

# **STUDENT HANDBOOK 2021**





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## **Introduction**

Congratulations on your decision to study with us at Hanrob Pty Ltd. Pet Professionals Australia (PPA) (RTO Code: 70236) is the education arm of the business. We are committed in helping you in your journey to achieve personal study goals in the Companion Animal Industry.

This student's handbook outlines important information on our procedures that you may require as a student of PPA.

Our education team will provide you with guidance and assistance to ensure that you gain the maximum benefit from your studies.

All of us at PPA really want you to enjoy yourself whilst you learn.

I firmly believe in the quality of the training and the resources we have, so that you can have the best opportunity to learn your chosen skill set. It is my job to deliver this to you.

If you have any queries or concerns whilst you are a student of Pet Professionals Australia, please do not hesitate to discuss them with me.

I wish you every success with your studies. Wesley Jones  
National Education Manager

## About Your Training

You will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to gain employment; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training course, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training.

## Course Information

Enrolling in one of our courses is the next step to increase your skills and knowledge in the companion animal industry.

Our scope of registration course offerings are:

ACM20117	Certificate II in Animal Studies	
ACM30117	Certificate III in Animal Studies	
ACM30417	Certificate III in Companion Animal Services	
ACM30617	Certificate III in Pet Grooming	
ACM40317	Certificate IV in Companion Animal Services	
ACM30121	Certificate III in Animal Care Services	Introduction early 2022
ACM40321	Certificate IV in Animal Behaviour and Training	Introduction early 2022

## Venues of Delivery

1800 Princes Highway, Waterfall, NSW, 2233

444 Melrose Drive, Tullamarine, VIC, 3043

69 Backhouse Place, Eagle Farm, QLD, 4009

## Assessment

### Assessment Standards

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
2. All our assessments will lead to the issuing of a certificate being either a full qualification or a Statement of Attainment (SOA) under the Australian Qualification Framework (AQF).
3. All of our assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,

- involve procedures in which criteria for judging performance are made clear to all students,
- employ a participatory approach,
- provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

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

### **Assessment Task Criteria**

All our assessments are explained thoroughly in how to complete them and what their purpose is.

Assessments are resulted as Satisfactory (S), Not Satisfactory (NS) or Not Attempted (NA). When all Assessments tasks for each unit have been resulted either a Competent (C) or Not Yet Competent (NYC) result is given for the unit.

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

### **Assessment Tools**

We apply a range of assessment tools for each unit of competency in a course as determined by what is most appropriate for us to measure a student against the training package requirements.

The assessment tools we use are:

- Questioning;
- Written reports;
- Projects;
- Assignments;
- Written questions
- Case studies;
- Role plays/observations;
- Clinic logbook/supervisor reports;
- Portfolios; and
- Presentations

Note: Not all assessment tools are used for each qualification.

Our assessment tools do not:

1. disadvantage particular students or groups of students; or
2. place unnecessary demands on students that may prevent a student from demonstrating competence.

### **Change to Our Business**

If PPA makes any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of head office or campus, and
5. Contact details of the organisation.

PPA shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

### **Industry Engagement**

PPA engages with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

### **Issuance of Awards**

PPA shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owed to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is only deemed competent in some of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment a fee of \$49.00 will be incurred for any replacement copies.

### **Legislation**

The PPA CEO is responsible for ensuring the organisation complies with all relevant legislation.

Applicable legislation includes the:

- Companion Animals Act 1998 (NSW)
- Prevention of Cruelty to Animals Act 1979 (NSW)
- Prevention of Cruelty to Animals (General) Regulation 2006
- NSW Animal Welfare Code of Practice No 1 - Companion animal transport agencies
- NSW Animal Welfare Code of Practice No 5 - Dogs and cats in animal boarding establishments
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Disability Standards for Education 2005 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Privacy Act 1988 (Cth)
- Skilling Australia's Workforce Bill 2005 (Cth)
- Apprenticeship and Traineeship Act 2001 (NSW)
- Dangerous Goods (General) Regulation 1999 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Regulation 2017 (NSW)
- Children and Young Persons (Care and protection) Act 1998 (NSW)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- VET Quality Framework that includes:
  - Standards for Registered Training Organisations (RTOs) 2015
  - Fit and Proper Person Requirements 2011
  - Data Provision Requirements 2012



- Australian Qualifications Framework
- Financial Viability Risk Assessment Requirements
- The Corporations Act 2001 (Cth)
- The Trade Practices Act 1974 (Cth)
- Equal Opportunity Act 1984 (Cth)
- Fair Trading Act 1987 (NSW)
- Student Identifiers Act 2014 (Cth)

Further legislation can be found on [www.austlii.edu.au](http://www.austlii.edu.au) and [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au).

