This policy is provided to students in the Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Project Controls Institute, Australia's website at [www.projectcontrolsinstitute.com/aus](http://www.projectcontrolsinstitute.com/aus)

## Your Feedback

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Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing the Feedback Form, available on request by email or at our head office.

## Access to Your Records

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You may access or obtain a copy of the records that Project Controls Institute, Australia holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the CEO outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

## Amendment to records

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If a student considers the information that Project Controls Institute, Australia holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## Notifying you if things change

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

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Project Controls Institute, Australia will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

## Workplace Health and Safety

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

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

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

## Harassment, victimisation or bullying

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Project Controls Institute, Australia is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Project Controls Institute, Australia will not



tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

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

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

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

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Project Controls Institute, Australia Complaints and Appeals procedure and detailed in this Handbook.

## Equal opportunity

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

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

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

## National VET Regulator Act 2011

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

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

## Your Privacy

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### 1. Privacy Principles

- In collecting personal information, Project Controls Institute, Australia complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5

(in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), The Information Privacy Act 2009 (Qld) and My Health Records Act 2012 , Education and Training Reform Act 2006 (Qld) and the relevant privacy legislation and regulations of the states/territories in which Australian Open Learning operates.

- The Department of Education and Training (the Department) is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).
- Personal information, including sensitive information, is collected from individuals in order that Project Controls Institute, Australia can carry out its business functions. Project Controls Institute, Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Project Controls Institute, Australia if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
  - *It genuinely and reasonably believes that:*
    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
    - Unlawful activity, or misconduct of a serious nature, that relates to Project Controls Institute, Australia's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
    - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
    - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.
- Project Controls Institute, Australia ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is made aware of any legal requirement for Project Controls Institute, Australia to collect the information.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about Project Controls Institute, Australia if they consider that their personal information has been mishandled.

- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Project Controls Institute, Australia retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:  
<https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: [www.projectcontrolsinstitute.com/aus](http://www.projectcontrolsinstitute.com/aus)

## Student code of conduct

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All students are expected to abide by this Code of Conduct during their participation in their course with Project Controls Institute, Australia. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

### 1. Students' rights

All students have the right to:

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

## 2. Students' responsibilities

All students, throughout their training and involvement with Project Controls Institute, Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Project Controls Institute, Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Project Controls Institute, Australia if any difficulties arise as part of their involvement in the program.
- Notify Project Controls Institute, Australia if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

## Complaints and Appeals Policy

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### 1. Nature of complaints and appeals

- Project Controls Institute, Australia responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of Project Controls Institute, Australia.
  - Any student or client of Project Controls Institute, Australia .
- Complaints may be made in relation to any of Project Controls Institute, Australia's services and activities such as:
  - the application and enrolment process

- marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by Project Controls Institute, Australia to be reviewed. Decisions may have been about:
    - course admissions
    - refund assessments
    - response to a complaint
    - assessment outcomes / results
    - other general decisions made by Project Controls Institute, Australia

## **2. Principles of resolution**

- Project Controls Institute, Australia is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Project Controls Institute, Australia ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Project Controls Institute, Australia will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## **3. Timeframes for resolution**

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

#### 4. Records of complaints and appeals

Project Controls Institute, Australia will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

#### 5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Project Controls Institute, Australia's head office with attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Project Controls Institute, Australia to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

#### 6. Resolution of complaints and appeals

- Some or all members of the management team of Project Controls Institute, Australia will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:

- For students that choose to access this policy and procedure, Project Controls Institute, Australia will maintain the student's enrolment while the complaints and appeals process is ongoing.
- In the case of an external appeals process it will depend on the type of appeal as to whether v maintains the student's enrolment as follows:
  - If the appeal is against Project Controls Institute, Australia's decision to cancel enrolment of the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Project Controls Institute, Australia's decision to report.
  - If the appeal is against Project Controls Institute, Australia's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Project Controls Institute, Australia may suspend the enrolment of the student till after the outcome of the internal appeals process

## 7. Independent Parties

- Project Controls Institute, Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Project Controls Institute, Australia.
  - Complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern:  
<https://www.resolution.institute/disputeresolverdirectory>
  - Project Controls Institute, Australia will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
  - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

## 8. External complaint avenues

- Complaints can also be made via the following avenues:
  - National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

    - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

- Email: [NTCH@dese.gov.au](mailto:NTCH@dese.gov.au)
- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Project Controls Institute, Australia's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Project Controls Institute, Australia in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:  
<https://www.asqa.gov.au/complaints/complaints-about-training-providers>

### **Issuing of certification documents**

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On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Project Controls Institute, Australia reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Project Controls Institute, Australia is not permitted to do so by law.

Project Controls Institute, Australia must have a valid USI on file for the student for a qualification or Statement to be issued.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.



## Student Forms

<b>Name of Form</b>	<b>Reason for use</b>
<b>Marketing Permissions Form</b>	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
<b>RPL &amp; Credit Application Form</b>	If you want to apply for Credit Transfer or RPL
<b>Complaints and Appeals Form</b>	If you wish to complain about our services, or appeal an assessment decision made
<b>Refund Request Form</b>	If you believe you have grounds for a refund
<b>Student Enrolment Form</b>	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
<b>Withdrawal Deferment &amp; Suspension Form</b>	If you wish to withdraw from a currently enrolled course of study.
<b>Withdrawal Deferment &amp; Suspension Form</b>	If you wish to transfer to another provider.
<b>Change of Course Form</b>	If you wish to change to another course with Project Controls Institute, Australia.

Please refer to our website: [www.projectcontrolsinstitute.com](http://www.projectcontrolsinstitute.com) to access above forms.

<b>REFUND TABLE</b>	
Cancellation of enrolment more than 28 calendar days prior to commencement date.	Full Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment less than 28 calendar days prior to 14days of commencement date.	75% Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment less than 14 calendar days prior to commencement date.	50% Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment after commencement date	No Refund of Tuition Fees paid
Course cancelled/withdrawn by Project Controls Institute, Australia	Full Refund of unused portion Tuition Fees paid
Student unable to start course on serious medical grounds. Evidence provided from a registered doctor at least 14 calendar days prior to agreed course start date	Full Refund of Tuition Fees paid
<b>Enrolment Fees (\$250)</b>	<b>No Refund under any circumstances</b>

## Student Acknowledgement

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**You are required to return signed copy of this page with your mis form to the Project Controls Institute, Australia office.**

I have read and understand all the information contained in Project Controls Institute, Australia Student Handbook. I am aware that further detailed information relating to Project Controls Institute, Australia services policies, procedures and best practice guidelines is available on request.

**Signed:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**Name (please print):** \_\_\_\_\_

**IN PERSON**

Project Controls Institute, Australia, Unit 5, Level 5, 345 Ann Street, Brisbane City, QLD 4000

**BY POST**

Project Controls Institute, Australia, Unit 5, Level 5, 345 Ann Street, Brisbane City, QLD 4000

**BY EMAIL** [aus@projectcontrolsinstitute.com](mailto:aus@projectcontrolsinstitute.com)