



# CLIENT HANDBOOK

Revision 1.0

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# Client Handbook

## Welcome to Pooled Knowledge Pty Ltd

Thank you for choosing Pooled Knowledge Pty Ltd as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

DIRECTOR

Pooled Knowledge Pty Ltd

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## SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Pooled Knowledge Pty Ltd.

### Pooled Knowledge Pty Ltd

Thank you for considering training with Pooled Knowledge Pty Ltd.

Pooled Knowledge Pty Ltd is registered training organisation (RTO) registered with the Vet Regulator. RTO: 91779

Pooled Knowledge Pty Ltd aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Pooled Knowledge Pty Ltd trades as the following trading names:

- Business College Online
- Dragon College of Business

Pooled Knowledge Pty Ltd offers a range of training products which includes the following:

- Certificate II in Business
- Certificate III in Business
- Certificate IV in Business
- Certificate IV in Small Business
- Certificate IV in Human Resources
- Certificate IV in Leadership and Management
- Diploma of Business
- Diploma of Business Administration
- Diploma of Human Resources Management
- Diploma of Leadership and Management

As an RTO, Pooled Knowledge Pty Ltd is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

### Service Commitment

Pooled Knowledge Pty Ltd is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

## Training Programs

Pooled Knowledge Pty Ltd delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry. Our holistic approach ensures clients' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

### Training Courses

- Certificate II in Business
- Certificate III in Business
- Certificate IV in Business
- Certificate IV in Small Business
- Certificate IV in Human Resources
- Certificate IV in Leadership and Management
- Diploma of Business
- Diploma of Business Administration
- Diploma of Human Resources Management
- Diploma of Leadership and Management

All of these courses are Australian accredited vocational education and training (VET) qualifications. They and all other accredited VET qualifications are “nationally recognised” under a national framework called the Australian Qualifications Framework (AQF).

The training and assessment requirements for all AQF qualifications are defined in nationally endorsed documents known as Training Packages. Each industry has its own Training Package containing the relevant qualifications and the units of competency (industry competency standards) that make up each qualification. The units themselves explain all the training and assessment requirements that a person must satisfy in order to be deemed competent and be awarded a particular qualification.

These courses are qualifications within the BSB Business Services Training Package. It and the other nationally endorsed Training Packages, the qualifications they cover, and the units of competency that make up the qualifications are published on a government website, [www.training.gov.au](http://www.training.gov.au)

The following link provides examples of the typical programs undertaken by students of our diplomas in business, management, business administration, and human resource management.

Course Structure: [Business College Online](#)

You can download a PDF copy of each course structure via our website, or at the on-line learning portal.

You should also be aware that Business College Online has a growing list of elective units that may be substituted for units in the “typical” course, subject to the Packaging Rules of the qualification.

This can be located and selected within the course options within the on-line learning portal when you complete your online enrolment.

## SECTION 2 CLIENT RIGHTS AND RESPONSIBILITIES

Pooled Knowledge Pty Ltd conducts training courses via blended online learning to suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

### Assessment

All assessments must be submitted by the due date/course expiry date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date, the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

#### Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Pooled Knowledge Pty Ltd regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised.

- **Cheating** - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** - Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.
- **Plagiarism** - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.  
You must follow referencing guidelines if you take another person's idea, and put it into your own words.

### Behaviour

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

#### Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Removing, damaging or mistreating Pooled Knowledge Pty Ltd property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

#### Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other clients and the trainer/assessor is expected.

Pooled Knowledge Pty Ltd retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

## Change of personal details

Clients are required to ensure their personal details recorded with Pooled Knowledge Pty Ltd are up-to-date at all times. Should your circumstances or details change please update your record through your client login account.

## Evaluation and Feedback

Pooled Knowledge Pty Ltd values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Pooled Knowledge Pty Ltd has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

## Learner Support services

Pooled Knowledge Pty Ltd understands that there may be times when personal issues may affect your ability to undertake your training. Pooled Knowledge Pty Ltd has identified a number of support services for clients who have special needs, or require additional support and assistance to undertake or complete their learning.