## **Work Health and Safety**

PPA clearly recognises the vital importance of providing all employees and students with a safe and healthy environment in which to work. We aim to achieve a high level of work health safety and security by adhering to government legislation and taking a personal interest in the well-being of our employees, contractors and visitors. PPA complies with all the Work Health and Safety Acts and Regulations (including NSW Work Health and Safety Act 2011 No 10).

PPA will at all times:

- Provide a safe and healthy workplace
- Provide or maintain equipment and systems of work that are safe and without risk to health
- Provide information, instruction, training and supervision that ensures the health and safety of employees
- Maintain their workplace in a safe condition, including entrances and exits
- Provide adequate information about any research and tests of substances used at work
- Ensure the health and safety of visitors to the workplace

Employees and Contractors must:

- Cooperate with their employers in their efforts to maintain the required level of health and safety
- Not misuse or interfere with anything provided in the interests of health and safety. Take responsible care of the health and safety of others.
- Not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

## **Hazards**

An essential step in the management of WHS is ensuring that all hazards are identified, the risks assessed, and effective control measures are developed and implemented. A hazard is something that has the potential to harm the health, safety and welfare of people at work.

It is critical to report any potential hazard you see in the workplace. If you see a potential hazard and fail to report it, you could be held partially responsible if an accident was to occur where you saw the potential hazard. Report any potential hazard to your supervisor and/or the CEO and this can be done verbally, via email or by completing an incident report.

If you notice something in our workplace which is likely to cause an accident, e.g. spilt drink, the area in question should be isolated and guarded to avoid any mishaps occurring prior to cleaning. Although you cannot eliminate or minimise the dangers of every hazard yourself, you do have the responsibility to tell your trainer/assessor or a member of the Hanrob staff when you notice anything that could cause an accident. You also have a responsibility to look after your own safety, and that of clients, pets and our team.

## **Incidents**

The Work Health and Safety Act is designed to reduce the number of injuries and incidents in the workplace. A workplace incident is any event at work, which results in an injury or damage to property, or creates the possibility of injury or damage.

All incidents or “near miss” situations are caused by:

- (a) An unsafe act: which the injured person or another person (or both) causes the incident.

OR

- (b) An unsafe condition: where some environmental or hazardous situation caused the accident, independent of the employee.

In the event of an incident occurring in the workplace, please ensure the injured person is made as comfortable as possible and immediately notify your supervisor and possibly management.

It is important that all incidents are reported, regardless of whether or not a person is injured or requires medical assistance. This could prevent a further reoccurrence from happening. Report any incident to your supervisor and/or CEO, which can be done by completing an incident report form. See that the injured person receives appropriate treatment (e.g., Call an ambulance if need be).

If you have an accident at work:

1. Seek the attention of the nominated First Aid Officer at our facilities,
2. Contact your trainer/assessor or Hanrob Pet Hotel Manager for further instruction so the injury can be recorded,
3. Seek medical advice from your doctor,
4. Obtain a Work Cover Medical Certificate if you wish to lodge a Workers’ Compensation Claim.

## **Training Participants**

### **Responsibilities**

- To work in a safe manner that will not endanger themselves or others
- To follow safety instructions and use equipment provided for health and safety reasons as instructed by the trainer/assessor
- Report any hazards with machinery, tools, other equipment or the workplace to their trainer/assessor as soon as possible
- To ensure their actions do not create or increase risks

### **PPA Responsibilities**

- To educate participants on their responsibilities whilst training with our company
- To ensure that all trainer/assessors are educated and work in a safe manner and according to instructions
- To assess compliance with the workplace health and safety practices
- To ensure that safety equipment and practices are used where instructed
- To implement a maintenance program that ensures all safety equipment is kept in good working order
- To ensure that all employees and consultants report hazards as soon as they are detected to the CEO.

## **Privacy**

PPA is committed to providing confidentiality to and protecting the privacy of its clients and employees and contractors.

