

STUDENT HANDBOOK 2025



PGC
TRAINING

PGC Training Pty Ltd

RTO Code: 5739 | ABN: 86 671 369 985

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About Us

Consolidated Training Australia Pty Ltd, trading as Consolidated Training Services was founded in 1993 by former owner, Tom Barnes. Initial registration with the Training Accreditation Council WA was in August 1998. Consolidated Training Services (RTO Code: 5739) offers a broad range of nationally recognised training across various industries and training packages including construction, mining and resources and transport and logistics.

On 29 April 2024, Consolidated Training Services was sold to PGC Training Pty Ltd. PGC Training is part of the PGC Group, an Australian owned business consisting of PGC Resources Pty Ltd, and PGC Resources Queensland Pty Ltd. PGC Resources was established in 2012 and has offices in Perth (Henderson), Port Hedland and Brisbane. PGC Resources is a highly successful business providing specialist labour and training services to the construction, crane hire, defence and marine, mining and oil and gas industries across Australia. PGC Resources has built a reputation of providing quality, reliable and highly skilled labour across Western Australia, Queensland, New South Wales, South Australia and the Northern Territory.

PGC Training Pty Ltd was established on 12 September 2023 as part of PGC's business growth strategy. In November 2023, PGC Training Pty Ltd was registered as a Group Training Organisation (GTO) registered in Western Australia. As a GTO, PGC Training Pty Ltd employs apprentices and trainees, and places them with a host employer who they work for whilst receiving on-the-job training during their apprenticeship or traineeship.

The second stage of the growth strategy, complimentary to the GTO was the acquisition Consolidated Training Australia Pty Ltd (RTO Code: 5739). The acquisition of Consolidated Training Australia Pty Ltd was via an asset sale, with PGC Training Pty Ltd (ABN: 86 671 369 985) being the new legal entity. Settlement was effective 29 April 2024.

All existing Consolidated Training Services staff, have continued in their existing roles with PGC Training Pty Ltd. Paul Martin, Managing Director of PGC Group is the Legally Responsible Officer and Ryan Fernie, Director of PGC Training Pty Ltd.

Welcome to PGC Training

This student handbook is specifically designed for all Vocational Education and Training (VET) students wanting to enrol in a training product with PGC Training, it details your Rights and responsibilities, and important policies including our Refund and Cancellation Policy on page XX. It's essential that you read and understand the content and training product before applying to enrol.

If you have any questions about the handbook or any of our training products, please don't hesitate to reach out to our friendly staff, 08 9417 9444 or via email at rtoadmin@pgcgroup.au.

We're here to support you on your educational journey!

Contact Details

PGC Training Facilities

COCKBURN

59 Buckley Street,

Cockburn Central, WA 6164

Phone 08 9417 9444

HENDERSON

2 Jessie Lee Street,

Henderson, WA 6164

Phone 08 9417 9444

Postal address

PO Box 3399

Success, WA 6964

Email: rtoadmin@pgcgroup.au

Website: www.pgcgroup.au

Key Contacts

Inquires and Bookings: rtoadmin@pgcgroup.au
Student Support Services: allison@pgcgroup.au
Accounts: trainingaccounts@pgcgroup.au
RTO Manager Allison Lamb: allison@pgcgroup.au
Director Ryan Fernie: ryan@pgcgroup.au
Managing Director Paul Martin: paul@pgcgroup.au



Legislation

In Western Australia, Registered Training Organisations (RTOs) must comply with national and state-specific legislation to ensure quality training and assessment. The key legislation governing RTOs in Western Australia includes:

1. National Vocational Education and Training Regulator Act 2011 (NVETR Act)
2. The Revised Standards for Registered Training Organisations (RTOs)
 - The Outcome Standards
 - The Compliance Requirements
 - The Credential Policy
3. Work Health and Safety Act 2011 (WHS Act)
4. Equal Opportunity Act 1984 (WA)

This state legislation prohibits discrimination in education, employment, and training based on attributes like race, gender, disability, and more. RTOs must ensure equal access and opportunity for all students in Western Australia.

5. Privacy Act 1988 (Commonwealth)

RTOs in Western Australia must comply with the Privacy Act and its Australian Privacy Principles, which regulate the collection, storage, and use of personal information.

In summary, RTOs in Western Australia are subject to both national legislation and state laws that ensure high-quality, fair, and safe training and assessment services. Compliance with these regulations is overseen by The Training Accreditation Council and other relevant authorities.