### Access and Equity

Pooled Knowledge Pty Ltd are committed to ensuring that we offer training opportunities to all people on an equal and fair basis, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All who meet our entry requirements will be accepted for enrolment. If you have any questions about access and equity issues, please contact the office.

### Language, Literacy Numeracy

Our policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills.

Because the nationally recognised qualifications are based on national standards of knowledge, skills and competency, the assessments students are required to do are designed to ensure the relevant standards are met. Nevertheless, where necessary and possible, we will make arrangements to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student will gain an unfair advantage over other students.

A student with any special needs, including a disability or learning difficulty, must disclose it on their application for enrolment and discuss it with the office before commencing the course. Also, it may be necessary for a student to provide a relevant certificate from their doctor.

Examples of variations to assessment tasks may include allowing additional time to complete an assignment or test, substituting one form of assessment task for another, or providing support personnel (e.g. a writer).

At all times Pooled Knowledge Pty Ltd will fulfil its obligations under Equal Opportunity and Anti-Discrimination legislation, including the Federal Disability Discrimination Act 1992. For students with special needs, a Learning and Assessment Agreement will be negotiated to take account of the student's condition and, if necessary, alter the standards of training and/or assessment processes.

## Attendance and Progress

While it will be rare, distance education students may at times be asked to attend a particular training/assessment session. Prior notice of this will be given so students have time to make any necessary arrangements.

Also, students are expected to maintain satisfactory progress and generally complete the course requirements within the allocated timeframe.

The progress of learners completing traineeship-based courses will be actively monitored by their employer and by Pooled Knowledge Pty Ltd. Attendance and progress requirements will be those determined by the learner's employer in consultation with Pooled Knowledge Pty Ltd. If required, assistance and support will be available to encourage learners to remain on track with their programs.



## Duty of Care

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and their fellow clients.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Pooled Knowledge Pty Ltd can provide support or treatment should an emergency arise.

### You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Pooled Knowledge Pty Ltd in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Pooled Knowledge Pty Ltd;
- Ensure that you are not affected by the consumption of drugs or alcohol.

## Client Access - IT and Internet Facilities

Clients undertaking a course with Pooled Knowledge Pty Ltd must have the following IT and internet facilities available;

- Have access to a fully-functional computer/smart device loaded with a web-browser (e.g. Internet Explorer, Firefox) and appropriate software applications to read PDF files (e.g. Adobe), produce documents (e.g. Microsoft Word etc)
- Have access to a computer/smart device with reliable Internet access (ability to download and upload documentation from/to the College's online learning server)
- Have a current valid email account for online learning and assessment communication and support;
- Have a telephone and current valid telephone number for learning and assessment communication and support

## Learning Materials

Upon successful enrolment, Clients receive immediate access to all the online learning and assessment materials to successfully undertake their course. The course material is available until the client's course expiry date.

Each unit of competency associated with a clients selected course may include:

- **Activity Criteria for Assessment** - As part of your course, within your e-learning, the criteria is included in the Learner Guides found under the UNIT COURSE button. This provides the performance criteria and required knowledge and skills for the workbook/training/assessment that you must demonstrate.
- **Learner Guides** - these are readable online and provide information to grow your knowledge base for you to complete your course.
- **Online Quizzes** – these are completed at the end of each section, to validate information from the Learner Guides. You must achieve a pass rate of 100%, before you can complete the next section.
- **Online Exam** – At the finalisation of all quizzes, you must complete an online exam, to complete the online component of your course. You must achieve a pass rate of 80%. You may also be required to demonstrate this knowledge holistically in other workbook assessments and/or face-to-face training/assessment.
- **Workbooks** – These are either a form fill word/PDF document that are either short answer questionnaires, scenario based or assignments depending on the unit of competency involved. The document is downloaded, completed and then re-uploaded to your online learning.
- **Online Seminar/Webinar** – Business College Online may also be hosting online webinar style meetings for students to engage online with our assessors. Information and invitations will be sent directly to students to advise availability

## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Undertake all required reading, learning and assessment activities;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task;
- Complete all training and assessment activities within the time-frame of your course.