PPA will not provide individual personal or training information to unauthorised third parties unless prior written permission has been received from the individual.

Through the processes of providing training services, PPA may be requested to provide details to governing authorities of the training programs. These authorities include the Department of Education, Australian Apprenticeship Centres and the Australian Skills Quality Authority (ASQA).

PPA may also provide information to the training participant's employer.

PPA is committed to maintaining our adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments.

We guarantee that we will not sell personal information to any third party.

You have the right to access your personal information, subject to certain exceptions provided for in the Privacy Act. If you require access to your personal information, please contact the National Education Manager. For security reasons, you may be required to put your request in writing and will be required to provide proof of your identity.

## **Drugs and Alcohol**

PPA does not allow the use or consumption of drugs and/or alcohol during the business hours of the company, unless permission is expressly granted by the CEO.

If a participant is under the influence of drugs and/or alcohol onsite, they will be immediately removed from the course and will not be allowed to continue the program. No refunds will be available in this circumstance.

## **Anti-Discrimination**

PPA is committed to providing a work and training environment free of discrimination of any type. We all have a responsibility for treating each other fairly, equally, with integrity, trust and respect for the individual.

PPA will not tolerate discrimination of any sort or in any manner and is committed to taking disciplinary action where breaches occur.

For the purpose of this procedure, discrimination is defined as behaviour that leads to the prejudice against any person or group of persons. This behaviour is unwelcome and may be construed as offensive, intimidating or humiliating to the person or group of persons on the receiving end of said behaviour.

PPA shall take all reasonable action to ensure prevention of any form of discrimination.

PPA will treat all reports of discrimination seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee or contractor found guilty of discrimination. This may involve termination of employment and possible legal action.

If you feel you are being discriminated against or know of someone who is, it is important that you report it to your immediate supervisor, or, if preferred, the CEO to discuss the situation. Action will

be initiated when a complaint is made in writing stating specific allegations. A report of the facts will be made in complete confidence.

Where appropriate, PPA will not hesitate to report discrimination allegations to the Human Rights and Equal Opportunity Commission on (02) 9284 9600. If it has been established that an offence has been committed, it may result in immediate dismissal of the offender or removal from the training program.

### **Workplace Harassment**

PPA is committed to providing a work environment free of any form of harassment. No form of harassment will be tolerated under any circumstances and appropriate disciplinary action will be taken against any employee, contractor or visitor who commits harassment.

Harassment is defined as unwelcome behaviour and/or behaviour that may be construed as offensive, intimidating or humiliating to the person on the receiving end of the behaviour.

Behaviour that may be seen as sexual harassment may include displays of offensive or sexual materials or comments, or unwelcome physical contact between persons. This form of harassment may be a single, isolated incident or a repeated set of behaviours. Sexual harassment may take the form of verbal or non-verbal behaviours and may include bullying or pledges in return for sexual favours.

PPA shall take all reasonable actions to ensure the prevention of any form of harassment.

PPA will treat all reports of harassment seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee or contractor found guilty of harassing another co-worker. This will involve termination of employment and possible legal action.

If you feel you are being harassed or know of someone who is, it is important that you report it to your immediate trainer/assessor, or if preferred the CEO to discuss the situation. Action will be initiated when a complaint is made in writing stating specific allegations. A report of the facts will be made in complete confidence.

Where appropriate, PPA will not hesitate to report harassment allegations to the Human Rights and Equal Opportunity Commission on (02) 9284 9600. If it has been established that an offence has been committed, it may result in immediate dismissal of the offender or removal from the training program.

### **Working with Children**

PPA is committed to ensuring the wellbeing and safety of all training participants, including those under the age of 18.

All PPA trainers/assessors are required to undertake working with children checks at the time of employment with the RTO for any students under the age of 18.

### **Access and Equity**

PPA is committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

PPA will ensure all participants are given fair, flexible and compassionate assistance in their learning programs.

PPA will assist participants to enter training programs within its scope of registration, without discrimination based on age, sex, pregnancy, disability, race, colour, ethnic or ethno-religious background descent or nationality, marital status, sexuality or transgender identity.

All participants who meet our entry requirements will be accepted into any of our training programs, dependant on participants minimum and maximum numbers.