Code of Conduct

PGC Training's Code of Conduct sets out the ethical and professional standards expected in the delivery of vocational education and training services. It is designed to ensure we maintain the highest levels of integrity, transparency, and quality in our operations. Below are the key principles of PGC Trainings Code of Conduct:

1. Integrity and Ethical Behaviour

PGC Training conduct their business with honesty, fairness, and transparency. We provide accurate and truthful information to students, clients, and regulatory bodies.

2. Compliance with Legislation

PGC Training comply to relevant federal and state legislation, including the National Vocational Education and Training Regulator Act 2011, the Standards for RTOs, and other applicable laws such as the Work Health and Safety Act and the Privacy Act 1988.

3. Quality Training and Assessment

PGC Training is committed to delivering high-quality training and assessment services that meet industry standards and the needs of students. This includes ensuring trainers and assessors are suitably qualified and experienced.

4. Student-Centered Approach

PGC Training prioritise the welfare and support of students. This includes providing appropriate learning resources, responding to student queries, and offering guidance and support for students facing difficulties.

5. Access and Equity

PGC Training ensures equal access to training and assessment opportunities for all individuals, regardless of background, and must provide services that are inclusive, fair, and free from discrimination.

6. Accountability and Transparency

PGC Training are required to maintain accurate and complete records, and ensure transparency in the delivery of training programs, assessments, and administrative processes. They must also be accountable to students, staff, and regulatory bodies.

7. Continuous Improvement

PGC Training engage in ongoing evaluation and improvement of their services, ensuring that training and assessment practices remain current, relevant, and effective. This includes gathering feedback from students and other stakeholders and acting on it.

8. Confidentiality and Privacy

PGC Training strongly supports the privacy and confidentiality of VET students' personal information. This information is collected and securely maintained in accordance with the Privacy Act 1988.

PGC Training recognises the essential right of individuals to have their information administered in ways they would reasonably expect: protected on one hand and made accessible to them on the other. These privacy values are embedded in our core values and philosophies, as well as reflected in our Privacy Policy.

PGC Training is bound by laws that impose specific obligations when it comes to handling information. As such, PGC Training has adopted the following principles as minimum standards for managing personal information:

- **Collection:** Will collect only the information necessary for its primary function.
- **Transparency:** Will inform stakeholders as to why information is collected and how it is administered.
- **Use and Disclosure:** Personal information will only be used or disclosed for PGC Training's primary functions or a directly related purpose, or for another purpose with the person's consent.
- **Security:** Personal information will be securely stored, ensuring protection from unauthorised access.
- **Access and Correction:** Stakeholders will be provided with access to their personal information and the right to request corrections.

PGC Training are required to securely retain completed VET student assessment items for at least two years following the VET student's completion of the training product.

These principles reflect against PGC Training's commitment to privacy and confidentiality while ensuring compliance requirements with relevant legislation.

9. Safety and Wellbeing

PGC Training provides a safe and healthy learning environment for students and staff, in compliance with the relevant health and safety regulations. This includes ensuring that training facilities and activities pose no risk to students' wellbeing.

10. Professionalism

PGC Training's staff, including trainers, assessors, and administrators, are expected to demonstrate professionalism in all interactions with students, colleagues, and clients. They must maintain high standards of conduct and act in a manner that reflects well on the RTO.

By adhering to this Code of Conduct, PGC Training ensures that we operate with the highest standards of professionalism, providing quality education and training that benefits student's and meets industry needs.

Training Products

Unit Code	Description	Course Duration	Course Fee
CPCCLDG3001	Licence to perform dogging	4 days	\$1100.00
CPCCLRG3001	Licence to perform rigging basic level	4 days	\$1100.00
CPCCLRG3002	Licence to perform rigging intermediate level	4 days	\$1100.00
CPCCLSF2001	Licence to erect, alter and dismantle scaffolding basic level	5 days	\$1300.00
RII30120	Certificate III in Surface Extraction Operations	TBA	TBA
RIIHAN305D	Operate a gantry or overhead crane	½ day	\$385.00
RIIHAN309F	Conduct telescopic materials handler operations	1 day	\$935.00
RIIHAN311F	Conduct operations with integrated tool carrier	1 day	\$1089.00
RIIMPO301E	Conduct hydraulic excavator operations	1 day	\$1089.00
RIIMPO304E	Conduct wheel loader operations	1 day	\$1089.00
RIIMPO317F	Conduct roller operations	1 day	\$1089.00
RIIMPO318F	Conduct civil construction skid steer loader operations	1 day	\$1089.00
RIIMPO320F	Conduct civil construction excavator operations	1 day	\$1089.00
RIIMPO321F	Conduct civil construction wheeled front end loader operations	1 day	\$1089.00
RIIMPO324F	Conduct civil construction grader operations	1 day	On Site Only
MSMWHS217	Gas test atmospheres	½ day	\$295.00
RIIWHS204E	Work safely at heights	1 day	\$295.00
RIIWHS202E	Enter and work in confined spaces	1 day	\$295.00
TLILIC0003	Licence to operate a forklift truck	2 days	\$530.00
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	2 days	\$530.00
TLILIC0020	Licence to operate a slewing mobile crane (over 100 tonnes)	5 days	\$2500.00
TLILIC0021	Licence to operate a slewing mobile crane (up to 100 tonnes)	5 days	TBA
TLILIC0023	Licence to operate a slewing mobile crane (up to 60 tonnes)	5 days	\$1800.00
TLILIC0040	Licence to operate a non-slewing mobile crane	5 days	\$1500.00

