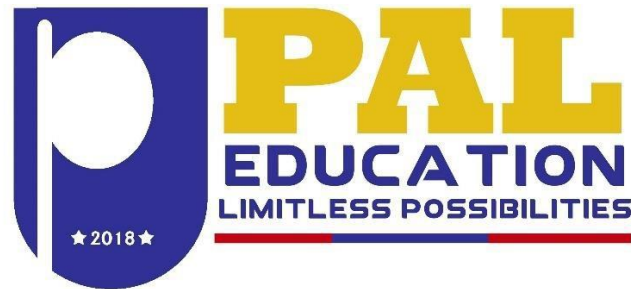


National Provider Number-RTO Code: 45540

CRICOS Code: 03802G



**RTO 45540 CRICOS 03802G**

# Pal Education Handbook 2023-2024



# Student Handbook

## Welcome to Pal Education

Thank you for choosing the Pal Education to pursue your studies. Pal Education offers fully accredited, high quality vocational education in Business, Management and Aviation. I hope you will find your time at the college engaging and rewarding.

Pal Education aims to equip you with the knowledge and confidence to step into the career of your choice as a skilled competent employee in industries, and/or to continue further education.

The course you are enrolling in will expose you to a variety of experiences and provide you with many opportunities for your career growth. You will find that your course is up to date, recognized by the relevant professional bodies and will provide a mix of theory and practical learning experiences.

As a student of Pal Education, you have certain rights and responsibilities, most of which are outlined in this handbook and are also supplemented by the full policies that you can access to through school website. Please feel free to approach our academic or administrative staff.

How you spend your time at the Pal Education depends largely on your personal motivation and dedication to achieving your aspirations. We are committed to providing you with a learning environment that helps you achieve your educational and career goals.

I wish you have a pleasant and productive time while you are a student of Pal Education and give you my best wishes for a successful graduation.

Arjinder Pal Singh  
Chief Executive Officer  
Pal Education

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## INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Pal Education

### City of Perth in the State of Western Australia

Perth is the capital and the largest city of Western Australia and the fourth most populous city in Australia, with an estimated population of 2.04 million. Situated on a coastal plain, Perth remains a great attraction to those that love the outdoors, you can swim in the surf, walk amongst ancient trees and fields of wildflowers, taste award winning wines and delicious local produce, explore gorges and wilderness areas and meet laid back, friendly people. The big variety of landscapes and climates in Western Australia means there is always plenty of sunshine, making it a perfect year-round destination. It is a land blessed with spectacular diversity where the deep reds of ancient interior rock formations contrast with the sparkling blue of the Indian and Southern Oceans and the lush greenery of the stunning southern regions. Pal Education is passionate about student's satisfaction and overall learning received with us.

### Pal Education

Our training programs are designed to promote the college as "first choice" in target aviation markets by strong alliance with industry and academic partners. We deliver high quality career-oriented, innovative, responsive education and training including the path that leads to higher degree programs. The college provides a safe, supportive and affordable learning environment by using state-of-the-art technologies, facilities and best equipment. Our commitment to continuous improvement means we are constantly investing, developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards. All our courses are continually updated in line with changes in industry. Our college is equipped with modern style classrooms with student recreational areas including Aviation facilities.

Pal Education offer small classes to ensure that our students get maximum support and attention from their trainers. Trainers utilize a mix of traditional and innovative training methods to engage students in the learning process. Trainers organise excursion programs for students to give them practical exposure to Australian organisation working culture.

Pal Education has a well-resourced computer lab with internet access, classrooms with data projector and a student rejuvenation area. Our Nationally Accredited Qualifications are recognized Australia wide. A dynamic team of experienced trainers provide classroom learning and work-based training that empower students with skills and knowledge to employ in their chosen industry. We aim to assist our students in achieving their potential in a quality-focused and friendly environment. Our dedicated and conscientious staff always strive hard to achieve the best learning outcome and student welfare as main goal.

As an RTO, Pal Education is bound to comply with the Standards for Registered Training Organisations (Standards for RTOs 2015) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). Training Services provided to students follow policies and processes developed to meet the VET Quality Framework, Standards for RTOs 2015 and National Code 2018.

All trainings are conducted with ample tools and equipment available to students. Supplementary research materials, resources and state Library are within easy access Pal Education and facilities -Aviation Address: 29 Mustang Road, Jandakot WA 6164

### Service Quality Commitment

Pal Education is responsible for the quality of its training and assessment services in compliance with the Standards for RTOs 2015 and National Code 2018, and for the issuance of the AQF certification documentation. Training and assessment methods will be according to established industry standards that equip the students with the essential skills and knowledge to gain a firm footing in their chosen industry area.

Australian Vet training offers competency-based qualifications. Once the student commences the training and assessment, Pal Education is committed to completing the delivery of the training and assessment within the agreed duration. Students who successfully complete their course are awarded with qualifications that are nationally recognised.

Those who attain Not Yet Competent (NYC) will receive training support to complete those units. Students with unsatisfactory assignments will have the opportunity to address the performance gaps with their trainers and assessors. Pal Education offers the intervention strategy, reassessments and catch-up classes to support students. Pal Education will

negotiate for completion of training and assessment if a student is unable to complete the course due to illness or compassionate grounds.

Pal Education does not guarantee that a student can complete the course(s) that they have enrolled unless he or she

- meets all the requirements for each unit of competency or module they are enrolled in
- completes the amount of training determined by the college

Pal Education is committed to providing quality training and assessment services to its learners. We aim to:

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

## Our Trainers

Pal Education has qualified and experienced trainers and assessors who deliver Australian Qualifications Framework (AQF) qualifications and skill sets from the Training and Education Training package (TAE 40110+ TAELLN411+ TAEASS502 or TAE 40116 or its successor). Pal Education trainers & assessors are complied with ASQA Standards for Registered Training Organisations 2015 Clause 1.13-1.16).

## Qualifications, Fees and Durations – A Quick Look

The following qualifications are offered by Pal Education.

### Bank Details

BSB:036302 Account Number: 335388 SWIFT Code: WPACAU2S Bank: WESTPAC
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### Course Fees

Product/Service	Description	Price	Enrolment Fee
Diploma of Aviation-Commercial Pilot License 52 weeks	Leading towards to CASA Commercial Pilot License	Tuition fee \$91,000	\$ 250 Non-Refundable

Pal Education has developed a fair and equitable process for determining course fees, refunds and payment options.

