

**PRIDE**INSTITUTE
Excellence IN EVERY ENDEAVOR

Student Handbook

Pride Institute: 7/3360 Pacific Highway,
Springwood Qld 4127

RTO Code: 31982

Email: admin@prideinstitute.qld.edu.au

Table of Contents

Purpose of this Handbook	3
About Us	3
Studying with Pride Institute	3
Obligations as a RTO	3
Contact Details	4
Emergency Contact Details	4
Courses Provided by Pride Institute	5
Course Information and Duration of Term	5
Selection and Enrolment.....	5
Unique Student Identifier (USI)	6
Enrolment Details	7
Credit Recognition	7
Recognition of Prior Learning (RPL).....	8
Student Induction	14
Student Code of Conduct.....	14
Course Expectations and Requirements	16
Plagiarism and Cheating.....	18
Student Support Services	18
External Support Services	19
Student Rights and Responsibilities under Australian Legislations.....	20
Accessing your Records	22
Notification of Changes.....	22
Privacy Policy	23
Fees, Charges and Refunds.....	25
Complaints and Appeals	32
Critical Incident Policy	37
Student Feedback.....	39
Issuing of Certification Documents	40

Purpose of this Handbook

This Handbook aims to be your go-to guide for everything you need to know about studying at Pride Institute. From policies to procedures, from resources to support services, this Student Handbook has got you covered. We want to make sure you have all the information you need to thrive in your educational journey with us.

In a nutshell, this Handbook will:

- Introduce you to Pride Institute as your education provider.
- Provide essential information to help you settle into your studies
- Explain the academic expectations of your course.
- Inform you about our support services, policies, and procedures.
- Ensure your safety, security, and support throughout your time here.

About Us

At PRIDE INSTITUTE, we're dedicated to providing quality education to all our students.

We are a Registered Training Organisation (RTO) and an accredited Vocational Education and Training (VET) provider in Australia.

At PRIDE INSTITUTE, we offer courses in Transport and Logistics (TLI), Security and First aid courses focusing on both national needs and global job opportunities. Our goal is to help you develop your skills, build confidence, and gain practical experience so you're ready for the workforce when you graduate.

Main Campus

7/3360 Pacific Highway, Springwood Qld 4127

We're committed to making your education journey enjoyable and rewarding. Our friendly team of trainers, educators and support staff are here to welcome you, keep you engaged, and help you stay motivated throughout your time with us.

Studying with PRIDE INSTITUTE

At PRIDE INSTITUTE, we're all about making your learning experience great. We're committed to providing top-notch education that equips you with the skills and knowledge you need to succeed.

At PRIDE INSTITUTE, we prioritise your learning journey, ensuring it's both enriching and convenient for you.

Obligations as a RTO

As a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA), we have a duty to make sure the training and assessments we provide meet high standards. This means we follow the Standards for RTOs 2015 (SRTOs) and legislations under the VET Framework.

To make sure we're doing things right, we have set up clear rules and systems inside our organisation. We also have to undergo checks by ASQA from time to time. Anyone we work with, like training partners or salespeople, must also follow these rules.

If you ever feel we're not doing what we're supposed to, you can tell us by following the steps in our Complaints and Appeals Policy, which you can find in this handbook.

Contact Details

At any time, you may contact PRIDE
INSTITUTE at:

Email: admin@prideinstitute.qld.edu.au

Website: <https://prideinstitute.qld.edu.au/>

Phone number: 07 31302215

Reception Open Hours: Monday to Sunday 8:00 AM - 5.00 PM

CEO/Critical Incident Officer:

Iramma Anabast

Legal Advice

If you need legal advice or information about the law, you can reach out to Queensland Legal Aid. They offer free assistance for legal problems to disadvantaged people about criminal, family and civil law. You can contact them at 1300 65 11 88 or visit their website at <https://www.legalaid.qld.gov.au/Home>

Emergency Contact Details

Emergency	Contact details
Australian Government Emergency Helpline Ambulance Fire Brigade Police	000

Courses Provided by PRIDE INSTITUTE

We're thrilled to offer you a variety of courses to help you reach your goals. Below is a rundown of what we have to offer:

1. CPP20218 Certificate II in Security Operations
2. CPP31318 Certificate III in Security Operations
3. HLTAID009 Provide cardiopulmonary resuscitation
4. HLTAID011 Provide First Aid
5. HLTAID014 Provide Advance First Aid
6. CPCWHS1001 Prepare to work safely in the construction industry
7. TLIC4006 Drive Multi-combination Vehicle

For more detailed information, please refer to our website or get in touch with our admissions team. We're here to help you every step of the way!

Course Information and Duration of Term

Timetables:

- Your timetables will be provided to you after induction.
- Classes will commence on the specified date.
- The trainers will communicate any changes to the schedule to you.

Selection and Enrolment

Here's how to apply to join a course at PRIDE INSTITUTE. We welcome applications from all eligible students on a first-come, first-served basis. If a course is full, we'll offer you a spot in the next available term.

To apply, complete the Enrolment Form available on our website: <https://prideinstitute.qld.edu.au/>

Admission

On receipt of an application, the eligibility of the applicant is determined on the basis of:

- Minimum entry requirements for respective courses
- Pre-enrolment requirements and analysis (Course entry interview and suitability of course)
- Candidate self-assessment
- Payment of initial application fees

If the course has specific entry requirements, make sure to provide the necessary evidence mentioned in the Course Outline, such as verified copies of your qualifications, identification (including passport), schooling records, and proof of driver's license with the appropriate class.

If you're applying for credit, indicate this on your enrolment form and submit certified copies of your transcripts for assessment. You will also get the opportunity to apply for credit during the course entry interview.

Once your form and evidence are ready, send them to us. We'll review your application within 7 days and confirm your details.

You will need to attend a course entry interview as part of the entry requirements.

Your admission is subject to:

- Review of application
- Verification of documents
- Approval by the Manager at PRIDE INSTITUTE.

If your application is approved, we'll send you further information about the next steps, including payment arrangements and how to begin your course, including:

- Student Agreement (to be signed and returned)
- Pre-paid Fee Information and Bank Details
- Fees and Refund Policy and Procedures
- Complaints and Appeals Policy and Procedure
- Enrolment and program details, key dates and academic schedules
- Student Code of Conduct

Enrolment

Before confirming enrolment, PRIDE INSTITUTE ensures that all necessary documents required for application have been collected and that advance fees have been received from you.

A formal Student Agreement is drafted and signed by both parties.

Upon approval of the application for admission into the chosen course and fulfilment of offer conditions, you will be provided with a confirmation email.

Your information is entered into our Student Management System, and enrolment details are extracted and printed for reference.

You will receive a copy of your enrolment form containing all pertinent details.

You are informed about the induction date, typically held a certain number of days before the course commencement date, ensuring you are well-prepared for your studies.

Unique Student Identifier (USI)

What is a Unique Student Identifier (USI)?

A Unique Student Identifier (USI) is a special reference number that includes numbers and letters. It's like a lifetime record for you, keeping track of all the nationally recognised training you complete.

Why do you need a USI?

According to the Unique Student Identifiers Act 2014, all Registered Training Organisations (RTOs) must make sure every student has a valid USI if they're enrolling in nationally recognised training from 1st January 2015 onwards. This means unless you have a special exemption from the USI registrar, you must provide us with your USI.

Students are required to provide their Unique Student Identifier at the time of enrolment.

How can you get an exemption?

If you think you might qualify for an exemption, you can learn more about it on this webpage: <https://www.usi.gov.au/providers/exemptions-reporting-usi>

What if you don't have a USI?

If you do not have a USI, you can also apply for a USI here: <https://www.usi.gov.au/students/get-a-usi>

Why is a USI important?

We can only give you a qualification or a statement of attainment if we have a valid USI for you or a notice of exemption from the registrar. So, make sure you sort out your USI if you want to get your qualifications!

To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

Enrolment Details

Contact Information

- Ensure your contact details are accurate and up to date.
- Notify reception if there are any changes, including your mobile number.

Student ID

- Obtain your student ID from the reception.
- Utilise your student ID to avail discounts.

Credit Recognition

At PRIDE INSTITUTE, we recognise the value of your prior studies and experiences. Credits are a formal acknowledgment of the courses you have previously completed, which may reduce the number of units or modules required for your current enrolment.

Credit Policy and Procedures

1. Application process

PRIDE INSTITUTE is committed to recognising all students' prior learning and achievements. As part of this commitment, students are invited to apply for credit for previously completed studies by submitting a Credit Application Form and the necessary supporting documentation, which may include certified copies of transcripts or VET transcripts issued by the Student Identifiers Registrar.

PRIDE INSTITUTE will verify all submitted documents by reaching out to the issuing institutions to validate the authenticity of the provided information. Verification will be conducted for transcripts issued by the USI Registrar through the USI Registry System.

It PRIDE INSTITUTE's policy is to ensure students are not required to retake any unit or module they have already been deemed competent and it is equivalent, except where licensing or regulatory requirements are mandated.

Students will be informed about the opportunity to apply for credit during the enrolment process and the course entry interview. Interested students should complete the Credit Application Form and provide certified copies of relevant transcripts. Incomplete applications will be returned for completion.

The Student Administration Officer is responsible for ensuring the completeness of applications, and that documentation is certified.

