



# STUDENT HANDBOOK

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## Important Details

### Registered Training Organisation (RTO) Details:

**Head Office:** People Performance Solutions (RTO 31175)  
T/as - PPS College, Gold Coast Trades College and Queensland Trades College  
6 Hayter Street  
Currumbin Waters QLD 4223  
T 07 5669 9000  
E [admin@peopleperformance.com.au](mailto:admin@peopleperformance.com.au)  
W <https://goldcoasttradescollege.com.au/>



### Satellite Campus

Queensland Trades College – 2 Pound Street, West Ipswich



### Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or People Performance Solutions policy may impact on the currency of information included. PPS College (PPS) and Gold Coast Trades College (GCTC) reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting us.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of People Performance Solutions. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

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## Welcome

We are very excited to provide you with this opportunity to gain a nationally recognised qualification through our customised and flexible training programs.

Please take the time to read through this handbook to familiarise yourself with People and Performance Solutions training and our three training divisions - PPS College (PPS) and Gold Coast Trades College (GCTC) and Queensland Trades College (QTC)

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with us. Treat it as pre-reading for your course and you'll start your learning with confidence and familiarity. We hope you enjoy your learning experience.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Civil
- Construction
- Project Management
- Landscaping & Horticulture
- Business
- WHS
- Plant Tickets
- Automotive
- Electrotechnology

We also offer:

- Training towards your Trade Contractors & Builders Licences
- Apprenticeship Recruitment & Training
- School Programs (VETiS)
- Skills Recognition
- Recognition of Prior Learning (RPL)

In Australia, only Registered Training Organisations (RTOs) can issue nationally recognised qualifications. Our RTO provider code is 31175.

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Facilitated Workshops
- Workplace / Site based Training
- Distance Education through our virtual classroom
- Online Learning

We wish you every success and are here to help you achieve your goals so please feel free to get in touch via phone, or email.

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with us.



## About Us

Established in 2004, People and Performance Solutions is an Australian owned and operated Registered Training Organisation (RTO 31175), based on Queensland's beautiful Gold Coast. People and Performance Solutions is made up of three divisions - PPS College and Gold Coast Trades College and Queensland Trades College:

- The PPS College division specialises in the provision of soft skills training; equipping students with skills and knowledge that enable them to make informed decisions and create practical solutions in any workplace.
- Gold Coast Trades College are a lighter, brighter and more flexible local alternative to TAFE that delivers a range of trades and construction training services and support to employers, apprentices and trades people.
- Queensland Trades College is our satellite campus and provides an alternative for our students based in the Brisbane and Ipswich areas.

The collective strength of our team is generated from a diverse range of qualifications and industry experience. The management and staff at People and Performance Solutions strive for excellence in the provision of services to our clients. We do this by understanding our clients' needs and tailoring our services to meet those needs.

We are committed to providing quality and comprehensive solutions to your training and development needs and this commitment extends beyond a single assignment to building a long-term relationship.

### Our Mission Statement

Setting the standard in personalised, quality vocational education and training.

### Aims and Objectives

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Quality training and assessment through use of trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in our Complaints and Appeals Policy and Procedure.

## Our College Director

**SHARNA BRADLEY** - Director  
People and Performance Solutions



Sharna's passion is training and developing people, in particular, within the hospitality, retail, telecommunications and customer service industries. Sharna is rewarded by influencing the way organisations deliver value to customers (both internal and external) through their people. Successful at communicating and building relationships with a diverse range of people, Sharna strives to support both organisations and individuals to learn, grow, and achieve their developmental goals.

Sharna has held various operational and managerial positions in restaurants, bars, hotels and clubs in Australia and Europe and has provided HR consultancy services to companies in Australia, India, and the Philippines.

Her success in hospitality and implementing change in a variety of organisational cultures has allowed her to expand her influence to sales and marketing and telecommunications organisations. Sharna's portfolio of clients now includes some of the largest players in these industries in Australia.

Sharna has specialist skills in Customer Service, Change Management, Performance Management, Conflict Resolution, Coaching and Mentoring, and Training and Development programs. Sharna's portfolio of consulting experience includes both operational and strategic human resources services undertaken for small and very large Australian organisations.

Since establishing People and Performance Solutions in 2004, Sharna has focussed on delivering outcomes to client organisations whilst concurrently providing relevant, real-world training to course participants.

In 2015 Sharna established the Gold Coast Trades College in Currumbin to meet the needs of local employers looking for an alternative to TAFE.

### Our College Staff

Our team at the College come from diverse and varied business, training and trade backgrounds. They collectively have a wealth of experience and knowledge in all facets of a variety of industries and vocational education. The College is committed to ensuring all trainers keep up-to-date with industry and training trends and practices, to provide you with a great learning experience.