## Our Courses

### AVI50222 Diploma of Aviation-Commercial Pilot Licence CRICOS 109222C

<b>Training Package Title</b>	AVI Aviation Training Package.
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#### Version (Release) of Training Package Release 1

<b>Qualification Code</b>	AVI50222
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<b>QUALIFICATION PACKAGING RULES</b>	28 core units, plus 1 specialist elective unit
<b>MAJOR BLUE AIR PTY LTD (PAL EDUCATION) COURSE ENTRY REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. Valid Class 1 Aviation Medical</li> <li>2. A valid Aviation Reference Number (ARN)</li> <li>3. Valid ASIC (requires a police check) for entry to a controlled airport.</li> <li>4. Level 4 Aviation English Assessment-ELP or above or IELTS 5.5 or above completed within 3 years of the course commencement (CASR Part 61.260)</li> <li>5. A minimum of Grade 12 schooling (Australian or equivalent)</li> <li>6. Normally a minimum of 18 years old (Australian student) and 18 years old for International student</li> </ol>

SECTION 3 – UNITS OF COMPETENCY				
UNIT CODE	UNIT TITLE	UNIT TYPE	PRE-REQ	HOURS
AVIE0006	Maintain Aircraft radio communications	Core	Nil	24
AVIF0026	Implement aviation risk management processes	Core	Nil	36
AVIF0027	Implement aviation fatigue risk management processes	Core	Nil	44
AVIF0029	Implement threat and error management strategies	Core	Nil	24
AVIF0030	Manage safe flight operations	Core	Nil	36
AVIF0033	Manage aircraft passengers and cargo	Core	Nil	44



AVIF0035	Manage human factors in aviation operations	Core	Nil	24
AVIH0010	Plan a flight under visual flight rules	Core	Nil	24
AVIH0014	Navigate aircraft under visual flight rules	Core	Nil	154
AVILIC0003	Licence to operate a commercial aeroplane	Core	Nil	0 – included in other units.
AVIO0017	Manage disruptive behaviour and unlawful interference with aviation	Core	Nil	24
AVIW0029	Manage pre-and post-flight operations	Core	Nil	44
AVIW0032	Operate and manage aircraft systems	Core	Nil	44
AVIY0033	Operate aircraft using aircraft flight instruments	Core	Nil	75
AVIY0034	Operate in controlled airspace	Core	Nil	44
AVIY0035	Operate in Class G Airspace	Core	Nil	50
AVIY0036	Operate at non-towered aerodromes	Core	Nil	44
AVIY0037	Operate at controlled aerodrome	Core	Nil	42
AVIY0040	Apply aeronautical knowledge to aviation operations	Core	Nil	24
AVIY0041	Apply the principles of civil air law to aviation operations	Core	Nil	24
AVIY0083	Execute advanced aeroplane manoeuvres and procedures	Core	Nil	75
AVIY0047	Manage abnormal aeroplane flight situations	Core	Nil	52
AVIY0054	Control aeroplane on the ground	Core	Nil	24
AVIY0055	Take off aeroplane	Core	Nil	36
AVIY0056	Control aeroplane in normal flight	Core	Nil	60
AVIY0057	Land aeroplane	Core	Nil	40
AVIY0058	Manage aircraft fuel	Core	Nil	24
AVIZ0006	Manage situational awareness in aircraft flight	Core	Nil	40
AVIY0073	Operate aircraft in the traffic pattern at night	<b>Elective</b>	Nil	24

## IDENTIFYING STUDENT NEEDS

Student needs are declared by the applicant at the time of enrolment; the application form allows the applicant to self-declare where they have learning disabilities. Every student is interviewed either face-to-face or over the phone to attempt to establish the applicant skill and knowledge levels, their current employment and how that relates to the course content and interaction.

During consultation, it may be identified that students could have needs related to:

- Physical or intellectual disabilities, which may affect training – however, they are required to qualify for a Class One Medical – as required by Civil Aviation Safety Regulation Part 61.415 (1) (a).
- Language, literacy and numeracy levels may not meet the requirements of the training Location of training may affect attendance.
- Cultural or ethnic background of students and/or trainer Socio-economic factors

In the orientation/first learning event, to confirm student levels of language, literacy and numeracy skills, a short, written assessment is conducted to identify students with deficiencies in LLN so as to provide them with additional support and assistance.

The student needs identified above will be assessed and monitored before, during and after training to ensure that the student's needs are being met. The company provides a variety of additional support services for LLN during the term week as detailed in the LLN support schedule.

Students who are not progressing adequately with their flight or theory training, as determined by formative assessments, are provided additional theory or flight opportunities in accordance with the Flight training organisation's Training Management System detailed in the Operations Manual. Opportunity is available during course breaks for students to complete any additional theory or flight training to enable them to maintain pace with the course group.

Training Times (nominal)	Hours
Briefing – Theory, Long Briefing and Pre-flight briefing	425.9
Dual flight (includes 5 hrs FSTD)	87.0
Solo flight	70.5
Student preparation for flight exercises	412
Directed Private Student Study	180.5
Theory assessment	29.1
<b>TOTAL</b>	<b>1200</b>

## DURATION AND SCHEDULING

The course is scheduled over 52 weeks. This includes semester breaks of 6 weeks.

Phase 1	Break	Phase 2	Break	Phase 3	Break	Phase 4/5	Break	Phase 4/5
8 weeks	1 week	8 weeks	1 week	10 weeks	2 weeks	10 weeks	2 weeks	10 weeks

This qualification reflects the roles of flight crew personnel performing normal and emergency commercial pilot duties in support of commercial aviation flight operations in single engine Visual Flight Rules operations. Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations. Individuals working at this level will apply knowledge and skills to demonstrate leadership, judgement and defined responsibility in known or changing contexts and within broad parameters. Candidates will be required to complete additional company specific induction training with their employer.

The specified amount of training and nominal hours are based on a consideration of the following:

1. The volume of learning specified by the “Australian Qualifications Framework Volume of Learning Indicators”.
2. The minimum hours specified by the regulatory authority i.e. the Civil Aviation for the issue of the equivalent license or rating.
3. The nominal hours specified in the guidance material for RTO by the WA Department of Training and Workforce Development.
4. Input from training and assessors with extensive experience in the specific field of training and assessing Commercial Pilots

Commercial Pilot Licence	CASA Minimum	This Course
Total flight time	150 hours	157.5
As pilot in command	70 hours	70.5 hours
Cross country navigation	20 hours	71.5 hours
Instrument time	10	10
Instrument time in aircraft	5	5
For the Night VFR Rating	CASA Minimum	This course
Total night	10 hours	14.3 hours
Night cross country	5 hours	7 hours

## Entry Requirements

### Academic Requirement

- ✓ To gain entry to this course, applicants must have successfully completed Australian Year 12 or equivalent.
- ✓ Local and International students, must be 18 years or above.

