



Peninsula Training and Employment Program

Client Information Handbook

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About Peninsula Training and Employment Program

PTEP Inc is a Registered Training Organisation (RTO) providing nationally accredited training in a variety of areas including Training and Assessment, Business Services, Community Services, Health Services, First Aid, Horticulture and Hospitality.

PTEP Inc has extensive experience providing training, employment and support services to. Our goal is to provide quality training and learning experiences that assist all learners to achieve their full potential. Our team is highly skilled, experienced and qualified. All of our trainers have current and relevant industry experience in the particular courses or units of competency that they deliver.

Business Location and Contact Details

Head Office:

Address	1/10 Ninth Avenue (PO Box 524) Rosebud Victoria 3939	Phone 03 5986 4623
Email	enquire@ptep.com.au	Fax 03 5986 8377
Website	www.ptep.com.au	
Open	Monday to Friday, 9.00am to 5.00pm	

Facilities and Equipment

Clients have available for their use:

- Texts, videos and other course related material;
- Photocopying and printing of course related material;
- Tea and coffee making facilities;
- Free use of computers when room available.

Scope of Registration

Accredited courses include:

HLT32507	Certificate III in Health Services Assistance
RTF20703	Certificate II in Horticulture (Parks and Gardens)
RTF30703	Certificate III in Horticulture (Parks and Gardens)
RTF30603	Certificate III in Horticulture (Wholesale Nursery)
RTF30403	Certificate III in Horticulture (Landscape)
TAE40110	Certificate IV in Training and Assessment
BSB20107	Certificate II in Business Administration
BSB30407	Certificate III in Business Administration
CHC20108	Certificate II in Community Services Support Work
CHC30208	Certificate III in Aged Care Work
CHC30708	Certificate III in Children's Services
CHC30308	Certificate III in Home and Community Care
SIT20207	Certificate II in Hospitality
SIT30707	Certificate III in Hospitality
21772VIC	Certificate I in General Education for Adults
21773VIC	Certificate II in General Education for Adults
21774VIC	Certificate III in General Education for Adults

Quality Assurance

PTEP Inc guarantees the excellence of its services by ensuring that quality assurance is an integral part of our daily operations. This enables the organisation to consistently meet and surpass the needs and expectations of our funding bodies, industry and most importantly, our clients. You can be confident that what you learn and how you learn it measures up to the rigorous national 'Standards for Registered Training Organisations' (agreed to by Federal, State and Territory Governments and outlined in the Australian Quality Training Framework (AQTF) and meets all legislative requirements.

PTEP Inc is monitored by Skills Victoria and is subject to regular internal and external audits to verify adherence to these Standards.

PTEP Inc is committed to a rigorous, continuous improvement process that focuses on increasing customer satisfaction with the marketing, recruitment, induction, delivery, assessment, evaluation and support services associated with the delivery of our training Programs. Your feedback is highly valued and is used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities and information services.

Client Conduct

PTEP Inc has carefully identified specific rights and responsibilities to ensure that all clients receive equal opportunities and gain the maximum benefit from their time with us.

You have the right to:

- Receive high quality customer service from staff and high quality teaching from trainers;
- Be treated with respect and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Learn in a safe, clean, orderly and co-operative environment;
- Have personal property (including computer files and your work) and PTEP Inc property protected from damage or other misuse;
- Have access to a proper process for the resolution of grievances if dissatisfied with any aspects of the administration or teaching of the course;
- Learn in a supportive environment that is conducive to success;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Express and share ideas and to ask questions.

You have the responsibility to:

- Pay required course fees prior to enrolment (as applicable);
- Treat staff and fellow students with respect and fairness;
- Follow reasonable directions from members of staff;
- Behave in a way that does not offend, embarrass or threaten others;
- Take care of facilities by not damaging, stealing, modifying or misusing property;
- Respect the rights of other course clients to ensure a pleasant, mature and undisturbed (including mobile phone use) learning environment;
- Act in a safe manner that does not place you or others at risk;
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not smoke in non-smoking areas;
- Not be under the influence of alcohol or drugs;
- Attend all timetabled sessions on time;
- Participate in the course and allow others to participate, by sharing, listening and taking turns during discussion;
- Recognise that individual learning styles, needs and points of view add value to the classroom;
- Follow PTEP Inc policies and procedures.