2. Assessing credit applications

PRIDE INSTITUTE will grant credit for any unit that is a part of the student's current course of enrolment, provided the student submits authenticated evidence from an RTO or authorised issuing organisation and the unit of competency previously attained is equivalent.

If the evidence pertains to studies completed at another institution where the unit or module is not listed in the student's current course of enrolment, PRIDE INSTITUTE will conduct an analysis to determine the equivalence of the completed units and ensure training package requirements are being met.

Transcripts will be scrutinised for authenticity by checking for expected information and certification. The relevance of the studied units to the student's current enrolment will also be assessed. The issuing institutions will be contacted to verify the authenticity of transcripts.

A direct match by code and title or an assessment of equivalency by the Training Trainer/Assessor will result in credit issuance. Documentation of the rationale for granted credits will be included in the Credit Application.

3. Credit application outcome

Students will be informed of the outcome of their credit application in writing, and they must provide a written acceptance of the credit awarded. Credits may result in reduced course fees, which will be communicated to the student alongside the credit decision.

The outcomes of the Credit Transfer process will be recorded in the student management system, with records of acceptance kept for a minimum of six (6) months for students.

Students have the right to appeal credit application decisions as outlined in the Complaints and Appeals Policy & Procedure.

The Trainer/Assessor will notify students in writing of their credit application outcomes, request acceptance of awarded credits, adjust course fees if applicable, and advise on any changes to the course duration.

Recognition of Prior Learning (RPL)

At PRIDE INSTITUTE, we understand the value of your time and resources. That's why we offer a streamlined process for Recognition of Prior Learning (RPL), designed to minimise both time and costs for applicants while providing a supportive framework for students.

'Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- **Informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).'

RPL Policy and Procedures

PRIDE INSTITUTE provides an opportunity to all students to apply for Recognition of Prior Learning for all training products on its scope of registration prior to enrolment. Suitability for RPL is also discussed during the course entry interview.

PRIDE INSTITUTE has developed a streamlined task-based RPL approach that requires the student to self-assess their skills, participate in competency conversation with an assessor, provide documentary evidence, and demonstrate practical skills where relevant.

‘Recognition of prior learning (RPL) is a process that assesses competency—acquired through formal and informal learning—to determine if a candidate meet the requirements for a unit of study.

Candidates will be assessed against industry standards and the training package requirements. An RPL assessor does this. Candidates may be asked to:

- perform tasks or jobs
- talk about and explain how they do those jobs
- provide samples of their work.

A visit to their workplace may be organised to allow them to demonstrate their abilities. Candidates may have to provide job descriptions, references or performance appraisals. The assessor will consider their skills and knowledge and match them against a suitable qualification.

Benefits of applying for RPL

Where applications are granted, candidates:

- may attain their qualification in a shorter duration
- maybe able to enrol in their desired higher-level qualification in a shorter time
- will not have to spend additional money on textbooks and learning materials
- will not have to undergo repeated training for knowledge and skills they already have
- will save time by not attending any or only attending a reduced number of lectures, training sessions, assessment classes, etc.

A task-based model for RPL

A process for RPL has been developed that promotes holistic, task-based assessment and focuses on relating assessment activities to actual job tasks. This model intends to streamline and simplify recognition processes for prospective candidates. This RPL Assessment Tool Kit has been developed to support this task-based model.

The new streamlined, holistic assessment process focuses on demonstrated skills and knowledge and does not rely on documentary evidence as the primary source.

Support from the workplace and third-party representative

Candidates need to discuss the requirements of their RPL application with relevant personnel in their workplace. This could include their workplace supervisor, employer, and colleagues who work closely with them. Their workplace representatives (third-party representatives) will assist them in the RPL assessment process by validating and authenticating their evidence and providing supplementary evidence to support their competency claim. They will be asked to verify their skills and knowledge and assist with workplace assessment tasks and assessor visits.

Their representative will be provided with a third-party guide, and their role will be explained by the RTO assessor. They will also be required to complete relevant sections in the Self-evaluation and third-party Representative Kit and participate in competency conversations with the assessor as needed.

Their chosen representative must be someone who:

- has observed them regularly and closely in the workplace

General Information

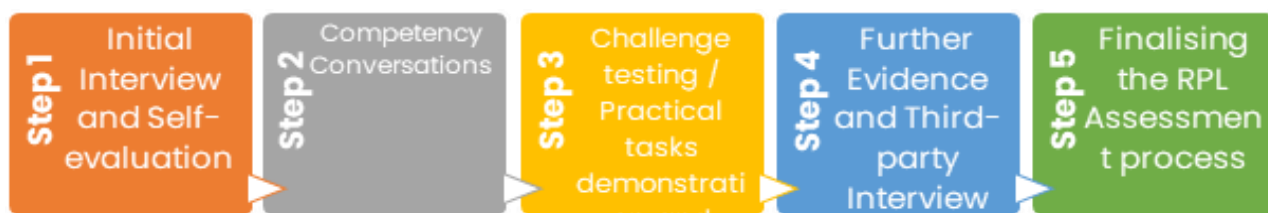
- PRIDE INSTITUTE is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.
- In some cases, licensing or regulatory requirements may prevent a unit or module from being awarded through a credit process.
- Note that providing credit for previous studies is not a recognition of prior learning. RPL is an assessment-only pathway of determining the competence of a person while providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.
- To have skills formally recognised in the national system, assessors must ensure the candidates have the skills and knowledge to meet the industry standards. This means candidates must be involved in a careful and comprehensive process that covers the content of all unit/s for which they can be recognised.
- Assessment happens in a variety of ways. Being prepared can save them valuable time and hassle and make the recognition process stress-free for them.

Assessor's role

PRIDE INSTITUTE assessor's role comprises guiding, supporting and assessing candidates throughout the RPL assessment process. They will discuss the details of the candidate guide with them during the initial interview and explain to them the RPL process and methods to prepare for it.

They are responsible for ensuring that the assessment is conducted with the same rigour as any other form of assessment and that candidates hold the required skills and knowledge as per industry standards and stated in the training package requirements.

The RPL process



Once PRIDE INSTITUTE has provided the candidate with the information they need to apply for RPL, to complete the RPL assessment, the following steps will be performed.

Summary of steps in the RPL assessment process

Step 1: Initial interview and Self-evaluation

- **Initial interview:** The assessor and the candidate participate in an initial interview, planning and initial document review session.
- The candidate completes and returns *the **Candidate Information and Self-evaluation Tool (Candidate Kit)*** **after** the interview (with verification from the third-party representative approved by the assessor)
- The assessor considers evidence from the initial interview and verified self-evaluation and advises the candidate of the further steps.

What are the candidate's responsibilities?

- **Before the interview**, reflect on experience, roles, and current skills and knowledge.
- **During the interview**, discuss broad details of their experience with the assessor, select electives, and participate in planning the RPL processes.
- **After the interview:**
 - complete the Candidate RPL Kit
 - ask the workplace representative to sign the Workplace Representative Form and verify their self-evaluation
 - copy forms and return them to the assessor with any agreed evidence

What happens at the interview?

At the initial interview, the assessor will usually:

- Introduce themselves and explain the RPL processes, and ensure the candidate understands the requirements of the RPL assessment process and that the candidates are suitable to apply for the qualification, including ensuring the qualification is suitable for them and meets their goals.
- Discuss the requirements of the qualification and help the candidate choose suitable electives. The candidates chosen electives will be indicated in the *List of Units of Competencies* included in the *Candidate RPL*.
- discuss work history and other relevant experiences related to the candidate's work in the industry.
- assess any documents the candidate can submit and ask general questions in relation to those documents.
- discuss with the candidate the *Candidate Kit* (for them to complete **after** the interview) ensuring they understand the requirements and how it needs to be completed, and discussing any evidence they may collect and submit to support their application.
- assess and advise them if their chosen third-party workplace representative is suitable or not.
- explains to them how the approved third-party workplace representative will complete parts of the *Candidate Self-evaluation Tool* and provide them with the *Third-party Representative Form* for them to also complete.

What are the candidates required to do after the initial interview?

Post the initial interview, candidates are required to:

- **Complete the Candidate Information and Self-evaluation Tools:** Complete the tool as well as they can. Label any supporting evidence numerically and a brief description and attach it to their application.

- Provide the third-party workplace representative with the Candidate Kit and Third-party reports (where applicable) to be completed.
- Have the third-party workplace representative to **complete their parts and verify the information in the completed Candidate Self-evaluation Tools**: The parts that are required to be completed by the third-party workplace representatives to complete are indicated on the tools.
- Submit the completed tools and documents to the assessor via the method agreed with the assessor. Candidates may choose to scan and email them to their assessor, upload them to a drive or post them to PRIDE INSTITUTE.

What happens after the candidate submits the Candidate Information and Self-evaluation Tool?

After the assessor receives the submission, they will:

- Assess the information collected in the initial interview, the evidence submitted by the candidate in the initial interview, the information contained in the *Candidate Information and Self-evaluation Tool* and any additional evidence submitted along with it.
- Schedule a day and time to conduct Step 2, the 'competency conversations' and advise the candidate which unit /clusters will be covered.

Step 2: Competency Conversations

In Step 2, candidates will participate in competency conversation interviews with the assessor using the questions provided for each unit of competency. The assessor will record their responses in the Assessor RPL Kit. The assessor may also ask them for competency conversation during observation sessions whilst observing them perform tasks in their workplace.