## Legislation

As an RTO, People Performance Solutions is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Further Education and Training Act 2014 (FET Act)*

**Gold Coast Trade College/PPS College is responsible for the quality and compliance of the nationally recognised training offered in its marketing materials and complies with the Standards for Registered Training Organisations 2015. If you are successful in achieving the assessment requirements for the course in which you are enrolled, Gold Coast Trade College/PPS College will issue you the relevant AQF certificate within 30 days following your final assessment.**

Additionally, People Performance Solutions abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

People Performance Solutions is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

### Guarantee of Service

In the event that People and Performance Solutions or a third-party delivering training on our behalf, closes or ceases to deliver any part of the training, the student is entitled for a refund of fees for any unit/s not yet completed. In the event that People and Performance Solutions closes, the RTO's records will be transferred to ASQA in the appropriate format and detail as specified at the time of ceasing operations.

### Learners rights as a consumer and Cooling-off periods

Australian Consumer Law offers consumer protection in the areas of:

- Unfair Contract Terms, covering standard form consumer contracts
- Consumer rights when buying goods or services
- Unsolicited consumer agreement covering door-to-door and telephone sales

PPS offers a cooling off period of 10 business days for enrolments that occur as a result of unsolicited contact. In this case, if the potential student changes their mind, reconsiders and chooses to cancel their enrolment prior to attending their course, the student is entitled to a full refund. As per the Consumer Law Guides around Sales Practices the student may also terminate their agreement for training up to three months after it was made if Australian Consumer Law guidelines and conditions are not followed.

## Changes to Terms and Conditions

If PPS changes any terms and conditions during the enrolment period for the student, they must inform the learners affected. PPS endeavours to do this in a number of ways – face to face, phone calls, text messages, email or by mail. PPS will also aim to include a notification period of at least 30 days so that students can exercise their right to appeal any decisions made. This can be done by following the guidelines in the Complaints and Appeals Policy and Procedure.

## Policies and Procedures

The following Policies and Procedures underpin People Performance Solutions operations. Please contact us for more information:

- Code of Conduct
- Privacy Policy
- Access and Equity Policy
- Complaints and Appeals Policy – Appendix 1
- Refund Policy and Procedure – Appendix 2

### Code of Conduct Policy

The student is expected to participate in the learning program, be respectful of others, adhere to Workplace Health and Safety requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. In the event that there are grounds for disciplinary intervention then this will be handled in the first instance by the trainer, and if necessary, by the Manager. A record of interview will be placed in the training file and the matter will be dealt with according to the Behaviour Management Policy.

People Performance Solutions expects that all students will conduct themselves in a manner which:

- Does not disrupt or discriminate others' ability to pursue their studies
- Ensures that all facilities, property and services are used appropriately and safely
- Is fair, honest and consistent

In all interactions with others (students, staff, and visitors) students are expected to:

- Treat others with respect and courtesy
- Follow all reasonable instructions from staff and trainers
- Behave in a manner which does not affect other people's ability to pursue their studies, duties or activities
- Avoid swearing and foul language
- Refrain from intimidating or bullying behaviour
- Dress in a manner that is neat, clean, and safe at all times, and in a manner that would be expected in the workplace
- Refrain from harassing, discriminating against or vilifying others on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background
- Conduct yourself in a professional manner while undertaking work integrated learning activities, such as work experience, work placements, and excursions.
- Use technology, college facilities, equipment and all other facilities provided, in a responsible manner and not wilfully damage equipment, materials or property
- Refrain from using mobile phones and other electronic devices in classrooms (except where required for study purposes)
- No smoking is permitted – this is a smoke free campus
- No consumption of alcohol is permitted; nor attending while under the influence of alcohol and/or other substances
- Sign in and out at reception when arriving and leaving the premises

**PLEASE NOTE:** All school students undertaking study at PPS College, GCTC or QTC are bound by the same Code of Conduct as their school. Any breaches of this will be immediately reported to the school for follow up.

Behaviour contrary to the Code of Conduct, including academic misconduct such as cheating and plagiarism will not be tolerated and penalties, including suspension, may be imposed on people who breach this code.

### **Privacy Policy**

Our staff will ensure that the strict security provisions relating to your personal details are not compromised as per the Information Privacy Act 2009. As a result, your privacy is assured and any communications between you and our staff will be held in the utmost of confidence. Your fundamental right to access your own records upon request will remain in place and will be honoured by People and Performance Solutions at all times.

Once enrolled with People and Performance Solutions you will be sent information from time to time regarding training and other products that we believe would be beneficial to you. If you wish to unsubscribe to that service, you may do so in writing at any time and you will be removed from our distribution list. Likewise, we may choose to use any comments taken from you from our student satisfaction surveys by publishing these on our website or other marketing publications. Again, if you do not wish for this to occur please advise us of this in writing at any time.

We agree not to allow anyone outside our training company to access personal details about you. However, from time to time, our records are subject to audit by Government and private auditors who may access your records. In either case these auditors sign declarations about maintaining confidentiality.

### **Access to Your Records**

People and Performance Solutions maintains a record of training for every student. If a student does not have an up-to-date copy of their training record they can request one from the trainer or administration. In the event that a student needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request to People and Performance Solutions Student Administration.