If you fail to work within the above guidelines then:

Step 1 The Trainer will discuss the issue or behaviour to determine how things may be fixed.

Step 2 Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be in your personal file.

Step 3 Should the issue or behaviour still continue, you will not be permitted to continue training.

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Service Standards / Code of Practice

PTEP Inc is committed to the maintenance of high standards in the provision of education and training and other client services. If, at any time, you feel that we are not abiding by our Standards of Service then report your complaints or grievance to your trainer or the Training Manager, or complete our Complaints and Grievance Form.

Our Standards of Service encompass the following principles:

- We promote the highest level of ethical practice in all our services;
- We view ourselves as a highly professional training organisation;
- We employ qualified trainers who aim for excellence;
- We are committed to ethical, accurate and professional marketing;
- We promote accessible and equitable learning opportunities;
- We support our clients to achieve their full potential;
- We act fairly and equitably in dealing with grievances and appeals;
- We ensure fair practice with our fees and charges;
- Confidentiality and personal privacy is a high priority.

A full copy of the PTEP Inc Standards of Service and Code of Practice is available from the Training Manager.

Policies

PTEP Inc has documented policies and procedures covering all aspects of its conduct and the administration of its operations. Copies of our policies are freely available to all clients and will be provided upon request.

Policies relevant to clients

Access and Equity Policy

PTEP Inc has a policy of equal access to training for all people seeking to enhance their knowledge and skills. In particular, PTEP Inc encourages the participation of women, Indigenous Australians, people with physical or learning disabilities and those who come from culturally and linguistically diverse backgrounds.

Recognition of Prior Learning (RPL) Policy

The objective of this policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is recognised.

Staff Recruitment Policy

Our Staff Recruitment Policy details our commitment to the concept of equal employment opportunity and selection of staff based on merit. This ensures that all PTEP Inc training staff and sub-contractors are fully qualified as trainers and assessors and highly experienced in their field of training.

Refund Policy

Our refund policy provides clients with a refund of fees guarantee under certain circumstances.

Customer Complaints, Grievances and Appeals Policy

PTEP Inc has comprehensive grievance procedures in place for clients who wish to lodge a complaint in regard to any of the services or operations we deliver. Feedback and appeal mechanisms for clients are clearly outlined in this policy.

Privacy Policy

PTEP Inc is committed to protecting the privacy of personal information. This policy sets out the way we handle personal information including the use and disclosure of personal information, as well as client rights to access their personal information.

Advertising and Marketing Policy

This policy includes guidelines that ensure that PTEP Inc markets and advertises its services in an honest and ethical manner.

Strategies for Learning and Assessment Policy

This policy and procedure reflects the organisation's commitment to identifying, negotiating, planning and implementing appropriate learning, delivery and assessment strategies to meet the needs of its clients.

Recognition of Qualifications by other RTO's Policy

This policy details PTEP Inc's commitment to the recognition of AQF qualifications and Statements of Attainment issued by any other RTO and the procedures that are applied to ensure such recognition occurs.

Competency in Delivery and Assessment Policy

These policy and procedures aim to ensure the competence of PTEP Inc trainers and assessors, and that all assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the organisation's scope of registration

Operational Policies

- Administration and Records Management Policy;
- Advice to Registering Bodies Policy;
- Audits and Reviews Policy;
- Continuous Improvement Policy;
- Dissemination of Information Policy;
- Document Version control Policy;
- Financial Management Policy;
- Management of the Scope of Registration Policy;
- Risk Identification and Management Policy;
- Statistical collection and Analysis Policy;
- Transition of Training Packages policy.

General Information

Access and Equity

PTEP Inc recognises that particular groups of people in society have experienced and continue to experience, disadvantage and unequal educational outcomes.