'Competence Conversations' explained

The interview is given that name because, while it is an assessment process, it is also meant to be a conversation or discussion.

In the competency conversation interview, the assessor will:

- ask questions and give candidates scenarios to respond to that are related to workplace tasks and units of competency
- encourage them to discuss examples of their work and the principles, knowledge and theories that guide them in that work
- make brief notes recording their responses and the examples they provide
- if appropriate, ask them if they can find relevant documents or other evidence in the workplace.

The process is used to confirm and explore the skills and knowledge listed in the Candidate Self-evaluation Tools.

What happens after the competency conversation?

The assessor will consider the evidence provided in the competency conversation processes. If this shows the candidate is competent in a unit, the assessor will advise the candidate.

The assessor will then decide on the next step: workplace assessment task or tasks.

Step 3: Challenge testing / Practical tasks demonstration and observation

In Step 3, the candidate may be asked to perform challenge tests or observation tasks to demonstrate knowledge and skills as required. The assessor may also ask the candidate competency conversation questions while they demonstrate the tasks.

The assessor will determine the requirement for challenge tests or observation tasks after assessing the evidence previously submitted and confirmed by the third-party workplace representative.

What are the candidate's responsibilities?

- **Before the challenge test or observation task**, read the challenge test or observation task requirements located in the Candidate Kit or provided by their assessor, and make any workplace or other preparations required by the tasks.
- **During the challenge test or observation task**, conduct the challenge test or observation task in line with the instructions provided and as agreed with the assessor.

What happens during the demonstrations?

The assessor may ask the candidate to undertake one or more challenge tests or observation tasks. This is their opportunity to demonstrate their competence in a practical way at their workplace or in a simulated workplace environment as appropriate.

What happens after the demonstrations?

The assessor will consider the observations and evidence collected during the process. The assessor will advise the candidate if this shows they are competent in a unit.

The assessor will then decide on the next step: further workplace assessment tasks or evidence collection.

Step 4: Further evidence and Third-party interview

What happens at Step 4?

The assessor may ask the candidate to provide the Third-Party Report to a workplace representative or another person from the workplace, including their workplace supervisor, colleagues or employer.

Their chosen representative must be someone who:

- has observed them regularly and closely in the workplace

The workplace supervisor or other suitable person will complete the Third-Party Report and provide further workplace evidence if requested and as required and return it to the assessor.

The assessor might need to confirm a particular aspect of their workplace performance. If so, they could ask a person in their workplace to complete a Third-Party Report on that aspect. The assessor will then consider the evidence provided.

The assessor will also arrange a meeting with the third-party representative in person or via telecommunication conferencing to verify the contents of the report and seek further evidence as required by interviewing the third-party representative.

Step 5: Finalising the RPL assessment process

What happens at Step 5?

The assessor finalises the RPL assessment decision, completes the RPL Assessment Outcomes Form, and identifies any gaps that they are required to complete further training and assessment for.

The assessor will then provide the candidate with feedback on outcomes and options for gap training and assessment. The assessor will then complete PRIDE INSTITUTE-required documentation for certification.

After the RPL process is finished, the assessor will advise the candidate of the outcomes, and ask them to sign the outcome record sheet detailing these provided in the assessor kit.

- If the candidates are assessed as 'Competent' for all the units required for the qualification, PRIDE INSTITUTE will issue them with the qualification.
- If they are assessed as 'Not yet Competent' in some of the units required for the qualification, PRIDE INSTITUTE will issue them with a Statement of Attainment listing the units attained or the assessor will advise the candidate of options: these could include attending formal training and being reassessed.

For further information about submitting an application for RPL, please contact our head office.

Student Induction

As you begin your course, we want to ensure that you have all the necessary information and support to thrive. Therefore, we conduct a comprehensive induction session to familiarise you with essential aspects of your course which you are going to undertake with us at Pride Institute.

During the induction, you will:

- Receive detailed information about your course requirements and important dates.
- Have the opportunity to meet your trainer and fellow classmates.
- Understand the process of seeking assistance and reporting incidents impacting your well-being, including critical incidents.
- Get acquainted with our facilities, resources, and organisational policies and procedures. These include course progress monitoring, attendance requirements, cancellation, course transfer, and procedures for handling complaints and appeals.
- Be briefed on health and safety requirements, including emergency evacuation procedures, critical incident management, and incident reporting protocols outlined in our handbook.

Furthermore, the induction session serves as an opportunity for you to raise any queries you may have regarding your studies with us. We ensure that all necessary forms and paperwork are completed during this session to streamline your administrative processes.

As part of the induction, you will also receive your initial set of learning materials, enabling you to kickstart your learning journey with confidence.

Additionally, we address general housekeeping arrangements during the session to ensure a smooth and conducive learning environment for everyone.

Student Code of Conduct

Student' Responsibilities

Key Responsibilities:

- Make sure to attend all your classes regularly.
- Stay on track with your course progress.
- Keep your contact details up to date within 5 business days.
- Pay your tuition fees on time.

- Maintain cleanliness in the premises.
- Respect the environment and keep it free from litter.
- Abide by ethical standards and refrain from cheating during assessments, tests, and exams.
- Strictly avoid the use of drugs on the premises.
- Ensure a safe and welcoming environment by refraining from harassment or bullying of any kind.

Inclusive Environment:

- Treat everyone with respect and dignity, irrespective of differences such as race, religion, nationality, or gender.
- Every individual at PRIDE INSTITUTE enjoys the same rights and deserves equal treatment.

Safety Measures:

- Do not engage in or attempt any form of assault against others.
- Properly utilise facilities and equipment without causing harm or inconvenience to others.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information PRIDE INSTITUTE holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to PRIDE INSTITUTE on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services and how it affects them as soon as practicable.

Consequences for Non-Compliance:

Failure to adhere to the conduct requirements and housekeeping rules outlined above may result in disciplinary action. This could include:

- Suspension from classes or educational activities.
- The requirement to follow a disciplinary action plan designed to address and rectify the behaviour in question.

It is imperative that you familiarise yourself with these guidelines and strive to maintain a positive and respectful learning environment at PRIDE INSTITUTE.

Course Expectations and Requirements

At PRIDE INSTITUTE, our training and evaluation focus on equipping you with the necessary knowledge and skills to excel in the workplace. We adhere to competency-based training and assessment principles, wherein each aspect of your course is designated as a "unit of competency". Your course may encompass individual units or a combination thereof, culminating in a comprehensive qualification. Each unit of competency is tailored to address specific workplace skills and knowledge requirements.

Our course outlines provide comprehensive details on the delivery methods, assessment procedures, and expected outcomes. Typically, our courses incorporate a blend of classroom sessions and practical experience.

Attendance and Homework Requirements

For students enrolled in classroom-based courses, consistent attendance is essential to stay on track with the curriculum. You are expected to attend all scheduled classes.

Furthermore, completing a designated independent study on a weekly basis is crucial to fulfilling learning and assessment obligations. Your trainer will provide clear guidance on the tasks to be undertaken during these sessions, as outlined in the Course Outline.

Assessment Arrangements

At the outset of each unit or cluster, your assessor will thoroughly explain the assessment procedures and requirements. You will receive detailed instructions for each assessment task, including the criteria against which you will be evaluated. Additionally, relevant deadlines or assessment schedules will be communicated to you.

During this session, your assessor will address any queries you may have regarding the assessment process, ensuring clarity and understanding. Feel free to seek clarification on any aspect of the arrangements.

Assessment conditions will ensure a simulated workplace environment where required.

Assessment tasks:

- reflect real life work tasks
- are required to be performed within industry standard timeframes as specified by assessors in relation to each task
- are assessed using assessment criteria that relate to the quality of work expected by the industry
- are performed to industry safety requirements as relevant
- utilise authentic workplace documentation
- require students to work with others as part of a team
- require students to plan and prioritise competing work tasks
- involve the use of standard, workplace equipment such as computers and software
- ensure that students are required to consider workplace constraints such as time and budgets.

Submitting Your Assessments:

To ensure your assessments are properly recorded, you must submit written tasks accompanied by a completed and signed Assessment Task Cover Sheet. This sheet requires you to declare that the work is your own. Failure to include a signed cover sheet will result in the rejection of your written tasks.

You have two options for submission:

1. Directly to your trainer/assessor.
2. By registered mail to the address provided.

Please retain a copy of all submitted tasks, as we are unable to return them. Your submitted work serves as evidence and will be retained in your file. We advise against sending originals via post as we cannot take responsibility for any lost items. In the event of loss, you will be required to resubmit your work.

Assessment Attempts

You have a total of three (3) attempts, including two (2) re-submission attempts for assessments, including the original submission.

Assessment Feedback and Outcome:

Your written work will be evaluated within four (4) weeks of receipt. Feedback will be provided in writing, and the outcome will be confirmed on the Task Cover Sheet.

Assessment outcomes are categorised as either:

- Satisfactory (S)
- Not Satisfactory (NS)

To achieve a Competent (C) outcome for a unit, all assessment tasks within that unit must be completed satisfactorily. If any task is assessed as Not Satisfactory, the overall unit outcome will be Not Yet Competent (NYC). You will have two opportunities to resubmit the task for a Satisfactory outcome. Your assessor will specify the requirements and deadline for resubmission.