If you wish to access your student information file, please direct your enquiry to [admin@peopleperformance.com.au](mailto:admin@peopleperformance.com.au)

### **Access and Equity Policy**

People Performance Solutions will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. People Performance Solutions prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

People Performance Solutions will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at People Performance Solutions to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us.

## Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A People and Performance Solutions enrolment form and training agreement must be completed once you have read this student information and agree to comply with all of its terms and conditions. If there is anything in this student handbook, on the enrolment form or on the Training Agreement that you do not understand, please consult a People and Performance Solutions staff member.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

As part of the overall enrolment process, we will work with you to develop a plan for your learning that will address course requirements as well as your personal circumstances. This includes completing a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

### Entry Requirements and Student Selection

People and Performance Solutions provides detailed information about each course on its website [peopleperformance.com.au](http://peopleperformance.com.au).

Entry requirements vary depending on the qualification, course type, mode of study and/or student funding type. Prior to completing an enrolment form, prospective students must review all course specific entry requirements.

In addition to course-specific entry and selection requirements, as part of the enrolment process all students are required to provide a copy of government issued identification and to complete Language, Literacy and Numeracy assessment.

### VETiS Enrolment Student Selection

VETiS places are limited. People and Performance Solutions is committed to ensuring enrolled students have the best chance of success in a course that is right for their personal circumstances. Application for enrolment is subject to a review process that includes assessment against the VETiS Eligibility Criteria, course-specific LLN requirements and a review of student academic reports, behavioural history and absentee levels. Students, their parents, and/or their School or Educational Institution may be contacted for clarification, or to request further information during the review process. Enrolments will not proceed without the support of the School or Educational Institution.

People and Performance Solutions reserves the right to accept or reject any application for enrolment at its discretion. Students, and their parents, can appeal an enrolment decision by submitting a request in writing to [VETiS@peopleperformance.com.au](mailto:VETiS@peopleperformance.com.au) within 7 days of the decision notification.

### Language, Literacy and Numeracy (LLN)

Participants of programs need to be able to read, comprehend and discuss in plain English and write simple statements. Prior to enrolment prospective students must complete a Language, Literacy and Numeracy (LLN) assessment. This cannot be assisted by a third party. The reason for conducting this assessment is to maximise the chance of learners successfully completing the proposed training.

If an LLN assessment indicates that the applicant is 2 or more ACSF levels below the levels recommended in the training package or, if not listed in the training package, is recommended by PPS/Gold Coast Trades College/Queensland Trades College as required for entry into the qualification then the college reserves the right to decline entry into the course and recommend the applicant undertake an alternative program of study such as an appropriate foundation skills or lower AQF level pathway program and reapply for the intended program at a later date. The College does not currently offer foundation skills programs but will provide information on organisations that do.

If an LLN assessment indicates that the applicant is 1 ACSF level in one or two core skills below those

recommended for entry in the training package or by PPS/Gold Coast Trades College/Queensland Trades College, the learner may be granted enrolment into the program at the discretion of the Training Manager and will depend on a range of variables including mode of delivery, applicant's prior work/life skills, applicant's willingness to undertake additional literacy/numeracy study in their own time to complement their training.

### **LLN Support**

We have procedures which support and recognise the learning needs of individuals and we will revise training and assessment strategies to match individual needs and address literacy or numeracy issues where possible, so that students can successfully achieve the outcomes. We may also refer a student to an alternative RTO for language, literacy and/or numeracy support. For example:

<b>LLN Support Services</b>	<b>Web site</b>	<b>Region</b>
Reading Writing Hotline 1300 6555 06	<a href="#">Reading and writing hotline</a>	Australia Wide
Queensland Council for Adult Literacy	<a href="http://www.qcal.org.au">www.qcal.org.au</a>	Queensland
TAFE Queensland LLN Support Services	<a href="#">TAFE QLD LLN</a>	Queensland

### **Funded/subsidised training**

To be eligible for some programs, for example a Traineeship Program, you must meet the criteria set by the relevant funding body; which will be explained to you at the time of sign-up or on pre-enrolment information for the specific course.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, People Performance Solutions cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## Fees and Charges

Different forms of training attract varying fee structures. With your enrolment pack you will be provided with a fee structure and/or a quotation specifically designed to reflect your training needs and requests. If your program is funded by your employer, please consult them if you require information on fees paid for your training program. All course prices, with an explanation of all fees and charges included in those prices, can be found on course information sheets accessible from our website or from the administration team. PPS does not collect fees of greater than \$1500.00 in advance.

### PPS College will accept course payments via the following methods:

- Direct deposit
- Credit/debit cards (Visa and Mastercard)
- Cash or Money Order

### Fee for Service Courses

Full payment of the course fee is required in advance unless your total course fee is greater than \$1,500. In that case, we will invoice the student in smaller amounts until each stage of training has been completed in accordance with a payment plan negotiated with you. Enrolment cannot be processed without the payment of fees unless an approved payment plan is in place (see Payment Plans). The course fee includes a non-refundable administration fee. For further information see Refunds.