Pooled Knowledge Pty Ltd also commits to the following timelines:

- Learning materials will be available to students immediately payment is received via the on-line learning systems. Completed enrolment includes the full provision of required information and payment of fees, where required;
- Responses to general learner questions and concerns as they are communicated via letter, email, telephone, and on the Online Learning forum will be sent within 3 working day of their receipt;
- The evaluation of completed units will occur and a response sent to learners within 60 days of submission (unless otherwise agreed).
- More complex issues, such as appeals, will be resolved within the specified times listed in Dragon's Policies, Procedures and Tools Manual.

## SECTION 3 COURSE INFORMATION

### Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

### Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

### Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports

- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessment tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for a course.

Pooled Knowledge Pty Ltd is required to meet stringent quality requirements in the conduct of all assessments.

The Pooled Knowledge Pty Ltd has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to clients.

### Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Valid</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• Assessment of knowledge and skills is integrated with their practical application;</li> <li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li> </ul>
<b>Reliable</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
<b>Flexible</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• Reflecting the learner's needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Fair</b>	<p>The individual learner'[s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

### Rules of Evidence and Assessment

Pooled Knowledge Pty Ltd is required to ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Reliable</b>	The assessor is assured the evidence can withstand scrutiny, has integrity and reasonably indicates that the applicant is able to perform a task to a specified standard with regularity and consistency.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to clients, and are outlined within learner / assessment resources.

Each unit of competency associated with a clients selected course may include:

- **Activity Criteria for Assessment** - As part of your course, within your e-learning, the criteria is included in the Learner Guides found under the UNIT COURSE button. This provides the performance criteria and required knowledge and skills for the workbook/training/assessment that you must demonstrate.
- **Learner Guides** - these are readable online and provide information to grow your knowledge base for you to complete your course.
- **Online Quizzes** – these are completed at the end of each section, to validate information from the Learner Guides. You must achieve a pass rate of 100%, before you can complete the next section.
- **Online Exam** – At the finalisation of all quizzes, you must complete an online exam, to complete the online component of your course. You must achieve a pass rate of 80%. You may also be required to demonstrate this knowledge holistically in other workbook assessments and/or face-to-face training/assessment.
- **Workbooks** – These are either a form fill word/PDF document that are either short answer questionnaires, scenario based or assignments depending on the unit of competency involved. The document is downloaded, completed and then re-uploaded to your online learning.
- **Online Seminar/Webinar** – Business College Online may also be hosting online webinar style meetings for students to engage online with our assessors. Information and invitations will be sent directly to students to advise availability

## Presentation of Assessments/ Assignments

- All assessments should be typed into the online workbooks documents.
- Handwritten assessments are accepted; however handwriting must be clear and easy to read.
- All submitted assignments should be uploaded into the online learning system or alternatively emailed directly to the office.
- If you are mailing an assignment, it must be received by the due date. Pooled Knowledge Pty Ltd does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 60 days of receipt.
- Clients are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, clients may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Clients must re-enrol in the course again, paying the full course fee of the day.

## Assessment results

Clients have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to clients as soon as is practical. These results are available through your client login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the client is received in advance.

## Reasonable adjustments

Clients with disabilities are encouraged to discuss with Pooled Knowledge Pty Ltd any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Pooled Knowledge Pty Ltd to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

### Extensions for Assessment

It is expected that all assessment tasks are submitted via the online learning prior to the course expiry date.

Generally as a rule we do not grant extensions for assessments. Extensions will only be granted in extenuating circumstances and must be applied for in writing in a timely manner. Clients may have to pay additional fees if an extension is granted.

## Certificates

### Types of Certification

In general, four types of certificates are issued by Pooled Knowledge Pty Ltd. Certificates can only be awarded by Pooled Knowledge Pty Ltd in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Certificates will only be posted to clients at their nominated postal address as shown in their client account. The onus is on the client to ensure their address details are correct.

Duplicate or replacement copies of certificates incur a fee.

## Course Delivery

Pooled Knowledge Pty Ltd ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Pooled Knowledge Pty Ltd meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the client. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations

- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

## Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Pooled Knowledge Pty Ltd offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available include; on-line, workplace –based, Recognition of Prior Learning (RPL) or a combination of these.

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Pooled Knowledge Pty Ltd must abide.

