

PARCOR™



SAFETY TRAINING AND CONSULTING

# Participant Handbook

PARCOR

[www.parcor.com.au](http://www.parcor.com.au)

National Phone No 1300 666 101

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## Welcome

In today's modern workplace, safety and training are integral components.

For over 15 years, I have been privileged to build and lead a team of highly trained specialists to provide exceptional training and services.

### Experience the PARCOR difference

Our unique educational approach is informative, engaging, reactive and relevant – aimed to provide absolute positive feedback for all concerned.

Your organisation will benefit from the PARCOR system and approach.

I am extremely excited and proud of what we offer.

### PARCOR...for safe choices

A handwritten signature in blue ink that reads "Bob Bryden".

Bob Bryden

Managing Director

### Our Mission Statement

To provide Education, Information and Training through Experiential Learning in a Dynamic Environment.

## Purpose of this Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with PARCOR (or one of their partners) to enable the student to understand their rights and responsibilities. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This participant handbook will help you make informed decisions and help you understand how you can seek assistance when needed.

Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

## Contact Details

### Name of RTO

Bryden Industries Pty Ltd Trading as PARCOR

### RTO Number

7076

### Registration Details

Our scope of training is listed on the National Register. The link to our registration is:  
<http://training.gov.au/Organisation/Details/7076>

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with National standards which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

### Phone

1300 666 101

### Email

[info@parcor.com.au](mailto:info@parcor.com.au)

### Website

[www.parcor.com.au](http://www.parcor.com.au)

### Head Office

11 Clover Street, Lara VIC 3212

PO Box 28, Lara VIC 3212

### Other Locations

#### Melbourne

Level 3, 480 Collins St, Melbourne VIC 3000

#### Sydney

38 Ricketty St, Mascot, Sydney NSW 2020

#### Geelong

72-76 Ryrie St Geelong VIC 3220

#### Perth

67 Howe St, Osborne Park, Perth WA 6017

## Code of Practice

### Purpose

This code of practice describes the commitment PARCOR has to the maintenance of high standards in the provision of vocational education and training.

### Educational standards

PARCOR adopts policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of participants.

PARCOR maintain a learning environment that is conducive to the success of all participants. The business ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved, under its scope of registration.

PARCOR maintain systems for recording and archiving participant enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

PARCOR treats all personal records of clients confidentially.

### Training & Assessment

All Nationally Recognised Training conducted by PARCOR is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide participants with the skills and knowledge required that meet the needs of industry.

### Trainers and Assessors

PARCOR ensures that all staff involved in assessment activities meet the assessor requirements as set by the;

- Industry and Skills Council
- National training packages or accredited courses

In the case where PARCOR staff do not hold the vocational competency required for assessment, other appropriately qualified personnel may be employed as topic experts throughout the assessment process.

### Access & equity policy

PARCOR will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate, quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

### Training environment

PARCOR comply with all laws relevant to the operation of the training premises including:

- Occupational health and safety
- Fire safety regulations
- Ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation

PARCOR ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

## **Quality assurance and improvement**

PARCOR is dedicated to providing a high standard of service, complying with relevant legislation and finding new ways to improve the level and quality of service offered to clients. To achieve this PARCOR has a documented policy for managing and monitoring all training operations and reviewing participant/client satisfaction.

## **Sanctions**

PARCOR accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training, may have their registration as a registered training organisation withdrawn.

# **Participant Selection, Enrolment and Induction**

## **Selection**

PARCOR selects participants based on;

- Participants must be 18 years of age or older to enrol in training courses with PARCOR
- Participants must be “fit for work”
- Participants who meet the requirements for course entry as set out in the training package will be accepted
- Participants must adhere to PARCOR’s code of practice and participant rights and responsibilities
- Where there are more Participants meeting course entry requirements than there are available places participants will be accepted on a ‘first come, first served’ basis. Persons not accepted on this basis will be offered enrolment in the next course scheduled

## **Enrolment and Induction**

Enrolment is by completion and submission of a PARCOR enrolment form. This may be by electronic or paper copy. Identification such as a passport, drivers licence or Medicare card may be required and needs to be sighted by PARCOR staff and recorded.

PARCOR conducts a participant induction program for all participants to inform them of;

- Site Safety and amenities
- Fitness for Work
- Relevant legislative requirements and accessibility
- Language, literacy and numeracy support
- Participant Support
- Flexible learning and assessment strategies
- Complaints and appeals process
- Course Outline
- Course conduct and disciplinary procedures

Participants are formally admitted into the course at the conclusion of the course induction and after committing to undertake competency based training and assessment tasks. Participants must be fit for work as the training environment remains a place of work. A zero tolerance approach will be taken to drugs and alcohol. Where any participants have

concerns about their ability to undertake training and assessment tasks including any literacy and numeracy, they are to communicate this to the PARCOR trainer.