### Apprentices/Trainees

We are required by Qld Department of Employment, Small Business and Training (DESBT) to charge a co-contribution fee for each unit of training undertaken. Each unit is allocated a specific number of hours (called nominal hours) by the Department and we must collect a fee set by the Department for each nominal hour for each unit undertaken.

The fee may be paid by the student, employer or other party. These unit fees will be calculated prior to the commence of a unit or block of units and an invoice will be issued to the student or person nominated to pay the fees. As total course hours can vary depending on elective units chosen when developing the training plan, the pricing information given prior to enrolment is an estimate.

Students (or nominated payer) will initially be invoiced for units anticipated to be completed within the first six (6) months of training and this must be paid before training can commence. When these units are completed, students (or nominated payer) will then be invoiced for the remaining units in the qualification and, again, these must be paid in full before training can continue. Payment plans are available if required (see Payment Plans).

### **Certificate 3 Guarantee / Higher Level Skills**

Fees for these Qld Government subsidised courses are provided on the specific course information sheets and must be paid in full prior to commencement of training. Eligibility criteria are included in the course information sheets as well as a link where independent information can be obtained about the subsidised funding programs.

### **Payment Plans**

PPS College does understand and have compassion for our clients who might be experiencing financial difficulties. Students experiencing financial hardship may approach the College Director with a written request explaining their financial challenges to apply for a Payment Plan. If approved, this will require a 10% deposit, interest free payment plan with the full balance of fees to be paid before the end of the course. Requests should be emailed to: [admin@peopleperformance.com.au](mailto:admin@peopleperformance.com.au).

Please ensure you include a completed enrolment form with your request. If approved, a Payment Plan will then be sent to you for your signature.

Please note that outstanding fees may result in cancellation of your enrolment and/or People Performance Solutions withholding the issue of qualifications until all fees are paid.

### **Failure to Make Payment**

If payments are not made according to the agreed terms of the training contract, People Performance Solutions may find it necessary to suspend training until payment is received. Failure of the student (or person nominated to pay the fees) to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

### **Fee Concession and Exemptions**

#### **Apprentices/Trainees**

Full exemption of fees

- where an apprentice/trainee can demonstrate that payment of co-contribution fees would cause extreme financial hardship. Applications are considered on a case by case basis and the Financial Hardship Application Form must be completed and submitted along with the required evidence to the college Director for consideration
- where participant is a school-based apprentice/trainee
- Eligible under the Free Apprenticeships for under 25's for the period 1 Jan 2021 to 31 Dec 2023
- where credit transfers/national recognition has been applied to a unit of competency
- the student is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program

Concessional/partial exemption of fees are available for:

- a) Aboriginal or Torres Strait Islander students
- b) students who hold a Health Care or Pensioner Concession Card or who are a partner or named dependant of a person who holds such a card or who have been issued with an official form under Commonwealth law confirming that they are a partner or named dependant of a card holder
- c) students who are under 17 at the end of February in the year the training commences & have not completed Year 12

*Note:* Apprenticeships/traineeships that are **not** ranked by DESBT as a Priority 1 course may require an employer training contribution. This would be determined, discussed and agreed to with the employer, prior to sign up and enrolment of apprentice/trainee.

## Certificate 3 Guarantee / Higher Level Skills

Concessional fees are available for:

- a) students who hold a Health Care or Pensioner Concession Card or who is a named dependant of a person who holds such a card
- b) Aboriginal or Torres Strait Islander students
- c) Students with a disability (who hold a Disability Pension Card)

### Other Fees and Charges

The following charges will also apply if and as required by students and former students:

- Replacement of a Statement of Attainment - \$30
- Replacement of a Certificate of Testamur - \$30
- Re-assessment Fees per Unit of Competency (after two attempts have been made) - \$30
- Transfer of enrolment - \$30
- Replacement White Card - \$50
- Replacement of Textbook - \$60 to \$75 (depending on textbook)

## Cancellation/ Withdrawal

PPS, Gold Coast Trades College and Queensland Trades College are committed to providing an efficient, timely and fair cancellation and withdrawal procedure for all students.

### Cancellation

If, for any reason, PPS, Gold Coast Trades College and Queensland Trades College cancel your course you will be eligible for a refund (see Refunds)

In the event of non-attendance at three (3) consecutive training sessions, our program coordinators will attempt to contact you on three (3) separate occasions (via phone and/or email) to confirm your commitment to your course. These attempts will be noted in the Student Management System. If we are unable to make contact with you, we reserve the right to cancel your enrolment.

In the case of online delivery, if no activity is logged by you for four (4) weeks, our program coordinators will attempt to contact you on three (3) separate occasions (via phone and/or email) to confirm your commitment to your course. These attempts will be noted in the Student Management System. If we are unable to make contact with you, we reserve the right to cancel your enrolment.