We are committed to making learning available to everyone on an equitable basis and our admission procedures are free of discrimination. Recruitment for courses is conducted in an ethical and responsible manner, consistent with course requirements and all selection decisions comply with equal opportunity legislation. If you meet the entry requirements and the organisation has the appropriate resources to provide high quality services to you, you will be accepted into any training program, irrespective of gender, culture, linguistic background, race, location, political or religious beliefs, socio-economic background or disability.

PTEP Inc is committed to:

- Providing equal opportunity and promoting inclusive practices and processes consistent with Equal Opportunity Legislation;
- Providing a learning environment which is free from discrimination and harassment;
- Integrating the principles of access and equity in its policies and procedures.

To ensure this occurs, PTEP Inc has adopted the following principles:

- The client recruitment and admission process is bias-free and non-discriminatory;
- The curriculum is inclusive and reflective of diverse learner needs and cultures;
- The assessment process is fair, valid, reliable and consistent;
- Support is provided to those with special needs;
- Grievances are addressed in a fair and equitable manner.

Any applicant who believes they have been unfairly treated in any way whatsoever in the selection process has access to the appeals process as detailed in the Appeal and Complaints section.

Privacy

PTEP Inc is highly sensitive to the confidentiality of information provided by its clients and has designed a comprehensive policy that is strictly adhered to. We must collect information as part of the application process for training. This information may be of a personal nature and can include details of educational background, employment history, current employment status, and language, literacy and numeracy skills. This enables our staff to develop effective training and assessment programs that reflect individual needs and circumstances. The registering authority may also require the release of your personal information for the purposes of audit.

PTEP Inc may use your name and address for communication purposes. This may be to send information about your current course, other courses which we offer or to send out certificates or invoices. Occasionally, your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business.

Our Privacy policy ensures that information about a client is not disclosed to a third party without the written consent of the client. It is a requirement of the Australian Qualifications Framework that clients can access personal information and may request corrections to information that is incorrect or out of date. Clients can access their personal records at any time by contacting the Training Manager. PTEP Inc is required to keep your records for 30 years, in fire-proof safes, or in an electronic database to ensure compliance with the AQTF standards. Access to these records is strictly controlled.

Legislation

PTEP Inc is committed to adhering to the requirements of all Government Legislation that affects participation in, and delivery of, training. Clients are encouraged to discuss any matter with the Training Manager or visit the following websites:

Victorian Government Legislation Links

The Victorian Legislation Link <http://www.legislation.vic.gov.au/> provides information on:

Freedom of Information Act (1982)

Equal Opportunity Act (1995)

Health Records Act (2001)

Information Privacy Act (2000)

Occupational Health and Safety Act (2004)

Training and Reform Act (2006)

Whistleblowers Protection Act (2001)

Commonwealth Government Legislation Links:

The Commonwealth Legislation Link: <http://www.comlaw.gov.au/> provides information on:

Disability Discrimination Act (1992) (and amendments)

Racial Discrimination Act (1975) (and amendments)

Sex Discrimination Act (1984)

Human Rights and Equal Opportunity Commission Act (1986)

Privacy Act 1998 and Privacy Amendment Act 2004

Competency Based Training

Our accredited training is competency based. Australian industry, together with the education sector has determined the competencies necessary for effective performance in the workplace throughout all industries. These competencies form the basis of our training Programs. Under the competency based system training is outcome oriented with importance placed on demonstrating what people can do in the workplace and not how long they spend in training. Typically, a number of units of competency are grouped together to form a qualification, accredited at a particular Australian Qualification Framework level. If you were to be assessed as competent in only some of the units of the course, you would still be awarded a Statement of Attainment, which states the units you were assessed as competent in. The Statement of Attainment can be presented to any other RTO in Australia, should you wish to complete the course at a later date, and these will be accepted as credit towards the final completion of the qualification.

Complaints, Grievances and Appeals Process

Clients may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, amenities, discrimination and other issues, which may arise.