### **Fitness for Work**

PARCOR has a duty of care to provide a safe place of work for all employees, contractors, visitors and participants.

Fit for Work means that an individual is in a state (physically and psychologically) to perform tasks assigned to them competently and in a manner which does not compromise the safety or health of themselves or others.

An individual's Fitness for Work may be impaired by a variety of factors including the adverse effects of medical conditions, level of physical fitness, fatigue, stress, or the use of alcohol and other drugs.

To ensure a safe place of work, all PARCOR employees, contractors, visitors and participants shall not be under the influence of Drugs, Alcohol, Fatigue or Physical/Psychological medical condition that will affect their performance.

## **Rights and Responsibilities**

Participants have the right to learn in an appropriate environment that is free from any form of harassment or discrimination. However with rights, come responsibilities? There is a right to PPE but a responsibility to inspect and use it correctly etc.

### **Participants have the right to**

- Right to expect a competent trainer who can assist them to
- Right to be reassessed if the standard for achievement is not met in the first attempt
- Right to a safe and healthy learning environment

### **Participants have a responsibility**

- to notify PARCOR when enrolling if support is required (e.g. help with literacy, access, etc.)
- for their personal possessions during class
- to respect the rights of other participants, trainers and staff while attending a PARCOR course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk
- Is deemed to be disruptive
- Interferes with PARCOR's Code of Practice
- Interferes with PARCOR's fitness for work policy and procedure

## **Cheating/Plagiarism**

All work submitted for assessment by the participant must be their own work. Participants are required to;

- Read, understand and comply with information and obligations relating to

- cheating/plagiarism legislation and policy
- Apply suitable referencing
- Appropriately acknowledge work that has been sourced from others
- Take reasonable steps to avoid work being reproduced by other participants

Where cheating/plagiarism has been detected, participants will be subject to disciplinary action up to and including removal from the course and cancellation of enrolment. In this instance, any fees paid by the participant will be non-refundable.

## Legislative Requirements

There are many regulatory and legislative requirements that must be adhered to throughout VET courses. These laws are there to protect participants, their employers and PARCOR staff. Breaches of the legislation may lead to an investigation by PARCOR and/or your employer. Penalties vary up to and including cancellation of enrolment. Where required the relevant external bodies may be notified. Such as – If PARCOR believes a criminal activity to have taken place, the police may be notified.

## Access and Equity

PARCOR is committed to providing all participants with equal opportunity to pursue their training and development. PARCOR integrates access and equity principles into all training and assessment activities it conducts or is conducted on its behalf. PARCOR has developed policies and procedures with regards to Access and Equity and ensure that all staff have been informed of their responsibilities of these principles. Participants will have access to all courses regardless of their gender, culture, language, race, location, socio-economic background or disability.

## Privacy

Collecting your general personal information is essential to be able to conduct vocational training and assessment. The information we collect on the Enrolment Form is what we need to be able to get you started in training and what is required by all Commonwealth, State/Territory Training and Employment departments.

We use the information collected only for the services we provide. No personal information is shared with another organisation unless we are required to do so by law or unless you or your guardian gives us written consent. (Commonwealth Privacy Act 1988)

Note: Personal information is any information that would allow a person to be identified. For example, personal information includes an individual's name, age and physical characteristics.

## Freedom of Information

In all cases PARCOR will require proof of identity to protect the privacy of all participant information. Participants must apply in writing using the Access to Records Form to access their participant records, or to allow access to their records by a third party.

This form can be obtained by contacting PARCOR on 1300 666 101 or emailing [info@parcor.com.au](mailto:info@parcor.com.au).

## Work Health and Safety

Participants are required to:

- Wear appropriate clothing and shoes for the course they are attending. In some cases this may require safety boots, long pants, long sleeves, hard hats, High Vis and safety glasses. Participants will be informed of these requirements prior to attendance.
- Follow all safety directions and signage and act in a manner that will not endanger themselves or others. (Duty of Care)
- Understand the site WH&S Policy and Procedure.
- Bring attention to and report any unsafe work practices or activities they believe to be unsafe. (Duty of Care)
- Follow WH&S legislation and regulations. (Duty of Care)
- Ensure they are aware of the emergency procedures.

## Bullying and harassment

Bullying is behaviour that intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients, or customers. The varying nature and level of workplace bullying means people exposed to it can be affected in a number of ways.

Harassment can include workplace bullying, sexual, racial or religious harassment; ridicule (for example, name calling, racist jokes); physical and emotional intimidation (for example, physical threats or abuse, display of threatening or offensive slogans) or restricted access to services and facilities.