If you remain assessed as Not Satisfactory after the third attempt, further training and assessment may be necessary to achieve competency. Additional fees may apply for self-funded students, as outlined in the fees and charges information.

Reasonable Adjustment in Assessment:

Students requiring modifications to assessments due to disability, illness, or special circumstances may request reasonable adjustments. These adjustments can include:

- Accessibility enhancements to training and assessment resources.
- Adaptations to physical facilities or equipment.
- Adjustments to assessment arrangements, such as extended time allowances.
- Alterations to evidence-gathering methods, like conducting oral assessments for written questions.

If you believe you require a reasonable adjustment, please discuss your needs with your assessor. Adjustments are made at the discretion of the assessor based on identified needs.

Re-Assessments and Student Rights

We're here to ensure you understand your rights regarding assessments and how to make complaints or appeals if needed.

Repeat Unit

If you fail the third reassessment, you will need to enrol in the unit again.

Student Rights

You have the right to make complaints and appeals. Refer to PRIDE INSTITUTE's complaints and appeals policy on the website <https://prideinstitute.qld.edu.au/> or at the reception for guidance.

Plagiarism and Cheating

PRIDE INSTITUTE upholds a strict policy against plagiarism, cheating, and collusion. We expect our students to demonstrate integrity in all academic endeavors by submitting only original work or properly referenced material, giving credit to all sources used.

When submitting assessments, students must sign a declaration affirming that the work is their own and that they have not engaged in any form of academic dishonesty, including plagiarism or collusion with others.

If any allegations of plagiarism, cheating, or collusion arise, students will have the opportunity to address them. However, if found guilty, disciplinary measures will be taken, likely requiring the student to redo the assessment.

Our commitment to academic honesty ensures a fair and respectful learning environment for all students.

From time to time, there may be incidents of student plagiarism, cheating and collusion which PRIDE INSTITUTE is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided. Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own.

Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by PRIDE INSTITUTE. Plagiarism is a serious act and may result in any of the following depending on the breach of:

- exclusion from a unit or a course
- cancellation of their enrolment
- loss of course fee.

When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please ask our support staff to provide you with further details. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Student Support Services

At PRIDE INSTITUTE, we are dedicated to providing comprehensive support to ensure your success in your studies. Whether you're returning to study after a break or seeking assistance with study skills, reading, writing, or math, we're here to help.

Upon completing the enrolment form, you'll have the opportunity to indicate any support you may require. Additionally, you will be required to complete a language, literacy, numeracy and digital literacy assessment. This assessment helps us better understand your needs.

Based on the information provided in your enrolment form and/or the results of your assessment, our team will reach out to discuss how we can best support you. Furthermore, during the course entry interview, you'll have the chance to further discuss your support requirements.

Here's what our Student Support Services offer:

- **Language Support:** Whether it's English language assistance or help with literacy and numeracy, we've got you covered.
- **Health Services:** Learn how to access hospitals, medical clinics, and emergency services. For urgent situations, call 000. For non-urgent matters, our student services are here to assist.
- **Academic Support:** From complaints and appeals to mentoring and counseling, we're here to support your academic journey.
- **Specialised Support for Students with Disabilities:** We understand the importance of providing inclusive support for all students. Specialised services are available for students with disabilities to ensure equal access to education and resources.
- **Safety and Security:** Learn about campus safety measures and critical incident support.

Campus Facilities and Resources

Here's what you can expect from our facilities:

- Well-equipped classrooms featuring projectors, tables, and chairs for effective learning.
- Our Transport and Logistics simulated area is fully stocked and ready for hands-on experience.
- Refresh yourself at our kitchenette with tea, coffee, and microwaves.
- Stay comfortable year-round with our climate-controlled air conditioning.
- Explore nearby cafés and restaurants for a variety of dining options.

Welfare and Counselling Services

PRIDE INSTITUTE is dedicated to supporting the well-being of students through a range of welfare services. These services aim to address mental, physical, social, and spiritual needs. We offer referrals to various resources, including:

- Crisis support
- Disability and equity assistance
- Financial advice
- Legal support
- Medical referrals
- Mental health resources
- Social interaction opportunities
- Stress-management techniques
- Academic and study-related advice

If a student is referred to an external provider, they will be responsible for covering any associated costs. Please note that PRIDE INSTITUTE does not charge for making referrals to external providers.

For more information about the welfare services available, please contact us at admin@prideinstitute.qld.edu.au

External Support Services

For students in need of extra assistance with their studies, work, or personal life, PRIDE INSTITUTE offers referrals to various community organisations that may be able to provide support. Please be aware that certain services may involve fees that are the responsibility of the student.

We understand that everyone's needs are unique, so we strive to connect you with relevant services based on your circumstances and location. Whether you require academic support, career guidance, or personal counselling, these organisations can offer valuable assistance beyond what PRIDE INSTITUTE provides directly.

Our aim is to ensure that you have access to the resources and support networks necessary to thrive in your academic journey and personal life. If you require assistance in finding the right support services, please don't hesitate to reach out to our Student Services team, who will be happy to assist you in navigating these options.

Please note that the availability of services may vary depending on your location, and some services may require you to meet certain eligibility criteria. However, we are committed to assisting you in finding the support you need to succeed.

Organisation	Contact details	Website
Lifeline	13 11 14	www.lifeline.org.au
Mensline Australia	1300 78 99 78	https://mensline.org.au/
Support for Woman	1800 177 577	https://www.qld.gov.au/community/women/support-for-women/find-a-support-service
Australian Counselling Association	07 3356 4255	https://www.theaca.net.au/professional-colleges.php?college=grief-and-loss
Suicide Helpline Queensland	1300 659 467	http://www.suicidecallbackservice.org.au/
Queensland Sexual Assault Helpline	1800 010 120	https://www.dvconnect.org/sexual-assault-helpline/
Emergency Services	000	
13 Health	13 43 25 84	https://www.qld.gov.au/health/contacts/advice/13health
QLD Transcultural mental health center	1800 188 189	https://metrosouth.health.qld.gov.au/qtmhc

Student Rights and Responsibilities under Australian Legislations

As a student at PRIDE INSTITUTE, you are entitled to certain rights and are expected to fulfill specific responsibilities in accordance with relevant legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, PRIDE INSTITUTE is obligated to ensure a secure environment for both students and staff. We have established comprehensive policies and procedures to guarantee your safety, and upon enrolment, you will receive thorough information regarding health, safety, and welfare protocols.

As a student, it is imperative that you adhere to instructions and regulations, prioritising behaviors that promote safety and well-being. Here are some key responsibilities you should uphold:

- **Report Hazards:** Immediately notify your trainer/assessor if you identify any hazards on campus.
- **Seek Assistance:** If you feel unwell or sustain an injury while on campus, promptly seek aid from a staff member.
- **Assist Others Safely:** Only provide assistance to an ill or injured individual if it is safe to do so. If uncertain, seek assistance from a staff member.

- **Complete Incident Reports:** Fill out incident reports as necessary to document any accidents or emergencies.
- **Familiarise Yourself with Evacuation Procedures:** Be acquainted with PRIDE INSTITUTE's emergency evacuation procedures and follow instructions during emergencies.
- **Maintain Cleanliness:** Avoid leaving personal belongings in areas where they may pose a tripping hazard and uphold proper hygiene practices, such as handwashing and maintaining cleanliness in communal areas.
- **Adhere to Campus Policies:** Refrain from smoking or consuming alcohol on the premises.

By adhering to these guidelines, you contribute to creating a safe and conducive learning environment for yourself and your peers at PRIDE INSTITUTE.

Harassment, Victimisation, or Bullying

PRIDE INSTITUTE is dedicated to fostering an environment where all individuals are free from any form of harassment, victimisation, or bullying. Such behaviors that harm, intimidate, threaten, victimise, offend, degrade, or humiliate others will not be tolerated.

According to anti-discrimination law, harassment encompasses any unwanted behaviour that offends, humiliates, or intimidates an individual, creating a hostile environment.

Examples of harassment include making derogatory remarks, spreading rumours, cracking offensive jokes, or ostracising someone.

Victimisation occurs when an individual is unfairly treated due to lodging a discrimination complaint.

Bullying, as defined by health and safety legislation, comprises verbal, physical, social, or psychological abuse by either a staff member or a fellow student.

We've established clear guidelines, known as the Student Code of Conduct, to address misconduct, inappropriate behaviour, or disruptions by students.

Should you ever feel subjected to harassment, victimisation, or bullying by a staff member or peer, it's essential to take the following steps:

1. If comfortable, communicate directly with the individual perpetrating the behaviour, expressing your discomfort and requesting them to cease.
2. If unable to confront the individual directly, lodge a formal complaint following the procedures outlined in PRIDE INSTITUTE's Complaints and Appeals procedure detailed in this Handbook.

Equal Opportunity

PRIDE INSTITUTE adheres to principles and practices that ensure fair and equitable treatment for all current and prospective students, clients, and stakeholders.

Every individual interacting with PRIDE INSTITUTE can expect courteous and efficient treatment throughout the enquiry, selection, and enrolment processes, as well as during their course participation.

PRIDE INSTITUTE strives to provide equitable access to training levels and support tailored to each student's needs, fostering an environment where every student can realise their full potential and succeed in their educational endeavours.

All students are afforded opportunities to develop and acquire skills, knowledge, and experience necessary for their personal and professional growth through education and training at PRIDE INSTITUTE.