Where PPA programs have a limited number of available places, these will be filled in order of bookings received.

Any issues or questions raised regarding access and equity can be directed to NEM.

### **Language, Literacy and Numeracy**

PPA is committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

PPA has developed a language, literacy and numeracy (LLN) skills review. A LLN test will be supplied to all students on enrolment. This will aid the trainer/assessor and participant to identify where assistance may be required. This is completed in a confidential and sensitive manner.

Where a participant has an identified need for assistance with LLN, PPA trainers and assessors will endeavour to provide this assistance directly.

In the event that external assistance is required, PPA will consult with the participant to source appropriate learning assistance and any reasonable adjustment, including interpreters, workplace mentors and/or special assistance funding.

If it has been deemed that a student's LLN is not satisfactory or the student's physical ability to conduct a dog behaviour class cannot be maintained. The student may be asked to contact TAFE for further course assistance.

### **Individual Participant Needs**

PPA understands that not all participants learn in the same way. Some participants may have LLN concerns. A LLN skills review has been developed to assess if a participant has any special needs. This review will be used if a participant indicates they have special needs on the enrolment form.

PPA is committed to providing training and assessment programs that cater to specific individual requirements where required. This may include the use of translators, application of the buddy system and alternate assessment methods.

### **Complaints**

While we aim to ensure that clients and participants are satisfied with the services offered at all times, we do understand that there may be times when clients have a legitimate concern. At these times, we welcome any complaint that a client or participant wishes to make. The process for clients and participants to follow if they have a complaint is as below.

In the first instance, the issue should be raised verbally with an appropriate PPA trainer/assessor as your first point of contact, typically the trainer responsible for the training program. After this discussion, the PPA trainer will be required to email the details of the discussion to PPA management for record keeping purposes, and also to identify any potential continuous improvement activities.

Where the issue is sensitive or in relation to the trainer, the client or participant is encouraged to contact the PPA office to speak to a member of PPA management about their concern.

In the event that the complaint is not able to be resolved verbally, the client/participant will be provided with a copy of the PPA Complaints Form to complete. This form is to be completed and returned directly to the PPA office for PPA management to review.

At least two members of PPA management will review and investigate any complaint received in writing. Throughout the investigation process, the client/participant lodging the complaint will be provided with the opportunity to provide further information or clarification about the situation. PPA management will also discuss the complaint with relevant staff members or contractors involved. This discussion will be respected of the client/participant's confidentiality and privacy.

After the investigation and further discussions with the client/participant, PPA management will prepare a written reply to the complaint detailing the decisions made and the related reasons. A copy of this completed Complaint Form will be provided to the party concerned.

Where required or requested by any party involved, an independent third party or panel can be arranged by PPA management to review the complaint and mediate a decision. The particular third party is to be agreed to as being suitable by both PPA and the person/people making the complaint.

If the client/participant is still not satisfied with the resolution of the complaint, they may seek further assistance from ASQA, who can be contacted on 1300 701 801 or through their website at [www.asqa.gov.au](http://www.asqa.gov.au).

All instances of complaints may lead to continuous improvement activities.

## **Appeals**

While we aim to ensure that clients and participants are satisfied with the decisions being made by PPA representatives at all times, we do understand that there may be times when students have a legitimate issue with a decision made. At these times, we welcome any appeal that a client or participant wishes to make. The process for clients and participants to follow if they wish to appeal a decision is as below.

In the first instance, the issue should be raised verbally with an appropriate PPA trainer/assessor, typically the trainer responsible for the training program. After this discussion, the PPA trainer will be required to email the details of the discussion to PPA management for record keeping purposes, and also to identify any potential continuous improvement activities.

Where the issue is sensitive, the client or participant is encouraged to contact the PPA office to speak to a member of PPA management about their concern.

In the event that the appeal is not able to be resolved verbally, the client/participant will be provided with a copy of the PPA Appeals Form to complete. This form is to be completed and returned directly to the PPA office for PPA management to review.

Where the appeal is in relation to an assessment judgement made by an PPA trainer/assessor, PPA management will arrange an alternate qualified trainer/assessor to review the documentation gathered as evidence of assessment. The alternate trainer/assessor will make their judgement of competence according to the written evidence they have reviewed.

Where this assessment judgement is the same as the original assessors, this decision will stand.