### Age Requirement

- ✓ be at least 18 years of age once Commercial Pilot Licence is issued.

### Aviation Medical Requirements:

To show you are medically fit and healthy to pilot an aircraft during commercial operations, you will need to hold **a Class 1 Aviation Medical Certificate**. Aviation medicals are completed in a two-step process:

1. Obtain an Aviation Reference Number from the Civil Aviation Safety Authority (CASA). You will need to complete form 1162 and send it to CASA with identification as per page 2. See the CASA Website for further details.
2. Once you have received your ARN, book in for a **Class 1 Medical Exam** with a Designated Aviation Medical Examiner (DAME). Visit CASA website for the contact list of CASA Designated Aviation Medical Examiners in your local country.

### English Language Requirement

International students entering this qualification must have a minimum score of an internationally recognized English Language proficiency tests or equivalent in line with DHA (Department of Home Affairs) regulations:

- ✓ IELTS Test Score of a minimum 5.5 or equivalent
- ✓ Language, Literacy & Numeracy (LLN)

OR

Other recognised English Language tests such as:

✓ TOEFL iBT Test Score of 46	✓ OET Pass Grade
✓ PTE Academic Test Score of 42	✓ TOEFM PBT Test Score of 527
✓ Cambridge English: At least 'C' Grade	✓ TOEIC 605-880
✓ CEFR B2	✓ CASA ELP Grade 4

## Training Days and Time

### Shift Matrix

(The training schedule is TBA at the student enrolment)


- ✓ **Lunch Break – 30 minutes, day classes at 12:30 pm**
- ✓ **Tea Break – 10 Minutes each, normally at 10am and 2:30pm.**

Physical Resources	
Training room with date projector, power point slides, handouts, computers with internet, learners manual, assessment tools, online resource library, periodical publication, assessment plan and mapping, session plans, white board and markers, CD/DVD player, video recorder/camera, various aircrafts, Red Bird simulator, audio equipment.	Kitchen/lunchroom Breakout area Student desks and chairs

### Pathways: Advanced Diploma Level

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

- ✓ Pal Education will not accept the RPL process for this qualification.

#### Credit Transfer (CT):

1. Pal Education recognises qualifications issued by other Registered Training Organisations (RTOs'). Students may apply for Credit Transfer before or after enrolling in the course. If CT is applied after the enrolment, it should be applied within 2 weeks of the course commencement date.
2. Pal Education will ensure that all CT applicants are provided with:
  - CT information including (Credit Transfer Application Form)
  - Application form (is available on Pal Education website and on request from Pal Education reception desk on campus.
  - Information on all aspects of collecting and submitting evidence of attainment of the unit(s)/course, which were obtained at another RTO (i.e. transcripts/certificates) prior to submitting a CT.
  - Support and guidance in completing the CT application form;
  - The opportunity to obtain feedback and/or further information on completing all aspects of the CT application prior to submission.

All documentary evidence of training, including Certificates/Diplomas, Statement of Results and Statement of Attainment provided must be original, official or certified documents and must be signed and sealed by the issuing Australian RTO.

#### Intake dates:

**Semester 1 Date: 31st January 2023**

**Semester 2 Date: 8th August 2023**

Class days: 20 hours per week.

Product/Service	Description	Price	Enrolment Fee
AVI50222 Diploma of Aviation (CPL) 52 weeks	Providing diploma level course for students seeking pilot career in commercial aviation industry.	Tuition fee \$87,500	\$ 250 Non-Refundable

# STUDENT RIGHTS AND RESPONSIBILITIES

Pal Education conducts training courses at various venues to: suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

## Assessment

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

### Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Pal Education regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Pal Education has policies and procedures in place for dealing with assessment malpractice.

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

## Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to attend all training sessions.

- Attendance for each scheduled lecture and tutorial is recorded and monitored for academic progress purposes.
- A Student is expected to attend at least 80% for the scheduled lectures for each subject.

It is expected that clients arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early, you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Pal Education administration personnel. Other arrangements such as alternative training dates should be discussed with the trainer.

### Punctuality

As a courtesy to other learners and the trainer, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer.

## Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

## Misconduct includes -

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

## Penalties for Misconduct

Possible penalties for the alleged misconduct by a student are set out in the table below. One or more of the possible penalties may be applied depending on the circumstances. Please refer to the Pal Education Misconduct Policy

## Respect for others

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

Pal Education always retains the right to remove disruptive clients from the training environment.

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

## Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **10-15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

## Change of personal details

Clients are required to ensure their personal details (address, phone and email) recorded with Pal Education are up-to-date at all times. Should your circumstances or details change please update your record by filling the Contact Form at the Student Services. You must also update us if your emergency contact details change by filling the Contact Form.

## Disciplinary Processes

Pal Education may implement discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The learner being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

## Dress & Hygiene Requirements

Clients are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;

- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

## Duty of Care

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

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

### You have a duty to:

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

## Evaluation and Feedback

Pal Education values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive. Pal Education has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

## Printing and Computer Facilities

### Printing and photocopying

Student can request printing and photocopy service at Student services/Admin office. Printing can also be done at local shops close to the college. (for example OFFICEWORKS)

### Computer and Internet access

All air-conditioned classrooms are equipped with computers. Students will be given a user name and password to login to use the computers.

Rules for using the computers

#### Students must not:

- ✓ download any files to the computers
- ✓ install unauthorised software on college computers
- ✓ use the computer rooms for entertainment, games or pornography
- ✓ download illegal copies of any online intellectual properties
- ✓ attempt to gain unauthorised access to system programs or computer equipment
- ✓ remove any computer equipment from the computer rooms
- ✓ send spam mails from college computers
- ✓ communicate in a manner that is inappropriate to a public forum or knowingly search for offensive material

When the college computers are shut down or re-started, the files are deleted. The students must ensure that they save their documents on an external drive e.g. USB, etc. The college is not responsible for the loss caused by any unsaved data.

## Learning Materials

Clients receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials may be incurred.



## Making the Most of your Training

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

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

## Mobile Phones in Class

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

## Security & Car Parking

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Pal Education accepts no responsibility for any belongings, which may be stolen or go missing.

Pal Education has several car parks in front of the main building. There is no reservation of car parks. All students follow the early bird rule to find their car park. The Pal Education's Jandakot campus is open campus, please don't leave any valuable personal belongings in the car. Pal Education accepts no responsibility for any belongings, which may be stolen or go missing.