## Discrimination

Discrimination occurs when someone is treated unfairly or badly compared to others, often because they are seen as different.

Attempt to resolve the issue with the person or between yourselves first and if that isn't working then, inform the Managing Director and/or your employer or your trainer assessor. Education in workplace health and safety hazards, and relevant legislation will be incorporated into your training program.

## Conduct

All PARCOR participants are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the participant being given a verbal warning. Further breaches will result in the participant having to "show cause" as to why they should not be excluded from further participation in the program.

## Participant Welfare and Support Services

All participants of PARCOR are treated as individuals and are offered advice and referral to support services which assist participants in achieving their identified outcomes.

PARCOR does not offer formal welfare or guidance services but every effort will be made to assist participants to access appropriate support agencies.

## Language, Literacy and Numeracy

All Vocational Training includes tasks that require a level of language, literacy and numeracy skills. PARCOR trainers and assessors will provide;

- Learning and assessment resources and tasks that will not require Participants to have language, literacy and numeracy above the level required to achieve competency and to perform related tasks in the workplace
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

All learning materials, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for '**reasonable adjustment**' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

Where participants require additional practice and training PARCOR may arrange appropriate language, literacy and numeracy support.

PARCOR Trainers are not LLN assessors, however are required to ensure the LLN requirements of the training package are met. If a participant is assessed as not meeting the English requirements, this is not discrimination, but an assessment. Please raise any concerns prior to commencing any PARCOR courses.

## Delivery and Assessment

### Competency Based Assessment

All assessment tasks are competency based and are designed to evaluate evidence that a participant can demonstrate competency in all relevant area of the unit.

Participants are provided with every opportunity, within their course duration and by receiving assessment feedback, to obtain and show competency. Participants not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the participant's competence. This must be achieved within one month of completing the course, alternately, it may be decided that the participant will need to re-enrol in the course.

### Assessment Pathways

PARCOR offers participants various assessment pathways appropriate to the training package outcome.

Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning (RPL) /recognition of current competence (RCC)

## **Credit Transfer**

Credit Transfer is a process that provides you with credit based on the same content and learning outcomes between other courses or qualifications you may have done.

Credit transfer determines whether a course you have previously done is the same or equivalent as the one you are enrolling in. If you have a statement of attainment or a certificate for any units of competency/qualifications/courses issued by any Registered Training Organisation, you should bring them to your trainer assessor. Your trainer assessor will complete a check for any direct credit transfer that can be done.

If you have any other certificates or qualifications (not issued by a Registered Training Organisation) bring those to your trainer assessor as well, so that they can be assessed for any potential credit transfer.

For further information about Credit Transfer you can see your trainer assessor at any time for information or for an application. For general information you can look up the website [www.parcor.com.au](http://www.parcor.com.au)

## **National Recognition Policy**

PARCOR recognises authenticated AQF certification documentation where these are evidenced by any other RTO or AQF authorized issuing organisation or authenticated VET transcripts issued by the Registrar. You will not be charged fees for this recognition process.

**Recognition of Prior Learning (RPL)** is the acknowledgement of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

PARCOR aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

PARCOR has developed a system of that is offered to all participants to ensure there is no unnecessary duplication of training or assessment, and to ensure maximum recognition of current skills and knowledge. These systems are detailed in the "recognition of prior learning" guide.

Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process using Recognition of Prior Learning Form. This form can be obtained by contacting PARCOR on 1300 666 101 or emailing [info@parcor.com.au](mailto:info@parcor.com.au).

## **Assessment Re-sit Procedure**

If you are not successful in your first attempt at an assessment you will be given a second attempt at the same assessment.

If you are not successful in your first attempt at a re-sit assessment you will be given a new assessment.

If you are not successful in your second attempt at a re-sit assessment you will be required to re-enrol and repeat of the unit of competency.

Additional fees may be payable where an assessor is required to travel to a client site for any form of reassessment. PARCOR will endeavour to schedule the reassessment at a time a date that will minimise the fees payable. This will be negotiated with the participant and their employer.

## Complaints and Appeals

### Internal Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of issues for which participants may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including recognition of prior learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

**First instance:** Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Administration Coordinator.

**Second instance:** If the issues not resolved the participant is encouraged to either speak to or contact in writing the Managing Director

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints will be provided to the participant in writing.

In the event that a complaint has been lodged a Complaint and Appeals Form must be completed and forwarded to the Managing Director immediately, even if the situation has been resolved to the satisfaction of all parties. This form can be obtained by contacting PARCOR on 1300 666 101 or emailing [info@parcor.com.au](mailto:info@parcor.com.au).

No enrolments or employment contracts are to be terminated until such time as the complaint or appeal has been resolved to the satisfaction of all parties.