PTEP Inc will deal with complaints, grievances and appeals in a constructive and timely manner. It is our policy to ensure that:

- Each formal complaint, grievance, appeal and its outcome is recorded in writing;
- Each appeal is heard by an independent person or panel;
- The complainant has an opportunity to formally present his or her case; and
- The complainant is given a written statement of the appeal outcomes, including reasons for this decision.
- Action is taken to rectify and/or prevent a re-occurrence subject of any substantiated complaint.

Steps in the Complaints, Grievances and Appeals process

1 Local Level Resolution

PTEP Inc encourages open communication in an environment of trust. Therefore, any client with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the client, at which time the matter in dispute can be raised and a resolution sought.

2 Resolution by Training Manager

Should the matter remain unresolved following Step 1, or should it be inappropriate, the client is encouraged to contact the Training Manager. The Training Manager will consider the grievance and recommend a resolution.

3 Resolution by Organisation's Director

Should the matter remain unresolved following Step 2 or should it be inappropriate, the client is encouraged to contact one of the Organisation's Directors for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

4 Resolution by Arbitration

Should the matter remain unresolved following Step 3, the Organisation's Director may appoint an independent arbiter (professional arbiter selected from Yellow Pages) to review the dispute and suggest a satisfactory solution.

5 Resolution by External Authority

Should the matter remain unresolved following Step 4, the client may seek the advice of an independent authority that is skilled in dispute resolution processes.

Each complaint and appeal and its outcome is recorded in writing on the Action Request Form. A written statement of outcomes is provided to each appellant.

Assessment for Accredited Courses

Assessment is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. To make certain that assessments are not a stressful activity, our assessors take care to ensure that they are conducted in a relaxed and friendly atmosphere. They should not be regarded as an examination. Your Assessor simply needs to know which competencies you have mastered, and which competencies require further practice.

The stated assessment outcomes in competency based courses are:

Competent (C)

The client has demonstrated competency in all learning outcomes in a unit of competency by satisfactorily completing all assessment tasks.

Not Yet Competent (NYC)

The client has not yet demonstrated competency in all learning outcomes.

Withdrawn (W)

Not complete (NA)

A range of methods and tools will be used in the assessment process with all assessments meeting the rules of evidence of validity, sufficiency, currency and authenticity and the principles of assessment of validity, reliability, flexibility and fairness.

Your course materials contain details of all learning outcomes to be assessed within a unit, assessment tasks, the due date for completion of each assessment task, assessment criteria, and the method of assessment to be used. Clients should immediately discuss with their trainer any difficulties with the proposed assessment. Following assessment clients will be provided with feedback on their performance. If a client is not satisfied with the outcome of their assessment they may appeal in the first instance to their trainer and if still unsatisfied to the Training Manager. Clients may access their individual assessment records/results at any time on request. Contact the Training Manager for further information regarding this.

Certificates/Statements of Attainment

A certificate is issued on successful completion of an accredited course. A Statement of Attainment is issued on partial completion of an accredited course. A Certificate of Participation is issued for non-accredited courses if all sessions have been attended. Certificates will only be issued if all course fees have been paid in full.

Recognition of Qualifications Issued by Other RTOs

PTEP Inc recognises that the principle of mutual recognition is critical to the operation of a nationally consistent vocational education and training system and is a key principle underlying the Australian Quality Training Framework. We are committed to recognising the AQF qualifications and Statements of Attainment issued by any other RTO and the procedures that are applied to ensure such recognition occurs.

Recognition of Prior Learning

PTEP Inc recognises that clients may be able to demonstrate some or all of the defined competencies of the course for which they have enrolled. This competency may have been gained through previous learning, through work and life experiences, through employment experience and/or previous formal education and training.

Recognition of Prior Learning (RPL) is a system designed to enable you to match your knowledge and skills against the learning outcomes of a module in a course of study or a set of measurable competency standards. If your prior learning shows that you have achieved the learning outcomes of a module you may be given credit for that module. Anyone wishing to undertake either an entire course or individual modules can apply for RPL.