# COURSE INFORMATION

## Academic Policies and Procedures

Pal Education is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support, to "systematically monitor students' course progress" and be "proactive in notifying and counselling students who are at risk of failing to meet course progress requirements". This policy sets out, by which Pal Education meets the commitment, and ensures that the legislative requirements of the National Code are met.

Should the student be at risk of not maintaining satisfactory academic progress, the student will be notified and advised:

- suitability of the course in which the student is enrolled.
- opportunities for the student to be reassessed for tasks in units or subjects previously failed, or demonstrate the necessary competency in areas in which the student had not been previously able to demonstrate competency; and
- that unsatisfactory course progress in two consecutive study periods for a course could lead to being reported to Department of Home Affairs, depending on the outcome of any appeals process that being reported to Home Affairs could affect their visa

Pal Education has implemented the Department of Education/Department of Home Affairs (DoE/Home Affairs) Course Progress Policy and Procedures for all of its CRICOS registered VET courses. Students are required to maintain a satisfactory academic progress. To maintain your progress, you are required to pass at least 50% of your scheduled subjects in any study period.

If a student fails to maintain satisfactory academic progress in a study period, Pal Education's Intervention Strategy will be initiated (refer to Intervention policy on Pal Education website). The student will be notified of the risk of not maintaining satisfactory academic progress and the continuing risk of Pal Education needing to issue an Intention to notify the relevant government department for unsatisfactory progress if there is no improvement.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the student will be contacted by Pal Education to notify the student of our intention to report to the relevant government department for unsatisfactory progress.

Students who fail to meet this requirement will be advised that they have 20 working days in which to access Pal Education's internal complaints and appeals process.

Additionally, all students must pass all subjects pertaining to their qualification in order to be awarded that qualification. Students may be eligible to be reassessed and a re-assessment fee will apply in such cases. Please speak to your trainer, Student Services or the course coordinator for more information.

## Accredited Training Programs

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

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

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

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

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

## Competency

Each Unit of Competency is made up of the following:

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

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

## Evidence

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

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

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

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards

- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

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

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

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

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

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

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

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

Pal Education is required to meet stringent quality requirements in the conduct of all assessments.

The Pal Education has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

## Principles of Assessment

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

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

### Rules of Evidence and Assessment

Pal Education is required to ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Course Assessment

There will be assessment tasks set for each course. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

### Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.

- If you are mailing an assignment, it must be received by the due date. Pal Education does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

### Assessment results

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

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

### Reasonable adjustments

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

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

### Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

## Certificates

### Types of Certification

In general, the following types of certificates are issued by Pal Education. Certificates can only be awarded by Pal Education in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

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

Certificates will not be sent to other parties, without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee.

## Course Delivery

Pal Education ensures the following resources are in place:

- Trainers and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;

- All necessary copyright authorisations;
- Appropriate equipment and facilities.

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

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

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- work-based training
- case studies

## Credit Transfer and Recognition of Prior Learning (RPL)

At Pal Education, application for the following can be done:

- Credit transfer (CT); and
- Recognition of prior learning (RPL): Pal Education will not accept the RPL for AVI50222 Diploma of Aviation

All students have the opportunity to apply for getting credit. This means that you can submit evidence (original documents) for a Unit(s) of Competency and have it assessed by us without completing the training.

Pal Education believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. Pal Education aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

### Process

Credit and Recognition focus on both the demonstration of competence and the currency of that competence to industry standards. It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised. To take credit, students must submit all documentary evidences before the enrolment.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our RTO Manager who will provide the information you need to complete an application.

### Decision

Assessors must be confident that the evidence meets the following criteria:

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

Pal Education is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence whether credit can be granted. However, if credit is not granted, you will be required to enrol.

For further information, please see Pal Education Recognition and Credit policy.

## **Trainer and Assessors**

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

## **Learner Support Services**

Pal Education supports the overseas students in adjusting to live and study in Australia by conducting an age and culturally appropriate orientation program. Pal Education strives to maximize opportunities for access, participation and learning outcome for all students. It identifies and where possible, remove barriers that prevent students from accessing and participating in our services.

Pal Education offers reasonable support to overseas students to enable them to achieve expected learning outcomes at no additional cost to the overseas student. Additional support services for Language, literacy Numeracy (LLN) and other disabilities are available by contacting Overseas Student Contact Officer (OSCO) on. OSCO remains available to discuss and provide assistance in all areas of your welfare including your accommodation needs, health cover, etc. Students with visa enquiries will be directed to the Department of Home Affairs.

## **Orientation**

Pal Education conducts an age and culturally appropriate Orientation program before the commencement of course. There is a lot of information to understand at orientation. Students must report at the reception when they arrive. They must provide their passport, visa, previous academic qualifications and other relevant documents for verification. They must also update their address, phone number, email address and emergency contact details.

Orientation is usually conducted a week before the commencement date. Students are notified of orientation date, time and venue via email. A tour of the campus is provided to get familiar with classrooms, student areas, administration office, and facilities such as student Aviation area, toilets, fire exits, and restricted areas.

A Student Support Officer will help the students to fill important documents. An Orientation session covers topics related to:

- ✓ Information on adjusting to life in Australia
- ✓ Information on public transport, tax file numbers, OSHC etc.
- ✓ Facilities and resources
- ✓ Emergency contacts
- ✓ Support services including emergency, legal, health services and critical incidents, employment advice and assistance
- ✓ Language Literacy Numeracy (LLN) support
- ✓ Course Progress Monitoring
- ✓ Attendance
- ✓ Complaints and Appeals Policy and Procedures
- ✓ Course Deferment and Suspension
- ✓ Course Transfer Policy
- ✓ Fees & Refunds Policy
- ✓ ESOS student factsheet

A student who is unable to attend Orientation must notify Pal Education prior to the date of orientation.

## **LLN Support**

Pal Education will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs may be beyond the assistance that can be reasonably provided without significantly disadvantaging other students or without causing Pal Education significant financial burden.

Pal Education can organize the LLN Officer to support students in their academic studies. Additionally, students can communicate the National Reading Writing hotline on 1300 655 506 or visit website [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

Any costs associated will be the responsibility of the student.

For LLN support, Pal Education would be able to offer the following assistance:

- **Speaking difficulty:** The student may bring their family member or friend to help to explain and interpret.
- **Listening difficulty:** Student can sit close to the trainer, may bring a family member or prepare course material in clear, plain and easy English.
- **Reading difficulty:** Provision of seating close to the board, preparing study material in easy and plain English and one-on-one help.
- **Writing difficulty:** Trainer may use alternate assessment methods like oral questioning or allowing a friend or family member to take notes.