National VET Regulator Act 2011 (NVETR)

As a Registered Training Organisation (RTO) accredited by the Australian Skills Quality Authority, we adhere to the guidelines outlined in the National VET Regulator Act 2011. This legislation ensures that our training, assessment, and support services meet the nationally mandated standards. By upholding these standards, we guarantee that you receive top-notch education and support throughout your learning journey.

Student Identifiers Act 2014 - Unique Student Identifier (USI) Requirements

Under the Student Identifiers Act 2014, it is mandatory for all students enrolled in nationally recognised training in Australia to obtain a Unique Student Identifier (USI). This unique identifier links to an online account where your training records and results are securely stored. Without a USI, we are unable to issue qualifications or statements of attainment.

Benefits of the USI

The USI offers numerous advantages for both students and training organisations:

- **Comprehensive Record Keeping:** Your USI account serves as a central repository for all your VET achievements nationwide, streamlining record-keeping processes.
- **Immediate Access:** With instant access to your training records, you can readily provide proof of your achievements to employers, other educational institutions, or any relevant parties.
- **Simplified Processes:** The USI facilitates smoother assessment of prerequisites, credit transfers, and Recognition of Prior Learning (RPL) for both students and training organisations.

For further details regarding the USI, please visit USI Official website: <https://www.usi.gov.au/>.

Accessing your Records

As a student of PRIDE INSTITUTE, you have the right to access or obtain copies of the information PRIDE INSTITUTE holds about you. This information includes personal details as well as records of your participation and progress.

If you wish to access or obtain a copy of your records, you must submit a written request to the CEO using the Access to Records Request Form. In your request, specify which records you wish to access. There is no fee for accessing your records.

Access to your records can be provided in the following ways:

- Making copies of the records stored in your file.
- Arranging a time for you to review your file in person.
- Granting access to our online portal where certain course-related records can be viewed.

Requesting Changes to your Records

If you believe that any information PRIDE INSTITUTE holds about you is incorrect, incomplete, outdated, or misleading, you have the right to request amendments.

When a record is found to be inaccurate, we will make the necessary corrections. If you request an amendment to a record that we find to be accurate, we will still note your request on the record for reference.

At PRIDE INSTITUTE, we are committed to maintaining accurate and up-to-date records to ensure the best possible learning experience for our students.

Notification of Changes

As a Registered Training Organisation (RTO) operating under the VET Quality Framework, it is our responsibility to promptly inform you of any alterations affecting our organisation, courses, or training and assessment arrangements.

This includes changes such as shifts in ownership, establishment of new third-party partnerships, or modifications to existing ones that impact your enrolment.

Additionally, if we encounter circumstances where we are unable to fulfil the services outlined in your Student Agreement due to reasons like discontinuation of the enrolled course or ceasing PRIDE INSTITUTE operations, you will be notified promptly.

In the event of such changes, PRIDE INSTITUTE will develop a strategy to mitigate any disruptions to your education and will inform you of the details and implications as soon as possible.

Depending on the nature of the change, communication may occur via postal mail to your registered home address, email, or SMS message. Therefore, it is vital to ensure that we have your current and accurate contact details, including your home address, email address, mobile number, and emergency contact information, to facilitate effective communication regarding any changes.

Please ensure that you inform us promptly of any changes to your personal details by utilising the Change of Details Form.

Your cooperation in keeping your information up-to-date is crucial in ensuring that you receive timely and relevant notifications regarding any changes that may affect your enrolment or educational experience at PRIDE INSTITUTE.

Privacy Policy

At PRIDE INSTITUTE, safeguarding your personal information is our priority. We adhere to the guidelines outlined in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and relevant state privacy laws.

Why we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

All information sections in this form are mandatory unless otherwise stated. If you fail to complete this form in full and do not provide all details, your application for enrolment may be rejected.

How we use your personal information?

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information?

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information?

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact PRIDE INSTITUTE using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <https://www.usi.gov.au/documents/privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact PRIDE INSTITUTE to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Phone number: 07 31302215

Email: admin@prideinstitute.qld.edu.au

Disclosing information about accepted students

PRIDE INSTITUTE is required to disclose information about you to government agencies of the Commonwealth or of the State only if required.

Fees, Charges and Refunds

Fees and Refunds Policy and Procedures

1. Purpose and scope

PRIDE INSTITUTE ensures that students make informed decision and are aware of any financial obligation to PRIDE INSTITUTE.

The purpose of this policy is to define the different types of fees and charges associated with study at PRIDE INSTITUTE, collection of fees, payment options and penalties for non-payment where applicable. This policy and its associated procedures have been developed to ensure that all the student fees, charges, deferrals and refunds being charged and processed for courses or training programs and services offered by PRIDE INSTITUTE are dealt with utmost fairness and honesty.

PRIDE INSTITUTE in implementing this policy intends to establish a framework that all applicable fees, charges, deferrals and refunds being administered by PRIDE INSTITUTE are calculated as per the provided rules and guidelines and are protected and handled appropriately.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Clauses 5.3, 7.3 and Schedule 6 of the Standards for Registered Training Organisations, 2015;
- Australian Consumer Law

This policy applies to the applicable fees, charges, deferrals and refunds administered by PRIDE INSTITUTE for provided courses or training programs and client services.

The policy is applicable to all students accepted and enrolled by PRIDE INSTITUTE. Students are made aware of this policy and its procedures prior to enrolment and acceptance of offer through PRIDE INSTITUTE's website, letter of offer and written agreement, induction, course entry interview and the student handbook.

2. Definitions

“Admission” is the acceptance of an applicant as a student of the RTO in the nominated or desired course(s).

“ASQA” means the Australian Skills Quality Authority.

“Course fees” for a course is the sum of:

- (a) the tuition fees received by the provider in respect of the student; and
- (b) the non-tuition fees (if any) received by the provider in respect of the student.

“Pre-requisite” means specified minimum requirements that an applicant must satisfy in order to be considered eligible for admission to a particular course or a training program.

“Refund” is a return of fees paid due to the product not meeting the standards claimed / not fit for purpose.

“Schedule of Fees” means the listing of fees and charges as determined under this Policy.

“Tuition Fees” are fees ‘directly related to the provision of a course that the provider is providing, or offering to provide, to the student’.

“Training product” means an AQF qualification, skill set, unit of competency, accredited short course and module.

“SRTOs” means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework

3. Fees and Charges Policy

PRIDE INSTITUTE ensures:

- all information provided in marketing and promotional materials related to the course fees and other charges is accurate and relevant to this Policy.
- accurate information about fees, charges and refunds is provided to students prior to course enrolment by publishing it in relevant information sources such as PRIDE INSTITUTE's website, Student Agreement, Brochures and the Student Handbook to ensure that students have access to sufficient information enabling them to make an informed decision on their financial commitment to undertake a course/s with PRIDE INSTITUTE.
- detailed fee information is provided to the students prior to enrolment in accordance with Clause 5.3 of the Standards. The Student Agreement clearly outlines:
 - total course fees, including any tuition and non-tuition fees
 - the payment options and due dates e.g. If the student is required to pay term fees in advance or if they can enter a payment plan (must include the terms of the plan and frequency of the payments)
 - this fees and refunds policy and procedures
 - any other charges a student may incur when undertaking the course
- all fees and charges by PRIDE INSTITUTE are fair and reasonable.
- it does not guarantee or claim that students will be able to successfully complete their enrolled course, regardless of whether their total fees have been paid or not.
- it provides thirty (30) days' notice in writing to a student where, under special circumstances and prior to the student's enrolment, PRIDE INSTITUTE made changes to the student's course fees. PRIDE INSTITUTE will require an acknowledgement from each student prior to any course fee changes in writing. A copy of this acknowledgement will be retained in the student's file. Where a student does not agree with the revised fee structure and payment arrangements, PRIDE INSTITUTE will allow students to receive a full refund of all unspent tuition fees.
- the Student Agreement is signed and retained prior to invoicing a student and accepting any fees.

2.1 Protection of fees paid in advance

PRIDE INSTITUTE **will NOT collect more than \$1500 in prepaid fees** from a prospective or current student.

Prepaid fees are fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls. Any payment received before a service is delivered is unearned revenue and a liability that must be paid back through service delivery or as a refund.

2.2 Fees and other charges

All Students are required to pay for the following Fees:

- **Total Course Fees:** refers to Tuition Fees, Non-Tuition Fees and other charges as stated in the Student Agreement.
- **Tuition Fees:**
 - refers to the fees that students are charged for providing training and assessment.