Pooled Knowledge Pty Ltd makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. Pooled Knowledge Pty Ltd can assist in providing this additional development prior to completing your enrolment into vocational skills.

## Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

All evidence must be submitted within 90 days of initial enrolment (this allows sufficient time for a student to undertake any gap training if required).

Pooled Knowledge Pty Ltd believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Pooled Knowledge Pty Ltd aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by Pooled Knowledge Pty Ltd may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you can elect to enrol in Recognition of Prior Learning when selecting the course type at enrolment.



## Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be certified copies. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Detailed information in regards to the Recognition of Prior Learning process can be found on our website:

Web Link: [RPL Handbook](#)

Web Link: [What is RPL?](#)

Web Link: [RPL Traps & Tips](#)

Web Link: [RPL FAQ's](#)

## Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Pooled Knowledge Pty Ltd is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

## Credit Transfer/ Mutual Recognition

Pooled Knowledge Pty Ltd recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. With Credit Transfer client's are not required to undertake learning in the unit/s again.

## Special Needs

Clients intending to enrol for training with the Pooled Knowledge Pty Ltd are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Clients with disabilities or impairments are encouraged to discuss with Pooled Knowledge Pty Ltd any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

Pooled Knowledge Pty Ltd, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

## Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

## SECTION 4 POLICIES

### Access and Equity

Pooled Knowledge Pty Ltd is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. Pooled Knowledge Pty Ltd will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Pooled Knowledge Pty Ltd abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Pooled Knowledge Pty Ltd Access & Equity Policy.

### Appeals

Pooled Knowledge Pty Ltd ensures that clients have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, and can be found located at the end of this document.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Pooled Knowledge Pty Ltd may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Pooled Knowledge Pty Ltd will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Pooled Knowledge Pty Ltd strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

### Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;

- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### **Appeal Outcomes**

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Pooled Knowledge Pty Ltd assessment policy the client will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment

For further information, see Pooled Knowledge Pty Ltd Appeals Policy (Annexure 1).

## **Client Enrolment**

Enrolment into a course with Pooled Knowledge Pty Ltd is available 365 days a year. Enrolment can be completed at anytime via our online learning system.

Pooled Knowledge Pty Ltd recommends that prior to enrolment that a client carefully considers the course they are enrolling in and that it meets the needs of the client. Detailed information about the course and course content can be found within the course flyer/information brochure located on the website.

Website Link: [Business College Online](#)

### **Change of Enrolment**

Changes to enrolment will not normally be considered after the course has commenced unless there is a compelling reason for the change. Change of enrolment may occur if Pooled Knowledge Pty Ltd agree on the benefit of the change and it does not disrupt the course structure.

### **Enrolment Confirmation**

A person will not be enrolled until they have paid the total course fee. All clients receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details on how to undertake and complete the course successfully. Once the course fee has been paid, the student has instant access to the learning and assessment material and the course is considered to be commenced.

### **Fees Payable at Enrolment**

25% of the fee charged is an administration fee, and is non-refundable unless the course is cancelled by us, in which case a full refund will be made.

45% of the fee charged is the material fee (including all online student guides) and

30% balance of the fee represents the course fee and all course fees must be paid prior to the commencement of the course.

Refund are only given when a course is cancelled by Pooled Knowledge Pty Ltd

## Client Selection

Pooled Knowledge Pty Ltd conducts recruitment of clients at all times in an ethical, fair and responsible manner using various methods.

Pooled Knowledge Pty Ltd is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Clients must have the appropriate level of language, numeracy and literacy.

Pooled Knowledge Pty Ltd shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

## Client Records

Pooled Knowledge Pty Ltd maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure location. Only those Pooled Knowledge Pty Ltd personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact Pooled Knowledge Pty Ltd in writing.

## Complaints

Pooled Knowledge Pty Ltd has a fair and equitable process for dealing with client complaints.

All clients have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Pooled Knowledge Pty Ltd or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Pooled Knowledge Pty Ltd will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.



- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

### **Lodging a Complaint**

Should you wish to lodge a complaint, a formal or informal approach should be made by the client to the Administration of Pooled Knowledge Pty Ltd who will advise the next steps.