Pal Education will NOT be able to offer the following assistance:

- Provision of foreign language version of course material
- Provision of independent interpreter unless the cost is met by the student
- Braille version of course material unless the cost is met by the student

### **Additional training and tutorials**

Every effort within reason will be made by Pal Education to ensure a successful learning outcome for its students. Additional training and/or tutorial may be negotiated. Note: some options may incur additional costs.

### **Reasonable adjustment**

Students with physical or mental disabilities or any other health issue can negotiate with the trainer prior to assessment date for any reasonable adjustments of assessment methods or also for course delivery.

### **Students considered to be at risk**

Pal Education staff will counsel students as appropriate and/or refer them to qualified counsellors. If students require extra support or counselling they are encouraged to contact appropriate support services listed below:

### **Counselling / personal support**

- Perth Mediation & Counselling Centre (Alex or Stacey) 45 Ventnor Avenue West Perth, Phone: (08) 9429 8878, [info@perthmediationcentre.com.au](mailto:info@perthmediationcentre.com.au)
- Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia 1300 364 277 or [www.relationships.org.au](http://www.relationships.org.au)
- Kids helpline (up to 25 years) 1800 551 800

### **Mental health websites**

[www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)

[www.beyondblue.org.au](http://www.beyondblue.org.au)

[www.mentalhealthonline.org.au](http://www.mentalhealthonline.org.au)

[www.reachout.com](http://www.reachout.com)

### **Special Needs**

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

Students with disabilities or impairments are encouraged to discuss with the Chief Executive Officer any 'special needs' and/or 'reasonable adjustments' to the study environment, which they consider are necessary or would assist them in the performance of their studies.

For aviation studies, all students need to obtain Class 1 Aviation Medical Certificate. If you have any concerns, please communicate with aviation trainer and assessor, or student support officer in college.

The Chief Executive Officer, in collaboration with the student, will assess the potential for the student to successfully complete the training, which may include flexible delivery options to optimise the ease and benefit of the student's learning.



# POLICIES

## Access and Equity

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

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

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

For further information, see Pal Education Access & Equity Policy.

## Complaints and Appeals

### Complaints

Pal Education has a fair and equitable process for dealing with complaints.

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

#### Principles

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

### Appeals

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

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

### Grounds of appeal

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

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

### Appeal Outcomes

Appeal outcomes may include:

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

Students have ongoing access to a Complaints and Appeals procedure which features both an internal and if necessary an external process.

### Informal Resolution

Pal Education encourages to informally resolve a dispute or a complaint before a formal process is initiated. Students may attempt resolution by contacting their Trainer/ RTO Manager/ Overseas Student Contact Officer / Chief Executive Officer. Where the complaint is unable to be resolved informally, the student should access Pal Education's internal process.

## Internal Process

Should you wish to lodge a complaint or appeal, a formal or informal approach should be made by the student to the trainer/RTO Manager/Overseas Student Contact Officer/Chief Executive Officer. The student completes a Complaints Form or Appeals Form to commence the process.

## External Process

### Overseas Student Ombudsman

If student disagrees with complaint or appeal decisions of Pal Education management, may access the **Overseas Student Ombudsman** at no cost to further address their complaints or appeals:

Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 Phone: 1300 362 072

Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

### International Education Conciliation Service

The Department of Education Services provides a free independent service to assist in resolving problems between international students and their education providers.

<http://www.des.wa.gov.au/internationaleducation/ieconciliation/Pages/default.aspx>

To make an appointment with a Conciliation Officer, phone or email the Department of Education Services.

Phone: 9441 1900 Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

For further information, see Pal Education Complaints and Appeals Policy

## Student Enrolment

To enrol in a training program simply do so via our website or contact the Administration Office and we will send out an enrolment form and the course Information Flyer about the course. Simply complete an Enrolment form and send to us, along with other relevant documents either by email or post. The following information will be confirmed:

- Discuss the course in detail
- Discuss undertaking a training program
- Confirm the fees you will have to pay
- Confirm the date of the mandatory orientation session

## Enrolment Confirmation

All prospective students receive a letter of offer to confirm their enrolment. It outlines relevant details, such as course name, commencement date, duration, fees, payment schedule and other important information. Confirmation of Enrolment (CoE) would be issued only after signed letter of offer and fee payment is received.

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Pal Education will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

## RTO Cancellation of courses

Pal Education reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid for the course will be made within seven (7) days. Pal Education has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Pal Education.

## Orientation

Orientation for all new students will be conducted before course commencement. An electronic reference to this Handbook would be provided after Orientation.

## Student Selection

Pal Education conducts recruitment of clients at all times in an ethical, fair and responsible manner using various methods. Pal Education is committed to ensuring that all student selection processes are fair, equitable and consistent

with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

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

Enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student may enquire about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Learners must have the appropriate level of language, numeracy, and literacy.

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

## Student Records

Pal Education maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Pal Education personnel who need to have access to your file for training and assessment purposes can access it.

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

If you would like access to your personal records simply contact Chief Executive Officer.

## Student Fee and Charges Policy

Students are required to pay the following fees:

- Enrolment Fees
- Tuition Fees
- Material Fees
- Uniform Fees (if applicable)
- Tool Kit Fees (if applicable)
- Overseas Student Health Cover (OSHC) (if applicable)
- Accommodation (if applicable)
- Airport Pickup (if applicable): free for first pick up.
- Re Assessment Fees (if applicable) and
- Any other fees outlined in the Enrolment Agreement

### Payment particulars:

- Students must pay the Enrolment Fees, otherwise the application will not be processed.
- Enrolment, Accommodation and Airport Pickup Fees are NON-REFUNDABLE
- Students must pay all associated Course Fees as per the Enrolment Agreement and Fee Schedule, otherwise students will not be allowed to continue study,
- Course fees can be paid in Full or in Advance by Semester or in accordance with the schedule outlined in the Enrolment Agreement,
- A Refund of any fee will only be processed in accordance with the Refund Policy,
- No testamur (including Certificate, Diploma or Statement of Attainment) will be issued if there is outstanding payment.

### Payment Methods

All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card,
- Cheque or Money Order

### **Payment Extension**

Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension by submitting a Fee Extension Request Form which can be obtained hard copy from reception.

The Fee Extension Request Form must be submitted one week prior to the due date. If the form is not received by the due date, the student will be subject to late penalty fees, regardless of whether an extension has been granted.