- includes fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not) or are intended to assist the student to progress in their course or are matters ancillary to the activities that form part of the student's course listed previously (example mandatory textbooks). An ancillary matter is best understood as anything required to support the primary activity of providing training and assessment. Any costs associated with RPL and CT are also considered a part of the tuition fees.
- **RPL Fee:** Students applying for Recognition of Prior Learning (RPL) will be charged per unit of competency. The fee will equal that for the provision of the training of such unit of competency. This will vary according to each qualification. An initial non-refundable RPL application fee of \$500 will be charged to assess the student's suitability for RPL.
- **Credit Transfer (CT):** Students who provide Australian Nationally Recognised testamur as evidence for Credit Transfers (CT), will not be charged a fee for this application. Their tuition fee will be reduced by the unit/s cost.
- Additional fees that may apply if a student applies for re-enrolment after failing to achieve a satisfactory outcome after three (3) attempts at an assessment task for a unit or multiple units is also considered as tuition fees.
- **Non-Tuition Fees:** refers to fees and charges that do not relate to the provision of training and assessment. These are usually non-refundable, as the fees are only charged when the service or materials are provided to the student. Exceptional circumstances may apply and will be dealt with at the fair and reasonable discretion of the CEO.
 - Non-tuition fees include books and materials that are not mandatory and do not contribute to the completion of the course, application fees, late payment fees, credit card surcharges, and replacement fees for textbooks and materials or textbooks that are not mandatory or required for course completion.
 - **Other Fees and charges** (applicable non-tuition fees and charges to the specific circumstances listed below):

Description	AUD\$
Enrolment Fee	
Non-refundable enrolment fee to cover the processing of your enrolment application with PRIDE INSTITUTE. It may vary according to selection of course or unit of competency. Please contact student support officer for more information.	\$250
Re-issuing of academic documentation	
You will be provided with a free a copy of your academic documentation (certificate, testamur, record of results or statement of attainment).	

Description	AUD\$
You will be charged an administration fee if you require replacement. A Request Form for Replacement of Certificates or Statements of Attainment (SOA) must be lodged with PRIDE INSTITUTE Student Support and the fee paid in advance.	\$75
Late payment of fees	
If you fail to pay your tuition fees by the due date in accordance with the payment schedule provided in this agreement without an approved extension from PRIDE INSTITUTE, you will be charged a late payment fee if your payments are more than 7 days late.	\$150
Debt recovery charges where long standing debts may be referred to a debt collection agency	Upto 40% of the debt

2.3 Collection of fees

- Students must pay all associated Course Fees as per the Statement of Fees included in the Student Agreement; otherwise, students may not be allowed to continue study.
- Please note RPL and CT fees are considered tuition fees. Therefore, any fees pertaining to these must be paid as part of the tuition fees.
- Material and Equipment fees:** This fee is due and payable prior to the commencement of the course and before the induction day, as PRIDE INSTITUTE issues the required equipment on the day of induction.
- Payment methods:** PRIDE INSTITUTE accepts electronic bank transfers, EFTPOS or Credit Cards (surcharge applies). PRIDE INSTITUTE also accepts cash payments. Students must ensure that they add their Student ID/Date of birth and Full Name when transferring money into the nominated PRIDE INSTITUTE bank account.
- PRIDE INSTITUTE issues invoices for amounts and on due dates in accordance with the Statement of Fees, usually fourteen (14) days prior to the due date.
- PRIDE INSTITUTE records payments against all invoices issued and sends payment receipts for each payment made by the student.
- PRIDE INSTITUTE will securely retain receipts of all tuition and non-tuition fees for six (6) months after the student ceases to be an accepted student at PRIDE INSTITUTE. PRIDE INSTITUTE also recommends that students keep their payment records securely.
- PRIDE INSTITUTE will send monthly account statements to the students (where applicable) outlining payments made and any outstanding fees.

2.4 Late fees and non-payment of fees

- PRIDE INSTITUTE will not issue a qualification or statement of attainment until all agreed fees the student owes are paid.
- PRIDE INSTITUTE will issue one warning letter for overdue fees via email.
- If overdue fees are not paid within 7 days after the warning letter was sent, PRIDE INSTITUTE will issue a notice to the student to either pay the outstanding amount or enter a payment arrangement with PRIDE INSTITUTE within 14 days.

- At this stage, a late payment of fee of \$150 will be charged if a student fails to pay their fee as per the agreed due dates in accordance with their payment schedule.
- Non-payment of fees can result in the following actions by PRIDE INSTITUTE:
 - Issue a suspension of study;
 - Remove access to PRIDE INSTITUTE's resources, equipment and facilities;
 - Withhold qualifications and statement of attainments;
 - Cancellation of the student's enrolment;
- PRIDE INSTITUTE reserves the right to suspend the provision of services to a student until all fees are paid and brought up to date. Students with longstanding debts and with no agreement in place may be withdrawn from their course if payments are not received and/or a payment arrangement is not made with PRIDE INSTITUTE.
- Long-standing debts may be referred to a debt collection agency where fees are more than 45 days past due and where no alternative arrangements have been made.
- PRIDE INSTITUTE may engage a debt collection agency to recover any long-standing debts. Additional charges of up to 40% of the debt may be applicable to recover the debt recovery costs.

4. Cooling off period

Under Australian consumer law, a cooling-off period is a set time frame during which a consumer can cancel a service contract without penalty.

This clause outlines the Cooling-Off Period applicable to students who enrol in courses provided by PRIDE INSTITUTE. The Cooling-Off Period is a specified time during which a student may cancel their enrolment without incurring financial penalties or obligations.

Cooling-Off Period for Unsolicited Offers:

In cases where enrolment occurs as a result of unsolicited marketing or sales, such as through door-to-door sales or telemarketing, students are entitled to a 10-day business cooling-off period.

This period commences from the date of signing the enrolment agreement or contract.

During this period, the student may cancel their enrolment by providing written notice to PRIDE INSTITUTE without incurring any penalties or charges.

Cooling-Off Period for Other Enrolments:

For enrolments initiated by the student, such as those made through direct contact with PRIDE INSTITUTE via phone, in- person, or via our website, a Cooling-Off Period is also applicable.

This period extends from the time of enrolment up to 2 business days before the commencement of the course.

Students wishing to cancel their enrolment within this period must provide written notice to PRIDE INSTITUTE.

Refund Policy during Cooling-Off Period:

Where a student cancels their enrolment within the Cooling-Off Period, in that case, PRIDE INSTITUTE will provide a full refund of any fees paid, minus any non-refundable costs defined in this policy and procedure incurred by PRIDE INSTITUTE for services provided up to the point of cancellation.

The refund will be processed in accordance with the refunds section of this policy.

Notification Procedure:

Students wishing to cancel their enrolment during the Cooling-Off Period must notify PRIDE INSTITUTE in writing by completing the Withdrawal Form and the Refund Application Form and submitting it to PRIDE INSTITUTE by email to the official email address.

The date of receipt of these forms completed in full will be considered the date of cancellation.

5. Refunds Policy and Procedures

The refund policy outlines PRIDE INSTITUTE's procedures for assessing and approving a refund for a student in accordance with the requirements of the SRTOs.

This policy and the availability of PRIDE INSTITUTE's Complaints and Appeals processes do not remove the right of any student to take action under Australia's Consumer Protection Laws, where Australian Consumer Law applies. However, if you have a complaint about PRIDE INSTITUTE and the refund process, we recommend our internal complaints process before contacting the Ombudsman.

Records of any refund assessments and issuance of refunds will be securely retained on the student's file and in PRIDE INSTITUTE's accounting system.

5.1 Application and processing

All students seeking a refund for any purpose must complete the Refund Application Form and supply any supporting evidence as required. It should be noted that making an application for a Cancellation or Withdrawal of Enrolment are not indicators that you are also seeking a refund and a Refund Application Form must be completed at all times a refund is being sought. Students who are withdrawing from the course enrolment must complete the Withdrawal Form, just completing the Refund Application Form will render them ineligible for a refund.

These forms can be delivered in person to student administration, sent to PRIDE INSTITUTE via email listed below or alternatively, delivered by post to:

Student Administration - admin@prideinstitute.qld.edu.au

Pride Institute

7/3360 Pacific Highway, Springwood Qld 4127

Any supporting evidence such as a medical certificate, employment agreement etc should be submitted where possible along with the refund application form.

A refund will not be provided in the following circumstances:

- Where the student still has fees outstanding;
- Where equipment and/or resources on loan to the student from PRIDE INSTITUTE have not been returned;
- A Complaint or Appeal is in progress that is related or linked to the application for a refund;
- The refund claim is for services that have already been rendered;
- Materials and equipment fees that have been provided to the student;
- Where refund claims relate to non-refundable fees and charges in accordance with this policy.

PRIDE INSTITUTE will assess all refund applications in accordance with the Student Agreement and this policy and its procedures. PRIDE INSTITUTE will assess and advise the student of the outcome and process the refund (where eligible) within 30 calendar days.

The CEO will review the refund application and the supporting evidence to make a decision on whether to refund the paid fees based on the student's claims. It is the student's responsibility to provide PRIDE INSTITUTE with all relevant documentation to support their application.

Under excruciating circumstances, the CEO, at their discretion, may choose to give students a refund even if other terms of the refund policy are not met. The CEO will personally examine all circumstances in relation to each case under such instances.

In all cases where a refund is approved and processed, the student will receive a written statement that details how the refund was calculated and where it was paid. In all cases where a student applies for a refund, and the refund is declined, a written statement will be provided to the student outlining the reasons for PRIDE INSTITUTE's decision to reject the application for a refund.

Refunds will be provided to the student's nominated bank account in their own name unless otherwise advised on the application form. In the event that the student is deceased or incapable of nominating a bank account, the refund will be provided to the person nominated on the Student Agreement form.

Under no circumstances will a student's Refund be paid to a third party without the student's written consent, and that consent is written in the English language.

The student agrees to repay PRIDE INSTITUTE (on demand) any payments credited to the refund in error. PRIDE INSTITUTE reserves the right to offset the amount of any overpayment made in error against any liability (including any future debt) owed to PRIDE INSTITUTE by refund.