Course Information

PGC's website offers a comprehensive range of information on all available training products. Each course listing includes details such as course content, prerequisites, assessments, duration, and fees, all designed to help you make an informed decision about the training product that best suits your needs.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of ten letters and numbers. It's free, easy to create and you only ever need one.

If you enrol in nationally accredited training, your education or training provider will need to know your USI to issue you with your qualification, statement of attainment or award.

If you have done any nationally recognised training since 2015, you may already have a USI. You can find or create your USI at www.usi.gov.au

How to Enrol

Enrolment Methods: You can enrol by phone, email, or in person at our head office in Cockburn Central. For immediate booking confirmation, we recommend enrolling by phone or in person.

Payment Options: We accept payment via Direct Debit, Visa, MasterCard, and EFT. Full payment is required before the course commencement to secure your place.

Company Bookings: If a company is booking on your behalf and has an account with us, a Purchase Order will be accepted to confirm your booking.

Confirmation: Upon enrolment and payment, we will email you a receipt, a confirmation letter, and a link to The Student Handbook. Please read and acknowledge The Student Handbook. By signing the enrolment form, you are confirming that you have read and agree to our policies and procedures outlined in The Student Handbook.

Attendance Policy

Course Times: All courses start at 7:30am and finish around 3:30pm.

Arrival Time: We ask that students arrive 15 minutes before the course begins to ensure timely commencement.

Late Arrivals: If you arrive after the course has started, you will be classified as a no-show and will not be permitted to join the course. Rebooking will be necessary, as it is neither possible nor fair to other students to cover missed content. Please note that additional fees may apply for rebooking.

Fees and Charges Policy

Pre-Training Information: Students and clients will receive written information about all fees and charges before the start of training. Detailed information can be found in our Price List, Course Outline, and Confirmation Email. For any additional details, please contact our office.

Payment Requirements: Full payment is required 5 working days prior to the commencement of the course. Deposits are not required. If the training is booked through a company, a Purchase Order is requested.

Fee Protection: All fees paid in full to PGC TRAINING are protected by a Bank Guarantee.

Paying Fees in Advanced

At PGC Training Pty Ltd (PGC Training), we require students to pay their fees in advance to secure their enrolment. To ensure the protection of your fees, PGC Training provides a “Bank Guarantee.” This guarantee safeguards your fees and ensures that they are protected.

In the unlikely event that PGC Training is unable to deliver or complete the training due to company insolvency or other issues, the Bank Guarantee ensures that we can fulfil our obligation to you by providing any necessary refunds.

The Bank Guarantee provides assurance that your prepaid fees will be refunded in accordance with our obligations, should such a situation arise.

Refund Policy

PGC Training is committed to maintaining a fair and equitable refund policy for all registered students and clients.

- In the event that PGC Training is unable to deliver the scheduled training, we offer the following options to our students and clients:
 - Full Refund: A complete refund of any fees paid.
 - Rescheduling: The option to reschedule the training at no additional cost.
- Cancellations more than 10 days before the course will receive a full refund.
- Cancellation with less than 2 working days' notice, no refund will be provided. Our staff will make every effort to fill your spot, and if successful, we will either refund or reschedule your course. However, if we are unable to fill your spot, you will be charged the full amount.
- All cancellations are subject to a \$100.00 cancellation fee to cover the initial booking process. This fee will be deducted from the payment, and the remaining balance will be refunded to the original payee.
- Refund Requests: To request a refund upon cancellation, please submit a written request via email to our Admin team at admin@pgcgroup.au. We will send you a Refund Request Form to complete and return. Once received and approved, your refund will be processed and paid back to the original payment method within 7 working days.
- No Shows: No refunds will be issued for no-shows.
- Course Attendance: Due to the intensive nature of our courses, failure to attend any part of the course will result in a non-achievement of competency. As it is neither possible nor fair to other students to cover missed content, no refunds will be given in this situation.