In the case of distance delivery, if submission of a unit assessment is four (4) weeks overdue, our program coordinators will attempt to contact you on three (3) separate occasions (via phone and/or email) to confirm your commitment to your course. These attempts will be noted in the Student Management System. If we are unable to make contact with you, we reserve the right to cancel your enrolment.

### Withdrawal

If a student decides to withdraw from their study they must do so *in writing*, preferably on the PPS Gold Coast Trades College Withdrawal/Refund Application Form which is available from [admin@peopleperformance.com.au](mailto:admin@peopleperformance.com.au) or from the trainer. On completion of this form, an examination will be done of the student's enrolment and participation in the course and, if eligible under the PPS Gold Coast Trades College Refund Policy (see Refunds), a refund will be organised and paid into the bank account nominated on the Withdrawal/Refund application form.

### Evaluation/Survey Forms

If enrolled under Certificate 3 Guarantee or Higher Level Skills funding, students will be **required**, under Qld Government funding regulations, to complete an Employment Survey form. To assist with quality assurance and allow for ongoing improvements, students will also be asked to complete a PPS Gold Coast Trades College Evaluation Form.

## Statement of Attainment

Upon cancellation/withdrawal from a course, within one (1) month of submitting the withdrawal/refund form, students will be issued with a Statement of Attainment for units of study that have been successfully completed.

## Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are provided in some instances depending on the course you enrol into. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access People Performance Solutions online learning platform.

## Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

## Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

**Table 1—Australian Qualifications Framework volume of learning**

Certificate I	Certificate II	Certificate III*	Certificate IV^	Diploma
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years	1 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 2400 hours	600 – 2400 hours	1200 – 2400 hours

\* Certificate III qualifications are often the basis for trade outcomes and undertaken as part of a traineeship or apprenticeship. In these cases, up to four years may be required to achieve the learning outcomes.

^ Certificate IV qualifications are often either:

- shorter-duration specialist qualifications that build on existing skills and knowledge
- longer-duration qualifications that are designed as entry-level requirements for specific work roles.

## Training and Assessment

We work to provide an excellent learning experience and will provide flexible arrangements for training and assessment wherever possible. If a student believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact Student Services.

### Competency Based Training (CBT)

Competency based training is training based on what a person requires to operate effectively in industry. It focuses on the skills and knowledge an individual has, rather than on how they attained the skills and knowledge. CBT is about ensuring workers have the skills needed by industry.

Emphasis of CBT is on:

- What people do in their job
- What they need to know
- What is the standard of performance required by industry
- How, when, where and by whom participants will be assessed

Competency-based training programs are often comprised of modules (Units of Competency), broken into assessable skills and knowledge (based on standards set by industry). Assessments are designed to ensure each student has achieved all of these standards. Ideally, progress within a competency-based training program is not restricted by time. As soon as students have achieved or demonstrated the outcomes required in a Unit of Competency, they can move on to the next competency. In this way, students may complete a program of study at their own pace.

Work is assessed using knowledge tests as well as practical, custom designed, on-the-job assignments and/or work-based practical projects. All evidence of competence is assessed against national standards in order to determine whether the participant has or has not proven their competence.

Evidence may be gathered by:

- Observation
- Oral questioning
- Role Plays
- Supervisors/Third Party reports
- Question and Answers
- Individual Assignments

### Reasonable Adjustment

We are committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all students regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment to all training and assessment processes where it is reasonable and appropriate to do so. If a student has a concern or query about an issue, they should speak with the trainer in the first instance or the RTO Manager if it is more appropriate.

### Employability Skills

Employability Skills are embedded in training and assessment activities. Information on the Employability Skills relevant to your qualification can be obtained by visiting <http://employabilityskills.training.com.au> and searching for in the national code for the qualification or via the qualification on [www.training.gov.au](http://www.training.gov.au).

### Credit Transfers

We recognise qualifications and Statements of Attainment issued by other Registered Training Organisations. A certified copy of a Diploma, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to Student Services, to obtain recognition.

PPS will also assess any previously completed course/s or subject/s to determine whether it provides equivalent learning or competency outcomes to those required within the student's current program. The Credit Transfer application form is available from Student Services.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal and informal learning to determine the extent to which they have achieved the required competency outcomes. It involves collecting evidence and making judgments on whether competence has been achieved. RPL is available to all students. The RPL Information pack and Application form is available from Student Services. Assessing an RPL application will attract a fee (see the Fee Schedule).

People Performance Solutions has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

### **Training and Assessment Strategies**

Our staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

### **Flexible Learning and Assessment**

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

### **Apprenticeships and Traineeships**

People Performance Solutions gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

### **Training Plans**

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and us. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

### **Foundation Skills**

All training and assessment delivered by People Performance Solutions contain Foundation Skills. Foundation Skills are embedded into Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## **Third-Party Arrangements**

Where a third party is involved in the provision of training and/or assessment services, People Performance Solutions ensures students have clear information regarding this engagement during the enrolment process. People Performance Solutions provides the name and contact details of any third party involved in the provision of training and/or assessment services, or related educational and support services on its behalf to students. Students are able to contact both People Performance Solutions and the third party at any time.