5.2 Refund provisions for students

Withdrawal or cancellation of enrolment by a student

Where a student cancels or withdraws in accordance with the meaning given in this policy **outside of the cooling-off period** (from the time of enrolment up to 5 business days before the commencement of the course), the student will not be eligible for a refund.

Suppose a student **withdraws or cancels due to compassionate or compelling reasons**. In that case, PRIDE INSTITUTE encourages the student to provide supporting evidence in their application and include evidence from a third party where possible.

Under excruciating circumstances, the CEO, at their discretion, may choose to give students a refund even if other terms of the refund policy are not met. The CEO will personally examine all circumstances in relation to each case under such instances.

Students who have not prepaid fees when entering a course with PRIDE INSTITUTE and are not financial at the time of cancellation need to consider the following:

- If any fees are outstanding or overdue, these fees must be paid prior to PRIDE INSTITUTE cancelling the enrolment.
- PRIDE INSTITUTE reserves the right to engage a debt collection agency to collect outstanding fees.

Provider default – PRIDE INSTITUTE cancels the course

- In the unlikely event that PRIDE INSTITUTE is unable to deliver the course, or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:
 - a refund for the course or portion of the course that was not provided - see clause 15 for further details.
 - an offer for a placement into an alternative course at no additional cost, which the student also accepts in writing within 14 days from the date the course ceases to be delivered.

- In such cases, PRIDE INSTITUTE will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.

Provide default obligations and notification

Where provider default applies, PRIDE INSTITUTE will:

- discharge its obligations within 14 business days of the day of default by either:
 - offering an alternative suitable course to a student which the student has accepted.
 - refunding amounts due in accordance with this policy.

Refunds due to other/compassionate reasons (no default)

Reason and circumstances for refunds	Calculation of refund and cancellation fees
If the student receives credit for units within a course for which they have already paid and not undertaken with PRIDE INSTITUTE.	Calculated on a pro-rata basis i.e. the total course fees divided by the number of units. The student will receive a refund for the number of units for which they have received credit with consideration for any relevant courses that have been undertaken.
If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	A part or full amount of the unspent tuition fees at the discretion of the CEO.
If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.	A part or full amount of the unspent tuition fees at the discretion of the CEO.

Complaints and Appeals

Complaints and Appeals Policy and Procedures

1. Purpose and scope

This Complaints and Appeals Policy is developed to provide and maintain a fair, timely, effective and accessible mechanism to deal with the complaints and appeals involving students, staff, third-party contractors and other relevant stakeholders.

The purpose of this policy is to ensure that PRIDE INSTITUTE has transparent and efficient processes of responding and resolving the complaints, grievances and appeal in a fair and confidential manner.

PRIDE INSTITUTE is committed to continuous improvement and uses complaints, grievances and appeals as an opportunity to improve its systems, process and practices. PRIDE INSTITUTE will maintain public access to this policy using our website. PRIDE INSTITUTE ensures that this policy adopts the principles of natural justice and procedural fairness at every stage of the complaint and appeal process.

PRIDE INSTITUTE will make this policy publicly available in the Student Handbook, Letter of Offer & Written Agreement and PRIDE INSTITUTE's website.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 6 of the Standards for Registered Training Organisations, 2015;

Scope

This policy applies and extends to all PRIDE INSTITUTE's current and intending students, staff, contractors, third parties and key stakeholders.

2. Definitions

"Admission" is the acceptance of an applicant as a student of PRIDE INSTITUTE in the nominated or desired course(s).

"ASQA" means the Australian Skills Quality Authority.

"Intending student" means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an student.

"Training product" means an AQF qualification, skill set, unit of competency, accredited short course and module.

"SRTOs" means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework

3. Types of complaints and appeals

PRIDE INSTITUTE may receive a range of complaints and appeals, including academic and non-academic matters.

PRIDE INSTITUTE may receive allegations that involve the conduct of its students, education agents and other third-parties (where relevant), and all staff including trainers and assessors and admin personnel.

PRIDE INSTITUTE may receive complaints in relation to the services provided and its practices and activities, for example:

- Marketing practices and information
- Enrolment process
- Training and assessment quality and practices (for example, student support services, assessment requirements, availability of tools and equipment, student course progress etc.)
- Quality of learning and assessment materials
- Bullying and harassment
- Timetable issues

PRIDE INSTITUTE may receive **appeals** which is a request from the applicant to review a decision made by PRIDE INSTITUTE and its staff including trainers and assessors. These decisions may relate to:

- Cancellation or refusal of enrolment
- Fees and refunds
- Complaint outcomes
- Assessment outcomes
- Penalties

- Other decisions made by PRIDE INSTITUTE

4. Resolution Principles

PRIDE INSTITUTE follows the following principles when dealing with complaints and appeals:

Procedural fairness: All parties to a complaint will be treated fairly, and in a manner that respects their right to an unbiased, timely and transparent process following the principles of natural justice. PRIDE INSTITUTE will not be biased or appear to be biased nor have a personal interest in the matter of the complaints. All complaints are considered on their merits, on the basis of information relevant to the complaints and any mitigating circumstances. All parties have the right to be heard before decision is made, including the right to respond to statements or material that is to be relied upon in reaching a destination.

Good Faith: The complaints process assumes and relies upon all parties engaging in good faith, with an open approach to considering reasonable options.

PRIDE INSTITUTE ensures that:

- complaints and appeals are responded to in a manner that is professional, transparent and consistent.
- complaints and appeals are handled sensitively and confidentially.
- complaints and appeals are used as an opportunity for continuous improvement by identifying the cause of complaints and appeals and implementing suitable action to avoid future reoccurrence.
- Complaints and appeals are handled free of victimisation or discrimination.
- students are able to use the complaints and appeals mechanism with no cost to them.
- all parties to a complaint are made aware of the allegations and are provided with an opportunity to respond and present their case.

This policy and its procedures, along with any other mechanisms offered by PRIDE INSTITUTE, do not limit the rights of an individual to take action under Australia's Consumer Protection laws and pursue other legal remedies.

5. Making a complaint or appeal

- A complainant should endeavour to make a formal complaint as soon as possible after the incident occurred.
- Appeals should be made within thirty (30) calendar days from when the original decision was made.
- Informal complaints can be made verbally or using any written form.
- Formal complaints and appeals must be made in writing using the Complaints and Appeals Form. Complaints and appeals may be sent in writing to PRIDE INSTITUTE's head office with attention to the Chief Executive Officer.
- The complainant should provide as much detail as possible of the incident or why an appeal is being made to assist PRIDE INSTITUTE in investigating and determining an appropriate solution, including:
 - the issue or decision that related to the complaint or appeal - in detail describe as much as you can on what happened and how it affected you.
 - any supporting evidence (where possible) that can support your complaint or appeal.
 - Describe any steps that you may have already taken in an attempt to resolve the complaint or appeal.
 - Suggestions about how the matter might be resolved.

6. Resolution of complaints and appeals

- The CEO and student support officers (as required) will be involved in resolving complaints and appeals.
- All parties to a complaint or appeal where allegations are made against another person will be given the opportunity to respond to the allegations made.
- Where a third party engaged by PRIDE INSTITUTE is involved in the complaint or appeal, they will be involved in the process of resolving the complaint or appeal.
- PRIDE INSTITUTE will allow a support person of their choice for each party to be present at meetings scheduled to resolve the issue.
- PRIDE INSTITUTE may request further details from all parties involved as and when required. This could be done via face-to-face meetings, written or verbal requests, over the phone or web conferencing.
- The CEO will review all the information and decide on an appropriate response.
- For assessment appeals, PRIDE INSTITUTE will appoint an independent assessor who was not involved in the original decision to reassess the task again. The new outcome will be the result granted for this assessment task.
- In the case of an assessment appeal, an assessor who is independent of the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. PRIDE INSTITUTE will notify the complainant or appellant of the new outcome in writing, along with the reasons for the judgment and any other findings made.
- For complaints and appeals related to the enrolment status of a student, PRIDE INSTITUTE will handle them as follows:
 - **Students** are able to maintain their enrolment with PRIDE INSTITUTE while the complaints and appeals process is ongoing.
- Timeframe:
 - PRIDE INSTITUTE will acknowledge the receipt of the complaint or appeal in writing within three (3) business days.
 - PRIDE INSTITUTE will commence the complaints and appeals process within seven (7) business days of the receipt of the application.
 - PRIDE INSTITUTE will endeavour to finalise all applications as soon as possible or at least within 30 calendar days. The complainant or appellant will be advised in writing if due to any significant reasons the process will take longer. They will be provided weekly notifications on the progress of their complaint or appeal until the process is completed and the matter resolved.
- PRIDE INSTITUTE will provide the complainant or appellant a written response on the outcome of their complaint or appeal. The response will clearly outline PRIDE INSTITUTE's understanding of the issue, action taken by PRIDE INSTITUTE in investigating and resolving the complaint or appeal, findings and outcome.

7. External resolution

- If the complainant or appellant is not satisfied by the outcomes of the internal process, they may opt for the matter to be referred to an external dispute resolution body.
- If an external independent party is appointed, all associated costs will be paid by the party appointing the external party.