Depending on the client and the nature of the Complaint, the client may be directed to put the Complaint in writing to commence the process.

## **Course Fees**

Pooled Knowledge Pty Ltd has developed a fair and equitable process for determining course fees, refunds and payment options.

### **Fees Payable at Enrolment**

25% of the fee charged is an administration fee, and is non-refundable unless the course is cancelled by us, in which case a full refund will be made.

45% of the fee charged is the material fee (including all online student guides) and

30% balance of the fee represents the course fee and all course fees must be paid prior to the commencement of the course.

### **Payment options**

Pooled Knowledge Pty Ltd accepts methods of payment via our secure credit card facility. A receipt/tax invoice is emailed directly to the client's email address once payment has successfully been completed. Pooled Knowledge Pty Ltd do not have access to your credit card payment details.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

### **Fees Payable at Enrolment**

25% of the fee charged is an administration fee, and is non-refundable unless the course is cancelled by us, in which case a full refund will be made.

45% of the fee charged is the material fee (including all online student guides) and

30% balance of the fee represents the course fee and all course fees must be paid prior to the commencement of the course.

Refund are only given when a course is cancelled by Pooled Knowledge Pty Ltd

## **Cancellation & Withdrawal**

### **Enrolment cancellation / withdrawal / resignation from course**

Clients who wish to withdraw/cancel/or resign from their course are required to formally resign from their course. This can either be done via the online learning or in writing.

### **Enrolment Expiry from course**

Clients undertaking a course with Pooled Knowledge Pty Ltd have a dedicated time-frame to complete their course. The time-frame is clearly identified on all course flyers. Each individual client's online learning identifies their particular expiry date and this is also communicated in all system generated emails. A client is considered to have withdrawn from the course once they have reached their expiry date. No refunds are given to Expired Courses.

## **RTO Cancellation of courses**

Pooled Knowledge Pty Ltd reserves the right to cancel a course at any time. Clients already enrolled in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a client for the course will be made within seven (7) days. Pooled Knowledge Pty Ltd has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Pooled Knowledge Pty Ltd.

## **Equal Opportunity**

Pooled Knowledge Pty Ltd is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

### **Rights and Responsibilities**

Pooled Knowledge Pty Ltd has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Pooled Knowledge Pty Ltd is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. Pooled Knowledge Pty Ltd is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Pooled Knowledge Pty Ltd will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the DIRECTOR should be contacted.

As a client of Pooled Knowledge Pty Ltd, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

### **Discrimination**

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

## **Harassment, Vilification and Bullying**

All employees, contractors and clients have an equal opportunity to work and study. Pooled Knowledge Pty Ltd will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

### **Harassment**

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

### **Vilification**

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

### **Bullying**

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.



## Sexual harassment

Pooled Knowledge Pty Ltd will not tolerate sexual harassment in the learning or work environment.

The Pooled Knowledge Pty Ltd deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

### **Forms of sexual harassment**

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

## Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

## Privacy

Pooled Knowledge Pty Ltd abides by the Privacy Act and respects clients, staff and trainer/assessors' right to privacy.

As a RTO, Pooled Knowledge Pty Ltd is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients have access to their own records at all times.

Pooled Knowledge Pty Ltd collects information from clients upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Pooled Knowledge Pty Ltd may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Pooled Knowledge Pty Ltd will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

## Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the following refund policy.

Pooled Knowledge Pty Ltd will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) There is no refund applicable where a client has commenced their course/unit.
- b) There is no refund to participants who do not obtain their qualification after assessment.
- c) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.

- d) Pooled Knowledge Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- e) Pooled Knowledge Pty Ltd provides a full refund to all clients, should there be a need for Pooled Knowledge Pty Ltd to cancel a course. In the first instance Pooled Knowledge Pty Ltd will (where possible) provide an opportunity for the client to attend another scheduled course.
- f) If Pooled Knowledge Pty Ltd cancels a course, clients do not have to apply for a refund, Pooled Knowledge Pty Ltd will process the refunds automatically.
- g) Payment of all refunds is made within one week (seven days) of application for refund.