Where the alternate assessor is either in disagreement with the assessment judgement or is unable to make a judgement of their own, a meeting will be called with the participant and PPA management will be involved. PPA management will discuss the evidence that was gathered during assessment with the participant. An appropriate resolution will be discussed.

After the investigation and further discussions with the client/participant, PPA management will prepare a written reply to the appeal detailing the decisions made and the related reasons. A copy of this completed Appeal Form will be provided to the client/participant.

Where required or requested by any party involved, an independent third party or panel can be arranged by PPA management to review the appeal and mediate a decision. The particular third party is to be agreed to as being suitable by both PPA and the person/people making the appeal.

If the client/participant is still not satisfied with the resolution of the appeal, they may seek further assistance from ASQA, who can be contacted on 1300 701 801 or through their website at [www.asqa.gov.au](http://www.asqa.gov.au).

All instances of appeals may lead to continuous improvement activities.

### **Feedback**

PPA collects feedback from courses we deliver.

Feedback forms are issued to participants and employers, where applicable, during and on completion of the training program. PPA will use the feedback forms mandated by ASQA's Quality Indicator requirements on completion. An AQTF Questionnaire will be given to the student during and at the end of a course.

Information regarding Learner and Employer satisfaction received in the form of feedback may be reported to ASQA as per the requirements of the Quality Indicators.

Feedback provided may contribute to improvements to PPA programs and procedures.

### **Recognition of AQF Qualifications**

PPA recognises the AQF qualifications and Statements of Attainment issued to participants by other Registered Training Organisations.

### **Credit Transfer (CT)**

PPA may be able to grant CT to the participant for training previously completed with another RTO that aligns with the relevant training product.

PPA requires verified copies of relevant qualifications (e.g., Statement of Attainment and/or qualification testamurs) from the applicant prior to the commencement of the training program. A Credit Transfer Form must be completed. It is preferred that these qualifications are certified by a Justice of the Peace (JP). If these are not certified by a JP, then the originals must be shown to PPA staff upon application for recognition.

PPA will verify the authenticity of the qualifications provided by contacting the issuing Registered Training Organisation.

Applications for CT must be made at enrolment.

The granting of CT does not reduce the cost of the course.



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

RPL acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

PPT ensures that an individual's prior learning is recognised. The opportunity to apply for RPL is offered to every participant.

The steps involved in a PPA RPL fees and application are defined in the PPA RPL Kit.

## **Trainers and Assessors**

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services through the employment of a trainer who:

1. Holds the qualification you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a subject matter expert in their respective field.

## **Third Party Arrangements**

PPA does not engage with any Third Party arrangements to provide any training and assessment services on its behalf.

Engagement with Third Parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of PPA Staff.

## **Photos/Videos Taken on Course**

PPA may take photographs or video footage during the delivery of courses. PPA must gain the consent of the participants before taking and using the footage. PPA must indicate to the participant that photographs and video footage may be used for training purposes and promotional material.

Please let your trainer/assessor know if you do not wish to be in any photographs or videos.

## **Participant Misconduct**

PPA encourages all participants to behave in an appropriate manner during training programs. Students should at no time in the course of performing their duties, feel uncomfortable or compromised in any way.

Students are expected to demonstrate ethical behaviour standards. This means demonstrating respect for other people, not using coarse language towards or in the presence of others and being courteous.

PPA has the authority to terminate a student's training session or program in the event of serious misconduct. Incidents of serious misconduct may include:

- Theft, assault, fraud and harassment
- Being at training and/or work experience (where applicable) whilst,
  - Under the influence of liquor or a drug
  - Causing an imminent risk of serious bodily injury or work caused illness or a dangerous event happening or,
  - Behaving in a way that is inconsistent with the continuation of a registered training contract.



Serious misconduct will be dealt strictly in accordance with relevant State or Commonwealth legislation for training.

If you encounter any of the above issues then please contact the CEO/NEM within 24 hours of the training so that the matter can be dealt with. The details of the incident should be recorded in an incident report.

## **Record Keeping**

PPA ensures the integrity of record keeping processes and the records that are kept. PPA maintains student records which are stored digitally. All hard-copy student records are converted to digital files and stored on servers and are accessible only to PPA personnel.

PPA will retain participant's qualification record for a minimum period of thirty (30) years in order to be able to re- issue certificates or statements of attainment where requested.