- PRIDE INSTITUTE may engage an external independent mediator who has the expertise required to resolve the complaint or appeal as and when needed.
- PRIDE INSTITUTE will co-operate fully in the external resolution process by providing clear, full and transparent access to any documentation associated with the complaint and appeals including student files, assessment records, internal complaints and appeals records as permitted by law. PRIDE INSTITUTE will instruct and require all staff to fully co-operate in the process.
- Where an external party finds an outcome in the favour of a student, the CEO will act on this immediately and organise a management meeting to use this as an opportunity for continuous improvement.

The management team must discuss all decisions made, findings of the case and its outcome. Appropriate actions must be decided to ensure the situation is corrected and not repeated. The complainant or appellant must be notified of the corrective actions and associated outcomes.

- **Students** can choose to hire an external party of their own choice at their own cost. Additional options for external complaints avenues are provided in below.
- **Other external avenues:**
 - National Training Complaints Hotline: If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered. You can lodge a complaint with National Training Complaints Hotline by completing the [complaints form](https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form) (<https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>) or by calling the student enquiry line on 13 38 73.
 - Consumer Protection Agencies: The consumer protection agency in your state or territory:
 - can provide information about seeking a refund or a cancellation of your course fees
 - can provide information about your rights and obligations
 - may be able to help you negotiate with your training provider.

If you are studying with a provider that is located in a different state or territory to where you live, you can report your concerns to the [Australian Competition & Consumer Commission](https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue) (<https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>).

State or territory	Agency and contact details
Australian Capital Territory (ACT)	ACT Fair Trading
	Phone: (02) 6207 3000
New South Wales (NSW)	NSW Fair Trading
	Phone: 13 32 20
Northern Territory (NT)	Northern Territory Consumer Affairs
	Phone: 1800 019 319
Queensland (QLD)	Fair Trading
	Phone: 13 74 68
South Australia (SA)	Consumer and Business Services
	Phone: 13 18 82

Tasmania (TAS)	Consumer Affairs and Fair Trading Phone: 1300 65 44 99
Victoria (VIC)	Consumer Affairs Victoria Phone: 1300 55 81 81
Western Australia (WA)	Consumer Protection Phone: 1300 304 054

- State or Territory Ombudsman: Your state or territory ombudsman may be able to help if:
 - your complaint is about fees and refunds, and
 - you are studying with a government-run provider (such as a TAFE).

State or territory	Ombudsman website address
Australian Capital Territory (ACT)	www.ombudsman.act.gov.au
New South Wales (NSW)	www.ombo.nsw.gov.au
Northern Territory (NT)	www.ombudsman.nt.gov.au
Queensland (QLD)	www.ombudsman.qld.gov.au
South Australia (SA)	www.trainingadvocate.sa.gov.au
Tasmania (TAS)	www.ombudsman.tas.gov.au
Victoria (VIC)	www.ombudsman.vic.gov.au
Western Australia (WA)	www.ombudsman.wa.gov.au

- Australian Skills Quality Authority (ASQA): ASQA is the national VET regulator and takes feedbacks and complaints as intelligence to inform their regulatory activities. However, ASQA is unable to assist student with their individual cases and circumstances and cannot act as an advocate for students in resolving complaints or appeals. Complaints can be made via ASQAnet <https://asqaconnect.asqa.gov.au/>.

8. Records Management

A record of all complaints and appeals including all outcomes and rationale for those outcomes and findings is maintained on PRIDE INSTITUTE's Complaints and Appeals Register which is securely and confidentially retained by PRIDE INSTITUTE. A copy of the complaint or appeal with all supporting documents are to be stored on the student's file.

A record of all opportunities for improvement and associated actions taken is recorded in the Continuous Improvement Register.

Critical Incident Policy

Our Critical Incident Officer and CEO oversees these measures.

1. Purpose

The purpose of this Critical Incident Policy is to articulate PRIDE INSTITUTE's commitment to the safety, well-being and support of students. The policy ensures preparedness for, rapid response to, and recovery from incidents, in alignment with [Standard 6 of the Standards for Registered Training Organisations, 2015](#) as well as adherence to [the Australian Privacy Principles](#) and [Queensland's privacy laws](#).

2. Scope

This policy applies to students enrolled with PRIDE INSTITUTE. The policy addresses critical incidents that may occur both on-campus and off-campus that significantly impact the students' safety, well-being, or continuation of study.

3. Definitions

“ASQA” means the Australian Skills Quality Authority.

“Critical Incident”: A traumatic event, or the threat of such an event, occurring within or outside Australia, that causes extreme stress, fear, or injury. This encompasses situations such as:

- a) missing students;
- b) severe verbal or psychological aggression;
- c) death, serious injury or any threat of these;
- d) natural disasters;
- e) issues such as domestic violence, physical, sexual or other abuse; and
- f) other non-life threatening events.

“Designated Person”: The chief executive officer (CEO) is the designated person and official point of contact responsible for immediate action and reporting of critical incidents.

“DET”: Department of Education and Training

“Emergency Services in Queensland”: The primary contacts for immediate assistance, which include:

- Police, Fire, and Ambulance: 000
- Police Headquarters (24 hours): 131 444
- Lifeline (24-hour crisis line): 131 114
- Poisons Information Centre: 13 11 26
- State Emergency Service: 132 500

“PTSD”: Post-Traumatic Stress Disorder.

“SRTOs” means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework.

4. Critical Incident Management

4.1 PRIDE INSTITUTE is dedicated to the safety of all staff and students, during critical incidents. It aims to take appropriate actions to maximise safety and minimise disruption to studies.

4.2 The CEO serves as the designated individual and primary point of contact for both preventing and managing critical incidents, whether they occur within the premises of PRIDE INSTITUTE or off campus.

4.3 Risk reduction measures are actively implemented as detailed in PRIDE INSTITUTE's Health and Safety Policy and Procedure.

4.3.1 At induction, students receive detailed information about health and safety, including how to respond to and report critical incidents. This information is also available in the Student Handbook, ensuring students are aware of safety procedures and whom to contact (i.e., the CEO) in case of an emergency.

5. Critical Incident Procedures

5.1 Immediate Response (Within 24 Hours)

5.1.1 The CEO assesses the situation and, if safe, takes control, and contacting emergency services with all known incident details. Additionally, the CEO initiates the following actions:

- a) Initiates evacuation procedures if required and coordinates first aid or medical assistance.
- b) Develops a Critical Incident Action Plan for timely response.
- c) Liaises with relevant parties (police, healthcare providers, embassies) and contacts affected students' families.
- d) Manages media response and maintains comprehensive records.

5.2 Secondary Response (48-72 Hours)

5.2.1 The CEO will oversee the coordination of support services, including counselling for those affected, and will also assume responsibility for:

- a) Reviewing and addressing any legal issues and providing factual information to staff and students.
- b) Working towards restoring PRIDE INSTITUTE to its regular routine as soon as possible.

5.3 Ongoing Follow-Up Response

- a) The CEO will identify and support all affected individuals, providing access to necessary services, including:
 - a) Organising support for severe injury or death cases, including repatriation and insurance matters.
 - b) Monitoring for signs of delayed stress and PTSD among the community.
 - c) Managing long-term consequences, such as insurance and legal proceedings.

6. Incident Reporting and Reviewing

6.1 The CEO will prepare and conduct:

6.1.1 The Critical Incident Report immediately following the resolution of the incident. This report outlines the incident details, actions taken, and any changes to be implemented. The Report will:

- a) Include a comprehensive overview of the incident, detailing the sequence of events, parties involved, and any pertinent contextual information.

6.1.2 A review of the incident response within a reasonable time frame, typically aiming to complete the assessment promptly after the incident, usually within seven (7) days, to ensure timely evaluation and facilitate prompt adjustments for future responses.

Student Feedback

Your feedback is incredibly valuable to us as it helps us improve our services to better meet your needs. We actively seek input from both students and employers to continuously enhance our offerings.

We also encourage you to share your feedback with us at any time through email or phone. Furthermore, students can submit feedback through other channels, such as:

1. Online feedback forms available on our website.
2. In-person feedback sessions organised periodically.
3. Virtual feedback sessions conducted via video conferencing platforms.

Your input plays a crucial role in our continuous improvement efforts, and we appreciate your contribution to making PRIDE INSTITUTE a better learning environment for everyone.

Issuing of Certification Documents

Upon successful completion of your course and settlement of all relevant fees, PRIDE INSTITUTE will promptly provide you with a qualification (Testamur and/or Statement of Attainment) along with a comprehensive record of your results within thirty (30) days.

The record of results will detail the units of competency you have achieved throughout the course, along with your corresponding grades.

In cases where a student withdraws from or partially completes a course, PRIDE INSTITUTE will issue a Statement of Attainment within thirty (30) days of withdrawal, provided that all applicable fees have been settled. A record of results will be included with the statement of attainment upon request.

Please note that PRIDE INSTITUTE reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees associated with the course or qualification have been cleared, except where prohibited by law.

It is imperative that PRIDE INSTITUTE has a valid Unique Student Identifier (USI) on file for each student to facilitate the issuance of qualifications or Statements of Attainment.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievements are securely maintained for a minimum period of thirty (30) years. Students have the option to request copies of these statements or qualifications at any time, subject to an additional fee. Please refer to our Fees and Charges section for the current applicable fee.

Should you require any further clarification or assistance regarding certification documents, please do not hesitate to get in touch with us.

Thank you.