#### **Commencement dates**

- Commencement for online clients is the date that online access is provided to an individual client for a particular course.
- At Pooled Knowledge Pty Ltd online access to course material is available instantly once payment has been made.
- A course is considered to have commenced once payment has been made.

#### **Workplace Health and Safety (WHS)**

Pooled Knowledge Pty Ltd is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Pooled Knowledge Pty Ltd encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Pooled Knowledge Pty Ltd recognises its responsibility under the Workplace Health and Safety and related regulations. The DIRECTOR has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

#### **Duty of Care**

Pooled Knowledge Pty Ltd is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

#### **Pooled Knowledge Pty Ltd Management:**

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Pooled Knowledge Pty Ltd Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

**Staff, contractors, clients and visitors:**

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Pooled Knowledge Pty Ltd WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

**Accidents, Injuries and Near Misses**

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Pooled Knowledge Pty Ltd will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Pooled Knowledge Pty Ltd is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

**Investigating incidents and accidents**

The DIRECTOR is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the DIRECTOR will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the DIRECTOR.
- Once action is approved, communicates outcomes and planned actions.

## Appendices

### Appendix 1 – Appeals Policy

#### PURPOSE

Pooled Knowledge Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, Pooled Knowledge Pty Ltd is required to have a policy and processes in place to manage requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of Pooled Knowledge Pty Ltd.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

The object of this policy is to ensure that Pooled Knowledge Pty Ltd staff and third party partners, act in a professional manner at all times. This policy provides clients with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

#### POLICY STATEMENT

Pooled Knowledge Pty Ltd acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.

Pooled Knowledge Pty Ltd has provision for clients to appeal against assessment decisions, including those made by a third party partner.

Pooled Knowledge Pty Ltd ensures that clients have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, Pooled Knowledge Pty Ltd:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.

## DEFINITIONS

**The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.**

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

## POLICY PRINCIPLES

### Underpinning Principles

- a) Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- b) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- c) The appeals policy is publicly available, via Pooled Knowledge Pty Ltd websites.
- d) The appellant can provide detail of their appeal either verbally and/or in writing.
- e) All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- f) If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- g) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- h) All appeals are acknowledged in writing and finalised as soon as practicable.
- i) Pooled Knowledge Pty Ltd may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- j) If the appeal will take in excess of 60 calendar days to finalise Pooled Knowledge Pty Ltd will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- k) Pooled Knowledge Pty Ltd strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- l) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training

## Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) The judgement was not made in accordance with the Assessment Plan;
- c) Alleged bias of the assessor;
- d) Alleged lack of competence of the assessor;
- e) Alleged wrong information from the assessor regarding the assessment process;
- f) Alleged inappropriate assessment process for the particular competency;
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.

## Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Pooled Knowledge Pty Ltd assessment policy the client will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment.

## POOLED KNOWLEDGE PTY LTD RESPONSIBILITIES

The Director of Pooled Knowledge Pty Ltd is the Appeals Resolution Officer. The Director may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Client Handbook and Pooled Knowledge Pty Ltd website.

## APPEALS

### Appeals Process

All appeals shall follow the below process:

- a) Appeal to be made in writing within 7 calendar days of notification of the assessment decision using the Appeals form.
- b) A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.

- c) The Director Pooled Knowledge Pty Ltd shall be informed of receipt of any appeal.
- d) The Director Pooled Knowledge Pty Ltd may delegate responsibility for the resolution of the appeal, as appropriate.
- e) Appeals will be processed in accordance with the Appeals flowchart – Annex A.
- f) Appeals, where possible, are to be resolved within 28 days of the initial application.
- g) In all cases the final conclusion will be endorsed by the Director Pooled Knowledge Pty Ltd.
- h) The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- i) If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the Director Pooled Knowledge Pty Ltd.
- j) If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

### **Access & Equity**

The Pooled Knowledge Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

### **Records Management**

Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- a) How the appeal was dealt with;
- b) The outcome of the appeal;
- c) The timeframes for resolution of the appeal;
- d) The potential causes of the appeal; and
- e) The steps taken to resolve the appeal.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### **Monitoring and Improvement**

All appeals practices are monitored by the Director Pooled Knowledge Pty Ltd and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

**ANNEX A: Appeals Process**