Cooling Off Period and Consumer Protection

PGC Training provides our students with exceptional training and assessment services.

In accordance with WA consumer protection laws, you are entitled to a 10-business-day cooling off period to reconsider the contract (unsolicited agreement). During this period, you may cancel the contract without incurring any penalty.

If the agreement was negotiated over the phone: The cooling off period begins on the first business day after you receive the contract.

If the agreement was not negotiated over the phone: The cooling off period starts on the first business day after the contract is signed by both parties.

Please note that the cooling off period applies specifically to unsolicited agreements.

For more information, please visit the Commerce WA website: www.commerce.wa.gov.au/consumer-protection

Facilities

Our training facilities offer air-conditioned/heated rooms to accommodate students comfortably. Our lunchrooms are equipped with filtered water, tea, coffee, microwave and fridge.

Nearby Amenities: For additional lunch options, Cockburn - Jay Jays Lunch Bar is located 300 meters away, and Tony Ales is 3 kms away. Henderson – Egmont Road Lunch Bar is located 1.8kms away and Caltex Vibe 300 metres away.

Parking

On-Site Parking: Ample parking bays are provided on-site at both facilities. Please note that the bays at the front of both offices are designated as Staff Only and should not be used by students.

Parking Guidelines: Observe the reverse parking only signage and adhere to the 5 km/h speed limit in the parking areas due to the presence of vehicles, pedestrians, and machinery.

Smoking

PGC Training is committed to providing a safe and healthy working environment for all employees, students, visitors, and members of the public. We recognise that environmental tobacco smoke is a health hazard, and therefore, we aim to protect individuals from involuntary exposure to tobacco smoke.

This smoke-free policy applies to all areas within PGC Training’s facilities. Smoking is strictly prohibited inside the building and on the premises, except in designated outdoor smoking areas.

Non-Smoking Areas

Smoking is only permitted in the following designated areas:

- Cockburn Facility: Smoking is allowed outside the gates where the red bin is located.
- Henderson Facility: Smoking is permitted at the back of the premises, up the stairs.

Smoke Breaks

Employees and students are allowed smoke breaks during their morning, lunch, and afternoon breaks.

Failure to adhere to the smoke-free policy will result in a warning and reminder. If the policy is violated a second time or more, appropriate disciplinary action will be taken in line with other policy breaches.

Drugs and Alcohol

Zero Tolerance: PGC Training enforces a zero-tolerance policy regarding drugs and alcohol at our facilities.

Policy Enforcement: If you are suspected of consuming drugs or alcohol, or are found to be under the influence, you will be asked to leave the course. Please be aware that no refund will be provided in such cases.

Anti-discrimination

At our training facilities, we are committed to providing a respectful and inclusive environment for all students. Discrimination of any kind—based on race, gender, religion, disability, or any other status—is not tolerated. We encourage mutual respect, equality, and support, ensuring that every student can learn and grow in a positive, safe, and welcoming space.

Induction Procedure

An induction will be conducted at the start of each course to ensure that students:

Correct Training Product: Have signed up for the correct course and product code.

LLND: Review LLND's received prior to enrolment.

Recognition of Prior Learning (RPL): For experienced VET Students, the process available for RPL.

Credit Transfers: Applicable to VET Students who hold the product code.

Understand Documentation: Are familiar with the information in the Student Handbook and Course Manual.

Rules and Regulations: Comprehend the Rules and Regulations.

Facilities and Resources: Know the facility and resources.

Wellbeing and Support Services: What's available and how VET Students can access these.

Evacuation Procedure: Are aware of the evacuation procedures.

Key Contacts: Have identified key training, administration, and support personnel.

Course Materials and Timetables: Have received necessary course materials and are aware of their timetables.

Additional Information: Know where to access further information if needed.

This induction aims to provide students with all the essential information and resources for a successful course experience.

Language, Literacy, Numeracy and Digital Requirements

LLND needs are addressed prior to course commencement through a consultative and diagnostic process with the student, if and as is required.

Sufficient language, communication and interpersonal skills with the ability to read and write documents as pertaining to AQF level III is a requirement.