The Accounts Department shall notify the student of the outcome of the payment extension request via email.

Payment extension requests are limited to twice a year only. No further extensions will be allowed after this limit and late penalty fees will apply.

### **Late Penalty Fees**

If a student does not pay the required fees by the due date and has not submitted an approved, a Fee Extension Request Form, then the following late penalty fees shall apply:

- AUD \$50 on any outstanding amount up to AUD \$500
- 10% on any outstanding amount more than AUD \$500

The above penalty is only valid for one term (10 weeks) only. Thereafter, the cancellation policy shall apply.

### **Cancellation Policy**

The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment. The student will be sent a Notice of Intention to Cancel the Enrolment if there is any overdue payment of fees which gives them options to pay the overdue amount immediately or lodge a complaint or appeal on Pal Education's decision to cancel the enrolment by submitting Corrective Action Form (CAF) within 20 working days.

### **Tuition Assurance**

In accordance with the ESOS Act, Pal Education ensures the security of Student Fees through membership to the Tuition Protection Scheme (TPS).

## **Deferral, Suspension and Cancellation**

Pal Education management and staff are committed to assessing and recording all deferrals, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

Students who apply for deferral may do so on the basis of compassionate or compelling grounds.

Students who are contravening the 'Rules of Enrolment' at Pal Education may have their enrolment suspended or cancelled. The Rules of Enrolment at Pal Education include:

- Pal Education student behaviour standards
- Payment of Fees
- Adequate course progress
- Minimum 80% attendance

Students who wish to cancel/defer/suspend their course are required to complete a Deferral Suspension Cancellation (DSC) Form.

### **Student-initiated deferrals, suspensions or cancellations of their enrolment**

Pal Education will defer, suspend or cancel the enrolment of an overseas student if there are compassionate or compelling circumstances. Each case will be assessed on a case-by-case basis.

'Compassionate or compelling' circumstances are those beyond the control of the student and which have an impact upon the student's course progress, attendance or wellbeing. These could include, but are not limited to:

- ✓ serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- ✓ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

- ✓ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- ✓ a traumatic experience, which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- ✓ Inability to begin studying on the course commencement date due to delay in receiving a student visa

When assessing the deferral, suspension or cancellation of the enrolment of an overseas student, documentary evidence provided to support the claim will be considered. In the instance of deferral, suspension or cancellation action going ahead, Pal Education will inform the overseas student regarding the need to immediately contact Department of Home Affairs for advice on the potential impact to the student's visa. Pal Education will maintain a record of any decisions to defer, suspend or cancel an overseas student's enrolment and notify the Department of Education and Training through PRISMS.

#### **Provider-initiated deferrals, suspensions or cancellations of enrolment**

Pal Education may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:

- ✓ misbehaviour by the student;
- ✓ the student's failure to pay the required fee as stated in the Letter of offer acceptance; or
- ✓ a breach of course progress or attendance requirements by the overseas student.

For any deferral, suspension or cancellation of enrolment initiated by Pal Education, the overseas student will be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process.

In the instance of deferral, suspension or cancellation action going ahead, Pal Education will inform the overseas student regarding the need to immediately contact Department of Home Affairs for advice on the potential impact to the student's visa. Pal Education will maintain a record of any decisions to defer, suspend or cancel an overseas student's enrolment and notify the Department of Education and Training through PRISMS.

For more information please refer to Deferral Suspension Cancellation policy.

## **Refund Policy**

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

Pal Education will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within twenty-eight days (28 days) of application for refund.
- b) With regard to all withdrawals, Pal Education will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. Student must fill DSC Form and it may be sent via mail or email or in person.
- d) There is no refund applicable where a student has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- g) Pal Education does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- h) Pal Education provides a full refund to all clients, should there be a need for Pal Education to cancel a course. In the first instance Pal Education will (where possible) provide an opportunity for the student to attend another scheduled course.
- i) If Pal Education cancels a course, students do not have to apply for a refund, Pal Education will process the refunds automatically.
- j) Enrolment fee of \$250 is not refundable.

## International Students Refund

1.	Visa Refusal (offshore)	100% refund of tuition and material fees received. Enrolment fee is non-refundable.
	Visa refusal due to fraudulent documentation, bogus documents or misleading information.	No refund
2.	Student Default	
	Withdraws at least 10 weeks prior to the agreed course start date	90% tuition fee refund
	Withdraws at least 4 weeks prior to the agreed course start date	70% tuition fee refund
	Withdraws less than 4 weeks prior to the agreed course start date	50% tuition fee refund
	Withdraws on or after the agreed course start date	No refund
	Student enrolment is terminated due to breach of the college rules or student visa rules	No refund
3.	Provider Default	
	The course does not start of the agreed starting date	100% refund of tuition fees and material fees received
	The course ceases to be provided at any time after it starts but before it is completed.	100% refund less fee for tuition already received for the course on pro-rata basis

If you have appealed to the Migration Review Tribunal (MRT) in terms of immigration purposes and if the visa is declined as an outcome, tuition fee would NOT be refunded (100% non-refundable), no matter when your course commences.

### Refund procedures

Where a student believes that they have grounds for a course fee refund, students should submit a written request for course fee refund to the Overseas Student Contact Officer. State valid reasons for their course refund application. Allow 28 days for the application to be processed by Pal Education management. Pal Education's management refund policy and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws.

When receiving a written course fee refund application, the Overseas Student Contact Officer shall:

- Present the application to Pal Education management
  - Provide the student in writing the resulting decision of Pal Education management.
  - Advise the student of their right to appeal the decision of Pal Education management.
  - A student will be given full refund if Pal Education is unable to offer the course
  - In event of visa refusal, the administration fees (\$250) is not refundable. Refund on visa rejection will require a copy of notification from the Australian Embassy/High Commission. Accommodation and Airport Pick up fees are refundable if a Visa is refused.
  - Tuition fees and Overseas Students Health Cover are refundable in full where student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course. Pal Education is advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
  - Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
  - Pal Education will send the refund to the applicant unless otherwise instructed and authorised in writing,
  - Tuition fees are not transferable to any other institution or student but may be transferred to another course Pal Education.
  - If you withdraw from a course once it has commenced, no refund of fees is given.
  - In the unlikely event that Pal Education is unable to deliver your course in full, you will be offered a full refund or the tuition fees you have paid.
  - If you have given misleading information to a Pal Education approved agent, Pal Education and or any Commonwealth Agencies of Australia, no refund will be given,
  - Pal Education will forward the refund to the applicant in his/her country-of-origin unless otherwise authorised in writing,
  - The normal processing of a refund will be done within 28 days.
  - All approved refunds in those cases where fees are paid from overseas are made payable to and sent to the student in his/her country of origin.
  - A student dissatisfied with the refund decision by Pal Education has the right to pursue other legal remedies, which includes independent complaints & appeals handling services provided by Overseas Students Ombudsman. For further Information please visit: <http://www.oso.gov.au>
- Pal Education will give the student a refund statement that explains how the amount has been worked out.