In deciding whether you may be given credit for a module, the following will be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable.)
- Is it transferable? (A skill should be applicable to a number of settings and situations.)
- Is it authentic? (You have to provide evidence, or demonstrate that you have the knowledge and skill.)
- Is your knowledge and skill appropriate to the level of the module or course?

If you believe you may be eligible for RPL, ask your Trainer for a copy of the Client RPL Guide and RPL Application Form. If you are unsure whether to apply for RPL, please discuss your situation with the Trainer. If you decide to apply for RPL you should advise your Trainer, who will provide direction on how to complete the Application form and, where applicable, organise an interview before an RPL panel. If you choose to apply for RPL you will be required to present a variety of different forms of evidence to prove that you are competent in the areas needed for the qualification or course you are undertaking. This evidence could include samples of work, references from people you have worked with and evidence of attendance at other training courses.

There are three stages in the RPL process - providing evidence, assessment of your claim and gaining credit for the module or the opportunity to appeal if you do not gain credit. Finally, please note that confidentiality is an extremely important part of the RPL process. It is important that sensitive information is not disclosed. You should:

- Obtain authorisation to use evidence;
- Remove sensitive names and figures if necessary;
- Mark documents as confidential and not to be photocopied. If there is confidential information that cannot be included, note this in your application and your course co-ordinator will look at it only if necessary.

There may be a cost associated with RPL. It will vary depending on the number and types of modules/units of competency requiring RPL. You will be advised of the cost prior to the commencement of the RPL process.

Course Information

PTEP Inc offers a wide variety of accredited (under the Australian Quality Training Framework) and non-accredited learning Programs. Details of all Courses can be found at www.ptep.com.au or by calling the Training Manager. It is advisable to contact the Training Manager who can assist you to determine if a course will suit your needs.

Full-time Courses

Full-time Courses may be a semester (6 months), one year or more in duration.

Full-time Courses run between 16 and 25 hours per week.

Daytime Courses generally start at 9.30am and finish at 3.30pm. Tea breaks are provided in the morning and afternoon with 30 minutes for lunch unless otherwise advised.

Part-time Courses

Part-time Courses may operate from 4 to 20 hours per week.

Short Courses

Short courses may operate from a few hours to a few weeks, with some based on accredited units of competency.

Course Selection Criteria

Some Courses may be subject to a selection process. A range of criteria will be used to select clients for entry into these Courses. Clients will be required to address set criteria included in course application forms and this information will be used to help decide which applicants will be offered a place in that Course.

Courses may have different selection/eligibility criteria. For some government-funded Courses education level, age and employment status may form a part of this. In this case the selection criteria will be advertised.

Selection criteria are related to the ability to complete the course. This may be demonstrated by the applicant supplying evidence for the following:

- previous education and training;
- paid or unpaid work experience;
- life and community experience;
- why the applicant wishes to enrol in the course and how the course is relevant to personal goals;
- any further evidence to support their application.

Enrolment and Induction

Information on Course content and other relevant information is available to potential clients prior to enrolment at www.ptep.com.au or from PTEP Inc, 1/10 Ninth Avenue Rosebud. To ensure you gain the most from the class you enrol in, please read the course description carefully and if you have any queries don't hesitate to call the Training Manager.

Enrolment

Clients are required to complete an Enrolment Form prior to commencing all training offered by PTEP Inc. The Enrolment Form contains all necessary information to allow accurate data to be collected for the State Registering Body. Student fees (as applicable) can be paid by cash, cheque, (made payable to PTEP Inc), Bankcard, Visa or MasterCard. Enrolments by phone are also accepted for Courses that are not subject to a selection process.

The student fee (as applicable) must be paid at the time of enrolment otherwise the enrolment is not valid and training cannot commence. The fee must accompany mailed enrolments except where clients are wishing to undertake courses which have a selection process. In this case they should ensure their place has been secured prior to sending payments. Clients may be required to purchase materials for some Courses and a materials list will be supplied. Progressive payment arrangements may be

approved in some instances – all requests will be actioned upon the client completing the enrolment form.