Students will be advised of their LLND levels – if a skills gap is identified, then options for LLND learning needs will be examined prior to course commencement.

Good comprehension and clear communication skills in the English language is a requirement for the Skills and Knowledge criteria throughout this course.

Where a student's needs are greater than PGC can provide, students will be directed to external support agencies such as the Reading Writing Hotline on 1300 655 506. This is a national phone service for adults seeking English language, literacy and numeracy information, advice and support, or refer to their website at <https://readingwritinghotline.edu.au/>. Additional external Student Support Service are listed below.

Any costs incurred for support services are in addition to this course and will be the student's responsibility.

Training Overview

At PGC Training, we are committed to providing a safe and inclusive learning environment for all our VET (Vocational Education and Training) students. We ensure the quality of training and assessment is compliant with the Standards for Registered Training Organisations (2025), and we are responsible for the issuance of the AQF certification documentation.

We aim to offer flexible training and assessment to meet individual student needs and enhance learning outcomes.

Amount of Training

Students with no prior experience can be given a manual for pre-study prior to course commencement up to 8 hours self-learning.

We also offer flexible learning and RPL/Assessment only.

Flexible learning options for less experienced students include taking the training manuals before the course commencement to pre study, asking the students to review training materials and take notes the evening before training commences allowing more experienced people to complete their practical components first in order to leave earlier and allow the less experienced operators more time to develop their skills.

The amount of training required has been determined and justified in consultation with PGC, trainers, employers, industry experts and previous students.

The course structure and lesson plan have been developed to enhance the student's work life in order to help maximise the volume of learning for each individual student.

The amount of training required will be reviewed by PGC annually in consultation with employers using employer feedback forms, by previous students using student feedback forms and in discussion with industry experts. This is to ensure the principles of assessment are adhered to.

Identification Requirements

For High-Risk Work Licence (HRWL) Applications: WorkSafe requires that all HRWL applications be accompanied by one of the following:

Primary Identification:

Australian Passport
Current Driver's Licence
WA Photo Card
OR

Secondary Identification (at least three required):

Birth Certificate
Medicare Card
High-Risk WorkSafe Licence
Student ID Card
Other relevant documents

Note: Credit or debit cards cannot be accepted as proof of identification.

PGC Training will process your paperwork and send your application to WorkSafe.

For All Other Courses: You are required to provide a minimum of one form of identification, from the Primary Identification list above. However, we recommend bringing a second form of identification as a backup.

How to Choose the Right Training Programme

To ensure you choose the appropriate course for your needs, you can visit our website at www.pgcgroupp.com.au or contact our office directly to speak with a subject matter expert.

Assessment Procedure

PGC Training follows a comprehensive assessment procedure, which is designed to ensure that assessments are valid, reliable, fair, and flexible. The primary goal is to assess whether students have met the competencies for each unit.

Generally, the assessment methods used include:

Knowledge Assessment: Evaluating theoretical understanding.

Performance Assessment: Observing practical application of skills.

Calculation Assessment: Required in some courses to assess numerical abilities.

Additional methods may include:

Observation: Performing tasks under supervision, using a checklist to confirm competency.

Oral Questioning: Answering questions to demonstrate understanding of principles and reasoning.

Case Study: Solving problems or making decisions in a simulated context.

Multiple Choice: Selecting the correct answer from a list of options.

Written Short Answer: Providing brief written responses to questions.

Project: Completing a real-life investigation, often involving independent work and a report.

Students will be informed about the specific assessment methods during course induction. To achieve a unit of competency, students must meet the minimum required competencies. If these are not met, PGC Training reserves the right not to issue qualifications or statements of attainment until the competencies are demonstrated.

Recognition of Prior Learning (RPL)

If a student has previously completed training or has course related skills and experience, he or she is offered the opportunity to seek recognition of RPL and will be made aware of PGC's RPL policy. The RPL process is an assessment only pathway using the developed assessments. Students are required to contact admin staff to request an Application for RPL.

RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house training.
- Work experience: on the job experience, including informal training.
- Life experience: community group involvement, family activities, leisure activities and/or unpaid work.

Applications for RPL will be assessed on an individual basis. Each applicant will need to provide the necessary evidence documentation to demonstrate their competency in accordance with the assessment system.