# Assessment Information

## Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

## Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, after **2** resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. Talk to Administration Team for more information. All of our staff will take every reasonable effort to help you succeed in your course.

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by People Performance Solutions. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## Where to get help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office.

## Academic Misconduct

Plagiarism is the practice of taking someone else's work or ideas and passing them off as your own. This can range from failing to recognise or mention an author for ideas included in an assessment submission to downloading and submitting an assessment directly from the internet. Plagiarism and cheating are serious offences and students engaging in this behaviour will face disciplinary action.

## Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for RTOs under the Standards for RTOs 2015.

If for some reason People Performance Solutions ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by People Performance Solutions').

## Support Services

PPS is committed to providing educational and support services to all students from the pre-enrolment stage, through to completion, and ensures that staff have the knowledge and understanding to either directly support or how they can access external agencies to provide additional support. PPS will endeavour to identify student requiring additional support so that any support given is respectful, timely, consistent and fair to all parties. Please refer to the Educational and Support Services Policy and Procedure for cohort specific support.

### External Support Agencies

External Support Agencies	Lifeline Australia	13 11 14
	Relationships Australia	1300 364 277
	Gambling Hotline	1800 858 858
	Beyond Blue	1300 22 4636
	Mates in Construction	1300 642 111

## Workplace Health and Safety

To understand your obligations and safety requirements you must be familiar with the:

- [Work Health and Safety Act 2011](#) which imposes obligations on people at workplaces to ensure workplace health and safety
- The Work Health and Safety Regulation 2011 describes what must be done to prevent or control certain hazards which cause injury, illness or death
- Codes of practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

### What you must do

You must follow all reasonable directions from your trainers to ensure your safety and make sure you are wearing appropriate PPE at all times. It is a requirement of the *Work Health and Safety Act 2011* that risks must be assessed, and control measures implemented and reviewed to prevent or minimise exposure to the risks.

If the regulation describes how to prevent or minimise a risk at your workplace you **must** do what the regulation says. If there is a [code of practice](#) that describes how to prevent or minimise a risk at your workplace you **must** do what the code says or adopt and follow another way that gives the same level of protection against the risk.

### Workshop Training and Assessment areas

Safety shoes or boots must be worn at all times. Either your uniform (if provided) or appropriate close-fitting clothing must be worn. Loose jewellery such as chains and bracelets should be removed when operating any machinery. Hair is to be neat and tidy at all times and long hair should be tied back when in workshop areas.

### Drugs and Alcohol

Our campuses are non-smoking sites. Alcohol is not to be consumed on the premises. Any drugs, other than specifically required for medication are not to be consumed on the premises. Aspirin and Paracetamol will not be made available to any staff or client in accordance with the self-administered drugs legislation.

### First Aid

PPS College, GTC and QTC maintains First Aid Stations to ensure the safety and welfare of employees and clients. All locations are marked with first aid signs or ask our staff for the nearest location.

## Student Feedback

PPS College/GCTC/QTC welcomes feedback as part of our quality improvement system. It is a mandatory requirement that all of our clients complete a Learner Survey under the VET Quality Framework. Where possible, an Employer Survey will be sent to the relevant person that you report to, for completing and returning to us.

For students completing courses that are subsidised by funding bodies, there are often specific requirements under the funding arrangements, that stipulate students must complete survey forms and these will be issued to students as needed.

## Permission to publish your work or images

We request your permission for video or photographic images of you to be taken during activities. If such images are captured, they would be used for the purpose of educating students, promoting People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College or promoting workplace training. We are also seeking your permission for us to publish images and/or samples of your work.

If you give your permission, People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College may publish images of you and/or samples of work done by you in a variety of ways, including, but not limited to, online and hard copy, People and Performance Solutions, PPS College, Gold Coast Trades College Internet web sites, intranet web sites, Social Media, magazines and local newspapers. If published, third parties would be able to view the photographs and work.

By signing the PERMISSION TO PUBLISH YOUR WORK OR IMAGES section on the enrolment form it means that you agree to the following:

- People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College is able to publish images of you and samples of your work as many times as it requires in the ways mentioned above.
- Your image may be reproduced either in colour or in black and white.
- People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College will not use your image or samples of your work for any purpose other than for the education of students or for the general promotion of workplace training and People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College.
- People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College will only publish your first name. Family names will not be revealed.

Any images captured by the People and People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College will be kept for no longer than is necessary for the above-mentioned purposes and will be stored and disposed of securely. Whilst every effort will be made to protect your identity, People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College cannot guarantee that you will not be able to be identified from the image or work.

If you agree to permit People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College to capture and to publish images of you, or samples of your work, in the manner detailed above, please complete the relevant section on the enrolment form. This consent, if signed, will remain effective until such time as you advise People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College otherwise.