Induction

Client induction takes place prior to the commencement of training and includes detailed explanations of the following:

- Name and contact details of PTEP Inc and relevant PTEP Inc training representative;
- Self Assessment and RPL process;
- Tuition Fee details and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assessment;
- AVETMISS statistical reporting;
- Record keeping and access to files;
- Assessment procedures and evidence collection;
- Participant support, including any external support PTEP Inc may arrange;
- Flexible learning and assessment procedures;
- Staff responsibilities for access and equity;
- Qualifications to be issued;
- Appeals, complaints and grievance procedures;
- Course timetable;
- Course content and vocational outcomes;
- Assessment procedures;
- Required participant behaviour and disciplinary procedures;
- Contact details for absenteeism or other issues;
- Recognition of prior learning (RPL) arrangements.

It also includes distribution of the following material:

- Participant Handbook;
- Standards of Service;
- Training Kit and Course introduction;
- Enrolment Form.

Confirmation that all the above information was given and handouts distributed must be acknowledged by the client signing the Client Induction checklist.

Fees and Charges

Information on course tuition fees and charges (including refund policy and exemptions where applicable) is made available on www.ptep.com.au

The following, if applicable, may also be charged in addition to course tuition fees:

- Course Cancellation Fee;
- Duplicate Certificate Fee;
- Recognition of Prior Learning Assessment Fee;
- General Administrative / Service Fee.
- Excursion fees

For further information contact the Training Manager.

All fees paid in advance by clients are separately identified and accounted for within PTEP Inc's accounts and cash reserves maintained to ensure a full refund of fees (if necessary under the refund of fees policy).

Reissuing of Certificates

Misplaced certificates can be re-issued on request. A fee of \$11.00 (inc. GST) will be charged.

Refunds

Refunds will be considered prior to course commencement if at least seven (7) days notice is given prior to course commencement date. An administration fee of \$11.00 will apply to refunds.

Refunds will be made in the following circumstances:

- Learners who have overpaid the tuition/administration fee;
- PTEP Inc cancels the course;
- Where the learner's application for enrolment is refused PTEP Inc agrees to refund all fees within 30 days, without deduction;
- If a learner withdraws, by written notice within seven (7) days, from a course at any time up until four weeks after the commencement of classes in that course, then PTEP Inc will refund 50% of the tuition/administration fee paid in respect of the course;
- The learner advises PTEP Inc in writing, prior to course commencement, that they are withdrawing from training then PTEP Inc will refund the full tuition fee and any other fees and charges paid by or on behalf of the learner;
- In PTEP Inc's opinion, the learner would be unreasonably disadvantaged if not granted a refund, for example, a learner meets with a serious misadventure and is unable to continue their enrolment, then PTEP Inc will refund the full tuition fee and any other fees and charges paid by or on behalf of the learner;
- If a learner withdraws from only part of a course, or if only part of the course is cancelled, PTEP Inc will only refund the portion of the tuition fee and materials fee applicable to that part of the course;
- PTEP Inc will refund the learner for the hours granted where Recognition of Prior Learning has been conducted and therefore reduced the number of scheduled training hours.

The following examples are indicative of appropriate circumstances for granting a refund:

- Extended hospitalisation or illness (two week period minimum) supported by a medical certificate and resulting in extended absence from training;
- Pregnancy/childbirth.

The following examples are indicative of inappropriate circumstances for granting a refund:

- Job change;
- Change in work hours;
- Inconvenience of travel to class;
- Moving interstate;
- Retrenchment.

Withdrawals

A client may withdraw from a course or unit by giving notice in writing to PTEP Inc. Recognition will be given for those units completed to date. Depending on the circumstances, fees for the missed course or unit may be credited to future training.

Withdrawals and non-attendance without written notice

Withdrawal from a course or module without giving written notice in advance to PTEP Inc will result in automatic forfeiture of all fees paid to date.

Support Services

PTEP Inc makes every effort to provide support for clients to achieve the required level of competency in all courses. Clients are encouraged to make an appointment to see their trainer or the Training Manager for advice on topics such as:

- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself.