Common forms of documented evidence include certification from previous training, work history logs, third party reports, and real work samples such as logbooks, work plans, meeting minutes etc. It is up to the student to compile the evidence, in consultation with an Assessor, once they have enrolled. Evidence documents will be assessed against the rules of evidence namely:

1. Validity
2. Authenticity
3. Currency
4. Sufficiency

If the evidence is not sufficient, the applicant is allowed to provide further evidence before an assessment decision is made. At all times decisions about RPL are fair, consistent and transparent, the integrity of the training product is maintained, everything is documented and all evidenced is saved.

PGC Training charges a fee for the Recognition of Prior Learning (RPL) process. This fee covers the assessment of an individual's prior learning and experience to determine if it meets the required competencies for a qualification or unit of competency.

Reasonable Adjustment

The reasonable adjustments to the training and assessment process may include a variety of modifications to the methods of delivery and assessment, in order to assist the student who undertakes the course. The adjustments may include actions such as:

- accessing additional equipment or aids to assist the student
- adjustments to the assessment methods to cater for any challenges (without effecting the integrity of the outcome)
- adjustments to the delivery methods to cater for any challenges
- alterations to the duration of training course

Where a student requests or is identified as requiring reasonable adjustment to the training and assessment process of this course, there will be careful considerations.

In respect to the Disability Discrimination Act 1992 (DDA), and the individual's disability requirement for reasonable adjustment practices, it may not be possible for the student to attend the course. The physicality and conditions working in the mining sector and plant operations, availability of adaptive technologies, machinery modifications and industry physical requirements may preclude the student from actual vocational employment, therefore deeming the training unnecessary. Any adjustment to machinery would result in unjustifiable financial hardship for the RTO.

PGC Training will seek specialist and industry advice prior to enrolling any student requiring reasonable adjustment.

The RTO Manager of PGC will review and authorise any request for 'reasonable adjustment' to ensure that any adjustments and resulting outcomes are not affecting the integrity of industry requirements and the training and assessment process.

Not Yet Competent (NYC)

If you are assessed as 'Not Yet Competent' (NYC) in one or more parts of an assessment, you will need to reattempt the part or all of the assessments where you were deemed NYC. This may involve revisiting theory questions, adding more relevant information to your portfolio, or repeating a performance task.

Importantly, there is no charge for resubmission. You will have one attempt to resit. Before your resit, we strongly encourage you to study the areas your Trainer has advised, and to ask for any additional resources that may be available to you. Please ensure that you are fully prepared for your resit.

Unfortunately, if you do not pass your resit, you will be required to resit the course at your own expense.

Our staff will make every reasonable effort to support you in achieving success and help you through the resit process.

Transition from Superseded Units of Competency/Qualification

When a unit of competency or qualifications is updated, certain units of competency may be superseded, meaning they are no longer current. Students who have already completed these superseded units may need to transition to the updated versions to meet the new requirements. The transition process ensures that students' qualifications remain valid and align with the most current industry standards. PGC Training will assist students in identifying the changes and may offer bridging courses or assessments to help them meet the updated competency requirements.

PGC Training will ensure that no student is disadvantaged throughout the implementation and where possible, be given the opportunity to upgrade to the new unit of competency / qualification.

Issuance of Certificates

PGC Training is responsible for the quality of training and assessment in compliance with the Outcome Standards, Compliance Requirements, Credential Policy, and for the issuance of the AQF certification documentation.

Compliance requirements Clause 5: "The RTO must only issue AQF certification documentation to a VET student whom it has assessed as meeting the requirements of the training product and must ensure the AQF certification documentation is issued within 30 calendar days of the assessment."

Units of Competency: A Statement of Attainment will be issued when a student completes one or more units of competency.

Full Qualifications: Upon successful completion of a full AQF-recognised qualification, students will receive their qualification and record of results. Individual Statements of Attainment will not be issued for full qualifications.

All student records are confidentially maintained within PGC Training's Student Management System. PGC Training is required to retain records of AQF certification documentation issued for a period of:

- a) Seven years if a student completes a training product on or after 1 January 2015
- b) Thirty years.

Since the introduction of the Unique Student Identifier (USI) system in 2015, students can access their VET transcript for completed national competencies via the USI Registry. For more information, visit the USI VET transcripts website. www.usi.gov.au

Assessment Feedback

You will receive feedback on the outcome of each assessment. To be deemed 'Competent' in a nationally accredited unit, you must meet all the specific requirements outlined in the training product.

PGC Training is committed to continuous improvement, ensuring that our practices remain innovative, adaptive, and aligned with the best possible outcomes for students.

Feedback / Continuous Improvement

PGC Training is committed to continuous improvement by regularly reviewing its practices to achieve the best possible outcomes for students. This process involves gathering feedback from students about their experiences during their studies. While feedback is always welcome, students will also be specifically asked to provide feedback at the completion of their course.