## Transfer Students

### Transfer student requirements – Students transferring to Pal Education

Pal Education assesses the application of each overseas student transferring from another registered provider to Pal Education on a case-by-case basis.

Pal Education will not enrol an overseas student seeking to transfer from another registered provider's course before completing six months of their principal course, except where any of the following apply:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

The student must provide the relevant documents as per Pal Education's Transfer Students – Documents Checklist along with Application Form. They must also read and sign the Information Provided to Students Before Enrolment – Checklist.

If the transferring overseas student already has a student visa and want to change their main course of study to a lower [Australian Qualification Framework \(AQF\)](#) level course, they will need to apply for and be granted a new student visa.

Please refer to Department of Home Affairs web site regarding changing course:  
<https://www.homeaffairs.gov.au/trav/stud/more/changing-courses>



Please refer to ESOS student fact sheet to know the responsibilities of an international student.

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

### **Transfer student requirements – Students transferring from Pal Education**

An overseas student must complete six months of his or her principal course at Pal Education before transferring to another education provider. If they want to transfer before completing six months of principal course, they should lodge a written request and provide a valid enrolment offer from another registered provider. Pal Education will assess each transfer request on a case-by-case basis, giving due consideration to the overseas student's best interests. The overseas student must obtain a release from Pal Education.

If a release is granted, it will be at no cost to the overseas student. Pal Education will advise the overseas student to contact Department of Home Affairs to seek advice on whether a new student visa is required.

If a release is refused, Pal Education will inform the overseas student in writing of:

- ✓ the reasons for the refusal
- ✓ the student's right to access the complaints and appeals process within 20 working days

Pal Education will not finalise the student's refusal status in PRISMS until the appeal finds in favour of Pal Education, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working days period, or the overseas student withdraws from the process. Pal Education maintains records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

## **Equal Opportunity**

Pal Education is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

### **Rights and Responsibilities**

Pal Education has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

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

Pal Education will:

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

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

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

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

As a client of Pal Education, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;

- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

## **Discrimination**

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

Both direct and indirect discrimination are against the law:

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

## **Harassment, Vilification and Bullying**

All employees, contractors and students have an equal opportunity to work and study. Pal Education will not tolerate behaviour, which is of a harassing, vilifying or bullying nature.

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

### ***Harassment***

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

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

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

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

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

Examples of harassment include:

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

### ***Vilification***

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

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens

in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc.

### ***Bullying***

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

### ***Sexual harassment***

Pal Education will not tolerate sexual harassment in the learning or work environment.

The Pal Education deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

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

### ***Forms of sexual harassment***

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

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

### ***Complaints***

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

## **Privacy**

Pal Education abides by the Privacy Act and respects students, staff and trainer/assessors’ right to privacy.

As a RTO, Pal Education is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.

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

Pal Education will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Pal Education Privacy Policy.

## Workplace Health and Safety (WHS)

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

Pal Education encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Pal Education recognises its responsibility under the Workplace Health and Safety and related regulations. The Chief Executive Officer has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

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

### Duty of Care

Pal Education is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

### Pal Education Management:

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

### Staff, contractors, students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Pal Education WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions, which come to their attention to the Chief Executive Officer.

### Accidents, Injuries and Near Misses

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

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

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

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

### Investigating incidents and accidents

The Chief Executive Officer is responsible for investigating incidents and accidents.

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

The process for investigations may include.

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

### **COVID-19 Pandemic and Vaccination**

The COVID-19 Pandemic created great impacts on the Australian economy and social life. In Pal Education, we committed to provide health and safe workplace for everyone. Therefore, management of Pal Education takes responsibility to ensure everyone in the Pal Education comply with the both WA Government COVID-19 Policies and Procedures and Federal Government COVID-19 Policies and Procedures. As WHS is the responsibility of everyone in the workplace, Pal Education encourages everyone in the Pal Education to exercise the COVID-19 health advice provided by WA Government.

If you have developed COVID-19 symptoms or similar uncomfortable feeling, please don't come to campus. You need to call campus telephone during business hours (08) 6170 2222. For other issues, please communicate with Student Support Officer.

For emergency, please call "000".

As the WA Government always keep COVID-19 information update, you need to check the following government website for latest information:

#### **1. Government of Western Australia, Department of Health**

COVID-19 Mandatory Vaccination and Vaccination Program Policy:

<https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Public-Health/Mandatory-requirements/Communicable-Disease-Control/Immunisation/COVID-19--Mandatory-Vaccination-and-Vaccination-Program-Policy>

#### **2. Australian Government, Department of Health**

COVID-19 Vaccination- International Students and COVID-19 Vaccines:

<https://www.health.gov.au/resources/publications/international-students-and-covid-19-vaccines-english>

(This webpage is available in other languages)

#### **3. Australian Government, Department of Home Affairs**

COVID-19 and the Border:

<https://covid19.homeaffairs.gov.au/>

#### **4. Australian Government, Civil Aviation Safety Authority (CASA)**

Health Information for Pilot:

<https://www.casa.gov.au/about-us/covid-19-advice-industry/information-pilots>

#### **For COVID-19 Information Helps:**

Call the coronavirus (COVID-19) information helpline on **13 COVID (13 26843)**. (Interstate callers: 1800 595 206. International callers: +61 8 9118 3100.) If you need help with translating the information on these sites, call the Translating and Interpreting Service on 131 450.

Or visit website: <https://www.healthywa.wa.gov.au/COVID19>

## PREARRIVAL INFORMATION

### How to get to the Pal Education from Perth Airport

Please arrive at least 1-2 weeks before the scheduled studying day to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Pal Education (Jandakot) is located at about 30 km from Perth International Airport. If an airport pick is arranged, a college's representative driver will be waiting to meet you, holding your name signboard in English at the arrival lounge/pick up area. He will take you directly to your host family or arranged accommodation. If you are unable to locate the driver within 30 minutes of your arrival, please contact with Pal Education reception desk (08)- 6170 2222

In case journey is delayed update the above emergency contact immediately. In case the delay is not reported, the driver will leave the Airport pick up spot after a maximum wait of two hours from the nominated flight landing time. You will then find your way to homestay yourself and NO REFUNDS for pick up services will be provided.