### Internal Appeals

Appeals are the expression of the dissatisfaction of an assessment result decision made by PARCOR. This includes assessment decisions.

An appeals committee would comprise at least three of the following people:

- an assessor with expertise in the area concerned if the appeal is about an assessment decision
- the Managing Director
- an external industry representative
- a representative from a relevant external authority
- a legislative representative

An appeal is deemed to be formal when made in writing to the Managing Director. Appeals should be made within 14 days of the decision on the Complaint and Appeals Form. This form can be obtained by contacting PARCOR on 1300 666 101 or emailing [info@parcor.com.au](mailto:info@parcor.com.au).

### **External Complaints and Appeals**

Where the complainant remains dissatisfied with the outcome of the internal complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

1. Complainants have a number of external complaint or appeal options including:
  - Australian Skills Quality Authority (ASQA)
  - Industry Skills Councils
  - Consumer Affairs
  - Australian Human Rights Commission
  - Administration Appeals Tribunal

## **Fees, Charges, Refunds**

PARCOR ensures that all fees, charges and refunds are reasonable. PARCOR understands that individual circumstances may vary therefore a flexible approach to fees, charges and refunds is at the discretion of the Managing Director.

### **Payments:**

- Individuals  
payment in full prior to course commencement or by terms otherwise agreed to secure their position on their nominated course.
- Employers  
issue a Company Purchase Order. Payment Terms are 14 days from date of invoice or by prior arrangement.

### **Refunds:**

- more than 7 days' prior to the commencement of a program will be entitled to a full refund of fees paid.
- less than 7 days' prior to the commencement of a program will be entitled to a 50% refund of fees paid. Where fees have not been paid in advance, 50% of the fee remains payable.
- less than 1 days' notice prior to commencement of the training program will not be entitled to a refund of fees. Where fees have not been paid in advance, 100% of the fee remains payable.
- Deferment of training can be negotiated.
- Once training has commenced in the course, no refund is available to participants who leave before finishing the course unless the participant can provide a medical certificate or show extreme personal hardship.
- Should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.
- Should PARCOR cancel the course, participants / employers are entitled to a full refund (or pro-rata adjusted refund) or to transfer to another/future course. All requests for refunds must be made in writing and responses made in

writing. Records must be kept of this communication.

### **Charges:**

- Additional fees may be payable where an assessor is required to travel to a client site for any form of reassessment.
- Should participants require a statement of attainment to be reissued or amended a \$30 fee (GST inc) applies, payable prior to reissue.

## **Training Guarantee**

PARCOR undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements for the training to be completed.

## **Marketing and Advertising**

All courses marketed and advertised by PARCOR will be done in an ethical manner in line with legislative requirements. PARCOR advertises with integrity, accuracy and professionalism, ensuring that all information provided is true and correct and that no misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment. Where courses will be delivered through a partnership arrangement, the advertising material will reflect this.

## **Participant Feedback & Quality Improvement**

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to submit feedback online, email or mail utilising the Participant Feedback Forms. This form can be obtained by contacting PARCOR on 1300 666 101 or emailing [info@parcor.com.au](mailto:info@parcor.com.au).

## Appendix:

### Legislation

#### Vocational Education and Training Legislation

- National Vocational Education and Training Regulator Act 2011
- Standards for RTO's 2015
- Skills Australia Act 2008
- Skilling Australia's Workforce Act 2005 (amended 11/3/2010)
- The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005

#### States' Vocation Education and Training Legislation

Australian Capital Territory: Training and Tertiary Education Act 2003

New South Wales: Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010

Northern Territory: Northern Territory Employment and Training Act

Queensland: Further Education, Training and Employment Act 2014

South Australia: Training and Skills Development Act 2008

Tasmania: Tasmanian Vocational Education and Training Act 1994 & Tasmanian Qualifications Authority Act 2003

Victoria: Education and Training Reform Amendment (Skills) Act 2010

Western Australia: Vocational Education and Training Act 1996

#### Human Rights Legislation

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Standards for Education 2005
- Privacy Act And National Privacy Principles (2001)

#### Occupational Health and Safety Legislation

Australian Capital Territory

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

#### New South Wales

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

#### Northern Territory

- Work Health and Safety Act (National Uniform Legislation) 2011
- Work Health and Safety (National Uniform Legislation) Regulations

#### Queensland

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

#### South Australia

- Work Health and Safety Act 2012
- Work Health and Safety Regulations 2012

#### Tasmania

- Work Health and Safety Act 2012
- Work Health and Safety Regulations 2012

#### Victoria

- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007

#### Western Australia

- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
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#### Consumer Legislation

- Competition and Consumer Act 2010

PARCOR acknowledges and follows all relevant legislative requirements regardless of their reference is this document. All legislation above is correct at time of publication of this participant handbook.