Staff can also provide information, support and/or referral on issues related to:

- Finances (Youth Allowance, Austudy, Abstudy etc);
- Personal health and welfare;
- Grievance and / or conflict resolution;
- Academic and study skills;
- Choosing courses/subjects;
- Career counselling;
- Centrelink forms;
- Translating and interpreting services;
- Employment services.

Clients may find the following websites useful:

- Rights in the Workplace - www.youth.vic.gov.au;
- Legal Online - www.legalonline.vic.gov.au;
- Legal Aid - www.legalaid.vic.gov.au;
- Income Information – www.centrelink.gov.au;
- Victorian General Welfare rights – www.welfarerights.org.au;
- Victorian Government – www.vic.gov.au;
- Federal Government - www.fed.gov.au;
- Drug and alcohol services – www.ysas.org.au;
- Crisis help line – www.aifs.org.au;
- Suicide help line – www.hereforlife.org.au.

Clients with Special Needs

In line with our Access and Equity practices, clients with special needs are offered the same opportunities as any other candidate. Our training and assessment Programs take individual needs into consideration from the planning stage onwards and adopt particular learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, trainers and assessors will consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non English speaking background.

PTEP Inc has procedures to identify specific learning needs of clients in order to plan and implement appropriate learning strategies.

It involves the completion of a Course Client Information Form prior to commencement of a course. This inventory identifies your existing skills and knowledge, and expectations of the course.

Language Literacy and Numeracy Support

PTEP Inc acknowledges that all vocational education and training includes language, literacy and numeracy tasks. We provide for language, literacy and numeracy assessments on request. We also monitor clients' language, literacy and numeracy skills through our induction process, application and enrolment forms, and interviews.

Our trainers provide materials, resources and assessment tasks at the level of complexity required in the workplace for each specific competency only. Opportunities for repeated and supported practice are also provided. Language, literacy and numeracy support options will be discussed individually with each course client when a need is determined, or at anytime at the request of a course client.

Examples of the type of support that we offer include:

Literacy

- Providing only essential writing tasks;
- Considering the use of group exercises;
- Providing examples and models of completed tasks;
- Ensuring that documents and forms are written and formatted in plain English;
- Using clear headings, highlighting certain key words or phrases;
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly;
- Giving clear instructions in a logical sequence;
- Giving lots of practical examples;
- Encouraging you to ask questions;
- Asking questions to ensure you understand.

Numeracy

- Showing you how to do the calculations through step by step instructions and through examples of completed calculations;
- Assisting you to work out what maths calculations and measurements are required to complete the task;
- Encouraging the use of calculators and demonstrating how to use them.

Client Feedback

As a required practice, all PTEP Inc clients are provided with an opportunity to rate our performance in service delivery at the completion of their learning Program. Information is collected via a satisfaction survey distributed to all learners at the above point in time. Information collected is analysed, followed up with the client when requested, and used within our services and continuous improvement strategy.

Evacuation Procedures

In case of emergencies evacuation procedures are implemented. Each training area has a notice for the procedure in that specific area.

Client Information Checklist PF18

- Business Location and Contact Details
- Facilities and Equipment
- Quality Assurance
- Client Conduct
- Training Code of Practice
- Policies
- Access and Equity
- Privacy
- Legislation
- Competency Based Training
- Complaints Grievances and Appeals Process
- Assessment for Accredited Courses
- Certificates and Statements of Attainment
- Mutual Recognition
- Recognition of Prior Learning
- Course Selection Criteria
- Enrolment and Induction
- Fees and Charges
- Refunds
- Withdrawals
- Support Services
- Language, Literacy and Numeracy Support
- Clients with special needs
- Client Feedback
- Reissuing of Certificates
- Evacuation Procedure
- Possibility of receiving a NCVET Student Survey

I _____ have read and understood the PTEP Inc Client Information Handbook.

I will be undertaking the _____
(qualification/course being undertaken by student).

I am aware of the outcomes and pathways available to me in relation to this qualification/course.

Signature: _____

Date: _____