For any concerns or issues, students can refer to the Complaints and Appeals Policy, which is available on the PGC Training website at www.pggroup.au. This policy outlines the procedures for resolving complaints and appeals in a fair and transparent manner.

Complaints And Appeals Policy & Procedure

PGC Training's management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness. This policy and procedure outline the management process undertaken by PGC Training for receiving and responding to complaints or appeals in a timely, fair and transparent manner.

Scope

This policy applies to students, members of the public affected by the actions of PGC Training, their staff and any third parties acting on behalf of PGC Training.

Policy

PGC Training provides a system for the receiving and managing of complaints or appeals which are publicly accessible, easily understood and embraces the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complains and appeals will be resolved in the earliest possible time frame.

All complaints and appeals will be acknowledged in writing within 7 working days of receipt and outline the actions or investigations to be taken.

The Complainant will have the opportunity to meet with RTO Manager or representative and present their case. A support person is welcome to attend the meeting with the complainant.

All complaints or appeals will be dealt with in a sensitive and fair manner. The decision regarding the outcome of any complaint or appeal will be communicated in writing. All complaints and appeals will, where practicable be finalised within 30 days from receipt.

Where a resolution is unable to be achieved a third party will be engaged to conciliate. Any cost of the engagement for the third party will be made available to the Complainant at this stage.

Complaints

A complaint is any expression of dissatisfaction with an action, product or service of PGC Training.

Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by PGC Training
- Delivery of training by PGC Training
- The behaviour of PGC Training's staff
- Student behaviour
- Assessment methods or processes
- Facilities or premises
- Record keeping
- Qualification / Statements of Attainment that have been issued / not issued
- Training and assessment resources

Appeals

An appeal is where a person is dissatisfied with a decision made by PGC Training personnel and would like the decision to be reviewed.

Appeals typically relate to an assessment decision made by PGC Training's trainers / assessors. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

Who can make a complaint or appeal?

A complaint or appeal may be lodged by:

- Any PGC Training's client, including students
- A person representing a student
- PGC Training staff members
- Industry personnel
- Other members of the community

How Can I Make a Complaint?

Complaint Process

The procedure for making a complaint is described below:

1. Discuss your issue / concern with:
 - PGC Training's staff member involved, and/or
 - A PGC Training advisor, and/or
 - PGC Training's Administration Team

If this person is unable to resolve the issue / concern, they may refer you to another PGC Training staff member who is able to help.

2. If the complaint is not resolved to your satisfaction and you wish to take it further, put your complaint in writing on PGC Training Complaints and Appeals Form. This form can be downloaded from the PGC Training website, printed out or emailed on request. Copies of the form are also available from the PGC Training administration office.

Please contact PGC Training Administration if you require assistance to access a copy of this form.

The completed form may be submitted by mail or by hand, and should be marked for the attention of the Manager "Private and Confidential", or email allison@pgcgroup.au

3. The RTO Manager will acknowledge the receipt of your complaint in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the complaint or appeal
 - Speaking with the person / people to whom the complaint relates to
 - Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by PGC Training was funded by your employer)
 - Seeking external advice

The RTO Manager will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

4. The RTO Manager will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the complaint in writing. If additional time is needed, the Manager will inform you in writing and will provide you with reasons why additional time is needed. The RTO Manager will also provide you with regular updates on the progress of the investigation.

5. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request the RTO Manager to arrange for an independent mediator to become involved. The request must be made in writing.

6. If you are not satisfied with the outcome of the independent mediation, you may refer the matter to the Training Accreditation Council (TAC) complaint team. Details about how to lodge a complaint with TAC can be obtained from the TAC website.

How Can I Make an Appeal?

Appeals Process

The procedure for making an appeal described below:

1. Discuss the decision with the person who made it and ask them to explain the reasons for their decision.
2. Should you remain dissatisfied with the decision, politely request the person who made the decision to review it.

As part of this process, they may decide to review the information on which their decision was based and discuss their decision with other PGC Training personnel, including the RTO Manger and General Manager.

A PGC Training representative, in most cases the person who made the original decision, will advise you of the outcome of the review.

3. If the matter is not resolved to your satisfaction and you wish to take it further, put your appeal in writing on PGC Training's Complaints and Appeals Form. This form can be downloaded from the PGC's website, printed out or emailed on request. Copies of the form are also available from the administration staff.