## Social Media

People and Performance Solutions, PPS College, Gold Coast Trades College, Queensland Trades College can be found on the following networks. Please like, share, and check-in as appropriate. Promotions, events, photos and videos are regularly added to the sites.



## FAQ's

### Apprentice Contacts

Question about	Company	Who	Number
1. Training Plans 2. Training Record 3. Training Delivery 4. Assessments 5. Recognition of prior learning 6. Student Contribution Fees 7. Apprentice Completion	Supervising Registered Training Organisation (SRTO)	Gold Coast Trades College	07 5669 9000
Apprentice Wages **	Department of Fair Work	<a href="https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates">https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates</a> OR 13 13 94	
Apprentice Trade Support Loans	Australian Government	Australian Government <a href="#">Trade Support Loans</a>	13 38 73

# Complaints and Appeals Policy and Procedure

## Purpose

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

## Scope

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- PPS/Gold Coast Trades College/Queensland Trades College/Queensland Trades College, its trainers, assessors and other staff
- stakeholders and others
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- a student of PPS/Gold Coast Trades College/Queensland Trades College/Queensland Trades College

## Definitions

**Complaint** - is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

**Appeal** - is where a student or staff member or stakeholder of PPS/Gold Coast Trades College/Queensland Trades College/Queensland Trades College or another interested party disputes a decision arising from a complaint, an assessment decision, or another **decision made by the RTO**.

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials

- discrimination
- harassment

**Natural Justice** - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

**Person** – is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

## **Policy**

PPS/Gold Coast Trades College/Queensland Trades College/Queensland Trades College believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

PPS/Gold Coast Trades College/Queensland Trades College will manage all complaints and appeals fairly, equitably and as efficiently as possible. PPS/Gold Coast Trades College/Queensland Trades College will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

PPS/Gold Coast Trades College/Queensland Trades College seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, PPS/Gold Coast Trades College/Queensland Trades College acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. PPS/Gold Coast Trades College/Queensland Trades College seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the PPS/Gold Coast Trades College/Queensland Trades College website and is available in the Student Handbook. Information and contact details of external authorities who may be approached, is also included.

## Procedure

Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If this resolves the situation, the outcomes will be put in writing and signed by both parties. One of the two copies of the outcome will be placed on file with the Director and securely stored.
3. If there is still no resolution, the person should put the following information relating to the complaint or appeal in writing to Director. This **written notification** can be made using the Complaint Form or by email, letter or over the phone (with a dictation made by the RTO representative), and must include:
  - A description of the complaint or appeal
  - A statement about whether the person wishes to formally present their case
  - Information about any prior steps taken to deal with the complaint or appeal
  - What they would like to happen to fix the problem and prevent it from happening again
4. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant within five working days.
5. The Director will either deal with the issue personally, or arrange for it to be dealt with by a management representative. This process must commence within five working days from the time the Director receives the **written notification** and a response/resolution must be presented within 14 working days.
6. The Director will:
  - Undertake a preliminary enquiry to determine nature of the complaint/appeal
  - Inform other relevant parties (if necessary)

- Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
  - Discuss with the parties any resolution and any arrangements required by the RTO
  - Record the outcome of discussion on Complaint Form
  - Provide the outcome in writing to the person (and other parties if relevant)
7. Should the issue still not be resolved to the person's satisfaction, the PPS/Gold Coast Trades College/Queensland Trades College will make arrangements for an independent party to resolve the issue and outline any costs that may be involved with this to happen, to the person. The person will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 working days.
8. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If the process is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay, and kept informed of all progress.
9. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority or the Training Ombudsman.
- Information about the process can be found at:  
<https://www.asqa.gov.au/complaints>  
or at the National Complaints Hotline at [Department of Education](#)
10. From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Continuous Improvement Register.
11. Any complaint that is related to illegal activity, such as theft, assault etc., will be immediately referred to the appropriate authority.
12. The PPS/Gold Coast Trades College/Queensland Trades College Director will be personally responsible for the implementation and maintenance of the policy.

- Refund Policy and Procedure – Appendix 2

## **Fee, Fee Collection and Refund**

### **POLICY and PROCEDURES**



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## **1 PURPOSE**

- 1.1 This policy and associated procedures outline the way that People & Performance Solutions (PPS) ensures that the fees for training and assessment services are communicated, charged and collected and when required, refunded in accordance with standards and requirements of:
- ASQA Standards for Registered Training Organisations 2015
  - Skills Assure Supplier (SAS) Policy 2021-2024 for Vet Investment Programs
  - User Choice Skills Assure Supplier 2021-2024 Policy
  - CSQ Contracts incl Short Course, Higher Qualifications and Skills Assessment and Gap Training

## **2 POLICY STATEMENT**

- 2.1 PPS is committed to administering its Fees and Fee Collection processes in a fair and equitable manner.
- 2.2 PPS will ensure that the rules of any government funded, or subsidised program are met and that fees are clearly disclosed to students and clients.
- 2.3 In the application of these rules, PPS will at all times offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.
- 2.4 PPS refund processes will also ensure that individual students paying their course fees only pay for the services that they incur for the time that they are enrolled.
- 2.5 This policy and associate procedures apply to all divisions of People & Performance Solutions RTO 31175

## **3 POLICY DETAILS AND PROCEDURES**

### **3.1 Charging Compulsory Fees**

PPS will ensure that it charges all compulsory student or co-contribution fees as required under any government funded or subsidised program.