Hard copy records of enrolments will be retained for two (2) years before being destroyed. Assessments under government traineeships will be retained for two (2) years (depending on contractual obligations). Students who are fee-for-service, their assessments will be retained for six (6) months after final completion of their course.

Data and information is only provided to governing authorities as per appropriate contracts. No other third party is provided with information unless permission is granted as per PPA Privacy Procedure.

All participants are entitled access to their own personal records at any time. If a participant wishes to gain access to their records, they should contact PPT management.

## **Fees and Refunds**

### **Fees**

Fees for each training program are as noted in course advertising materials, enrolment form or in a Service Agreement.

The total price for ACM40317 Certificate IV in Companion Animal Services is \$2,900. There is a non-refundable payment of \$275 that must be paid at time of enrolment.

The balance of the course is \$2,625.

Students have the choice of paying directly to either Hanrob or Edstart.

If students want to pay directly to Hanrob: Hanrob details are: BSB: 032153, Account Number: 262657.

- First installment will be \$1,225 due at commencement of course
- Second installment will be \$1,400 after six months.

PPA does not collect than \$1,500 at point of enrolment.

PPA offers the services of Edstart for any payment plans to assist with education fees ([Pay your Pet Professionals fees with Edstart](#)). Please read their terms and conditions on their website. (Please note: Edstart cannot offer this service to applicants under 18 years of age, contact Hanrob Accounts for our payment options.)

## **Refunds**

The enrolment fee of \$275 for a training program is non-refundable.

In the event of PPA being unable to provide the service as agreed, PPA will offer an alternate place or a refund. This will be discussed with the individual participant.

PPA offers a fourteen (14) day cooling off period after course commencement. After that time, there is no refund.

Students who pay up-front fees, in special circumstances, refunds may be approved by the PPA management dependent on the situation and this must be in writing. PPA understands that situations out of a student control can occur. Where a student encounters a serious misadventure, serious illness or illness in the immediate family and you are unable to continue your enrolment, PPA will consider cancellations, suspensions and withdrawals on a case-by-case basis. Evidence to support the student's claim must be submitted.

Students who pay via a payment system, are ineligible for a refund. Requests must be made directly to EdStart.

Any refunds are payable, will be transferred to an Australian bank account.

## **Course Completion**

On enrolment, students will be given an approximate amount of time to complete their course (in line with the AQF Volume of Learning). If a student completes their course within that time duration and they have satisfied the requirements of that training package, either a full qualification or a Statement of Attainment for those units deemed competent will be issued within 30 days of final completion.

However, if their course has finished, a student must request (before their original completion date) an extension for three months to finalise their work. If students apply for an extension after course completion, an extension of three (3) months can be granted upon \$500 extension fee. If the student has not fulfilled the requirements of training package after that time, a Statement of Attainment will be issued.

## **Unique Student Identifier (USI)**

All students undertaking vocational education in Australia are required to have a Unique Student Identifier (USI). This unique number links to an online account that contains all your training records and results that you have completed from 1st January 2015 onwards.

Students are required to notify PPA of their USI as soon as possible. PPA is not permitted to issue a qualification or Statement of Attainment without this number.

Students can register for a USI at <http://usi.gov.au/>.

## **Work Placement**

In our courses, students must undertake work placement during their course. This is an industry requirement. Work placement can be carried out at either our Hanrob Pet Hotels in Heathcote, Brisbane or Melbourne; or at an approved facility authorised by the National Education Manager.

## **Practical Assessment Weekends**

To be competent in your units, practical assessment weekends are scheduled several times during your course (please refer to your timetable schedule). These practical assessment weekends are

mandatory and can be conducted at either Heathcote, Brisbane or Melbourne by our PPA trainer/assessors. Sometimes the practicals cannot be undertaken (e.g. COVID restrictions) and we will endeavor to reschedule them at the earliest opportunity.

### Version Update

Date	Version	Reason for update	Person authorising
5/3/2021	V3_2021	Additional Vet legislation and inclusion of Course Completion	Wesley Jones
3/6/2021	V4_2021	Refund policy updated	Wesley Jones
27/7/2021	V5_2021	Clarifying Work placement and Practical Weekends	Wesley Jones
23/8/2021	V6_2021	Clarification of refunds and course fees collection over \$1,500	Wesley Jones