Please contact the Administration Team if you require assistance to access a copy of this form.

The completed form may be submitted by mail, by hand, or email allison@pgcgroup.au and should be marked for the attention of the RTO Manger.

4. The RTO Manager will acknowledge the receipt of your appeal in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the decision and giving you the opportunity to formally present your case
 - Discussing the decision with the person who made the decision
 - Seeking the advice of other PGC Training personnel (e.g., a trainer/assessor or Management.
 - Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by PGC Training was funded by your employer)
 - Seeking external advice (e.g., from a VET consultant or an independent assessor)

The RTO Manager will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

5. The RTO Manager will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the appeal in writing. If additional time is needed, the Manager will inform you in writing and will provide you with reasons why additional time is needed. The Manager will also provide you with regular updates on the progress of the investigation

6. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request the RTO Manager to arrange for an independent assessor to become involved. The request must be made in writing.

The RTO Manager will then contact an independent assessor and request a quotation for their services and will then provide these details to you in writing.

If you wish to proceed with independent assessment, you must advise the RTO Manager in writing, and you will need to pay half of the independent assessment costs.

7. If you are not satisfied with the outcome of the independent assessment, you may refer the matter to the Training Accreditation Council (TAC) complaint team. Details about how to lodge a complaint with TAC can be obtained from the TAC website.

All records of complaints and appeals, including all steps taken and correspondence/recordings entered, will be kept on file and entered into the applicable Complaints or Appeals Register.

Feedback regarding the complaint and appeals process will be sent from complainant for further continuous improvement.

Work Health and Safety

A Work Health and Safety (WHS) policy outlines the commitment of the organisation to provide a safe and healthy environment for students, staff, and visitors. The policy is designed to ensure that RTOs comply with WHS legislation and create a culture of safety across all training activities.

Key aspects of the policy include:

- **Compliance with WHS Legislation:** RTOs must adhere to relevant WHS laws and regulations, ensuring all health and safety requirements are met in the workplace and training environments.
- **Risk Management:** RTOs are required to identify, assess, and control risks associated with training and assessment activities, including practical sessions and on-the-job training placements.
- **Training and Education:** Staff and students should receive adequate training on WHS procedures, emergency protocols, and safe work practices.
- **Incident Reporting:** A clear procedure for reporting workplace incidents or hazards should be in place, ensuring any safety concerns are addressed promptly.
- **Continuous Improvement:** RTOs should regularly review and improve their WHS practices and policies, promoting a safe and supportive learning and working environment.

By implementing a comprehensive WHS policy, RTOs ensure the well-being of all individuals involved while maintaining a safe, productive, and compliant training environment.

Welfare and Support Services

PGC Training is committed to providing comprehensive welfare support services to ensure that students have a positive and successful learning experience. We offer a range of services designed to assist students in their academic, personal, and professional development.

- Academic Support: We offer tutoring, study skills workshops, and one-on-one academic assistance to help students succeed in their coursework. Our team provides guidance on assignments, exam preparation, and understanding course content.
- Career Services: We aim to equip students with the tools and skills needed to succeed in their chosen field.
- Personal Wellbeing; We offer counselling services and referrals to external mental health professionals to support students' emotional and psychological wellbeing. We are committed to helping students navigate any personal challenges that may affect their studies.
- Learning Resources: Our training centres provide access to a wide range of learning materials in each training product.
- Disability Support: We offer tailored support for students with disabilities, including adjustments to learning materials, assessment formats, and access to assistive technologies, ensuring all students have equal opportunities to succeed.

These services are part of our commitment to ensuring that every student has the resources and support they need to thrive during their time at our training facilities.

If you are facing challenges and/or require counselling or personal support, there are several professional organisations available to provide the assistance you need. These include:

Emergency Australia: Call 000 if you, or someone's life is in danger

Beyond Blue: Call 1300 224 636, 24 hours/7 days a week, chat online or email via webpage www.beyondblue.org.au

Lifeline: Call 13 11 14, 24 hours/7 days a week, or text 0477 131 141 www.lifeline.org.au

Crises Care Helpline: 1800 199 008 or 08 9223 1111, 24 hours/7 days a week

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

13 Yarn: Call 139276, 24 hours/7 days a week or email enquiries@13yarn.org.au for Aboriginal & Torres Strait Islander people

Kids Helpline: Call 1800 551 800, 24 hours/7 days a week for young people aged 5 – 25

**For more information, please call us on 08 94179444 or email rtoadmin@pgc.au
We want to ensure you are making the right decision before enrolling.**