- See Appendix 1 for User Choice related Fee information
- See Appendix 2 for Vet Investment related Fee information

If the fees for the program vary based on the subjects undertaken or for some other reason, the College will invoice for fees based on the normal fee applicable. At the completion of the course a variation invoice or refund will be made.

### 3.2 Limit to fees paid in advance

The College does not accept from a student more than \$1500 prior to enrolment, nor do instalments at any time exceed \$1500 in advance of services delivered.

### 3.3 Applying Concession Fees and Fee Exemptions

The College will ensure that it offers all compulsory student concessions and exemptions to fees as required under any government funded or subsidised program.

Students who do not subsequently meet the proof requirements for the concession or exemption within a reasonable period will be invoiced the standard amount.

### 3.4 Financial Hardship

Where permitted under a government funded or subsidised program the College may waive all or some student fees based on proven financial hardship.

In this instance the student must complete the Fee Exemption Request Form and be assessed in accordance with PPS procedures.

### 3.5 Invoicing Terms of Payment

All invoices have trading terms of 7 days

### 3.6 Payment Plans

PPS will offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.

### 3.7 Additional Fees

Hard copy re-print of Statement of Attainment (SOA) or Certificate will incur a payment of \$30 payable prior to issuing.

Electronic copy of Statement of Attainment (SOA) or Certificate will not incur any additional fee

Re-issue of White Card will incur a payment of \$50 payable prior to issuing

We do not currently charge for additional paper copies of learner materials or late payment charges.

### 3.8 Receipts

Receipts are not issued for payments made unless requested.

If on a payment plan, once invoice has been paid in full a statement is sent to the fee payer/student.

### 3.9 Refunds

Students who withdraw from their course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to PPS in writing using the Refund Request Form. Students who have not completed a refund request form are not eligible for

consideration for a refund or reduction in fees. A Refund Request Form must be received within 30 days of the course cancellation/withdrawal to be considered.

In cases where course fees include a non-refundable tuition or enrolment fee, this will be included in the Statement of Fees and Student Fee Agreement. This is non-refundable except in the unlikely situation where the RTO is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students will be eligible for a refund in the following circumstances:

- Full refund where the RTO cancels the course prior to commencement.
- Full refund of unspent course fees where the RTO cancels the course after commencement
- Refund of co-contribution fees will be paid for units not commenced.

#### Refund Request Procedure

Refund Request Form received within 30 days of cancellation or withdrawal from course.

All applications will be assessed on a case to case basis and the Refund Request Form must be completed in full and include the following:

- Name of student
- Qualification
- Reason for Refund
- Bank account details for payment

The Refund Application form is available by emailing [admin@peopleperformance.com.au](mailto:admin@peopleperformance.com.au)

Refunds will be assessed and processed and paid into your nominated account within 30 days of the refund request form being received.

Students are able to appeal a refund decision made by PPS. Please refer to the Complaint and Appeals Policy and Procedure for details.

PPS offers a cooling off period of 10 business days for enrolments that occur as a result of unsolicited contact. In this case, if the potential student changes their mind, reconsiders and chooses to cancel their enrolment prior to attending their course, the student is entitled to a full refund. As per the Consumer Law Guides around Sales Practices the student may also terminate their agreement for training up to three months after it was made if Australian Consumer Law guidelines and conditions are not followed.

### 3.10 Recovery of Outstanding Fees

Payments past 30 Days will receive a final written reminder.

Payments past 60 days will then receive a Letter of Demand demanding payment within 14 days from the date of the letter. If payment is not received within 14 days, the matter will be referred to QCAT for recovery of the debt without further notice. All costs associated with this procedure including but not limited to Court filing fees and legal costs will all be added to the Debt.

### 3.11 Dishonoured Direct Debit Payment Plans

Where a payment plan instalment is dishonoured, and as per eDebit direct debit authority, eDebit will charge a dishonour fee to the account holder.

## 4 RESPONSIBILITIES

### Completion, compliance and review

- 4.1 Completion, compliance and review requirements are the responsibility of the Admissions Officer and the Systems and Finance Manager, supported by the Senior Leadership Team.

## 5 OTHER RELATED DOCUMENTS AND REFERENCES

The following documents are to be used (when relevant) to meet the requirements of this policy and follow its procedure:

- Request for Fee Exemption Form
- Refund Request Form
- Complaint and Appeals Policy and Procedure

## 6 FEEDBACK

- 6.1 PPS staff may provide feedback about this document by emailing the Director [sharna@peopleperformance.com.au](mailto:sharna@peopleperformance.com.au)