Due to current COVID-19 Pandemic situation, the Airport pick up service may be suspended due to government COVID-19 Restrictions. Please contact Pal Education for alternative arrangement.

#### Taxi / Uber/ DiDi

Taxi service is available 24/7 at the international airport. For Uber/ DiDi, you need to pre-install the Uber/ DiDi app on your mobile devices.

#### Perth Airport City Shuttle

Shuttle buses run from the International terminal to areas all over Perth. Shuttle bus timetable meet most flights' arrival time. It takes about 30-40 mins to arrive at Perth CBD from the airport. Then, you can choose to take bus to get off at Murdoch Train Station to transfer Bus 515 to Jandakot Airport.

### Permission to work

Students and their family members on student visa will be allowed to work up to 40 hours per fortnight once your course has commenced. Neither you nor your family members may commence work until the principal visa holder has commenced studying.

While the course you are studying is in session you cannot work more than 40 hours per fortnight. No work limits apply during college term breaks. Please visit Department of Home Affairs on: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more details.

During current COVID-19 Pandemic situation, Australian Government announced temporary relaxation of working hours for student visa holders. For more detailed information, please visit following website:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>

### Cost of Living in Perth

The following two sections highlight the living expenses in Australia. Source: Australian Securities and Investments Commission's ASIC) MONEYSMART webpage

<https://www.moneysmart.gov.au/managing-your-money/budgeting/spending/australian-spending-habits>

#### Average weekly Australian household costs

- \$20 - bakery products
- \$44 - meals in restaurants
- \$8 - shoes
- \$15 - household appliances
- \$17 - mobile phone
- \$18 - childcare
- \$8 - audio, visual equipment
- \$6 - books and newspapers
- \$77 - holidays
- \$13 - animal expenses

\$29 - personal care  
 \$24 - health practitioners

### Weekly spend by life stage (Approximately Figures)

	Single person aged under 35	Couple only (At least one person aged under 35)	Couple with kids (youngest child under 5)	Couple with kids (youngest child between 5-14)	Couple with kids (youngest child 15 and above)
Housing	\$284	\$381	\$458	\$355	\$359
Fuel & power	\$24	\$35	\$48	\$54	\$53
Food & drink	\$122	\$239	\$282	\$336	\$332
Clothing & footwear	\$18	\$54	\$62	\$64	\$61
Medical & health expenses	\$23	\$69	\$85	\$104	\$110
Alcohol	\$22	\$39	\$28	\$35	\$47
Transport	\$97	\$243	\$247	\$309	\$292
Recreation	\$83	\$176	\$158	\$263	\$243
<b>TOTAL</b>	<b>\$849</b>	<b>\$1,572</b>	<b>\$1,833</b>	<b>\$2,085</b>	<b>\$1,990</b>

Living costs (Source: Department of Home Affairs website)

From 1 February 2018, the 12-month living cost is:

Student or guardian – \$20,290  
 Partner or spouse – \$7,100  
 Child – \$3,040

If you need to provide evidence of financial capacity to Department of Home Affairs, you will be able to demonstrate this by providing evidence of funds to cover travel to Australia and 12 months' living, course and (for school aged dependants) schooling costs for the student and accompanying family members. You may refer to Department of Home Affairs website for more information.

<https://www.homeaffairs.gov.au/visas/supporting/Pages/500/twelve-months-funds-option.aspx>

### International Student Visa Conditions

- ✓ Permission to study in Australia is closely linked to student visa conditions. It is essential that the student complies with visa conditions at all times. The following student visa conditions apply:
- ✓ Students must not work more than 40 hours per fortnight when the course is in session (other than work which has been registered as a part of the course). Note: There is no restriction on working hours during school holidays.
- ✓ Students must not work until they have commenced studies in Australia.
- ✓ Students must remain enrolled in a registered course that is on the Commonwealth Register of Institutions and Courses for Overseas Students. Please refer to: <http://cricos.education.gov.au>
- ✓ Students must maintain satisfactory attendance and course progress for each study period.
- ✓ Students must maintain adequate arrangements for health insurance during their stay in Australia. (Overseas Student Health Cover - OSHC).
- ✓ Students must continue to maintain all their student visa conditions.
- ✓ Students must maintain adequate schooling arrangements for their school-age dependents that join them in Australia on a student dependent visa for more than 3 months.
- ✓ If a student has not turned 18 they must maintain adequate arrangements for their accommodation, support and general welfare for the duration of their stay in Australia.
- ✓ To maintain adequate arrangements for welfare a student must stay in Australia with:
- ✓ Parent or legal custodian or a relative who has been nominated by parents or custodians who is aged over 21 and is of good character or accommodation, support and general welfare arrangements that have been approved by Pal Education. Note: One must not change those arrangements without the written approval of Pal Education.
- ✓ Students must notify Pal Education of their residential address in Australia within 7 days of arriving in Australia.

- ✓ Students must notify Pal Education of any change in their residential address within 7 days of the change.
- ✓ Students must inform Pal Education of the changes to their contact details of their emergency contact. Use the Student Contact Form to notify the changes.
- ✓ Department of Home Affairs may request Confirmation of Enrolment and details of a student's performance. Pal Education will provide the Department of Home Affairs with accurate record of their attendance and course progress.
- ✓ Please refer to Department of Home Affairs web site to know more about student visa conditions.

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

## Bringing family

Your eligible family members can accompany you to Australia if you include them in your visa application. They may join you in Australia after you have been granted your visa as a subsequent entrant. You must have declared these family members in your student visa application. Please check Department of Home Affairs website for more information.

<https://www.homeaffairs.gov.au/trav/stud/brin>

### Issues to consider

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss these issues with your family members.

Rather than bringing the family together with them to Australia, some students may find it helpful to arrive first, settle down, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. Before making a decision to bring your family to Australia, it is important to consider the following issues:

- ✓ The cost of flights for your family to and from Australia;
- ✓ Possible higher rent for a larger home;
- ✓ Limited employment opportunities for your spouse;
- ✓ Extra costs for food, clothing and other necessities;
- ✓ Whether your children will adjust to school in Australia;
- ✓ Waiting lists for child care centers

## Schools

In Western Australia, compulsory education commences in pre-primary and continues until the end of year 12. Specifically, this is from the beginning of the year in which a child reaches the age of 5 years 6 months until the end of the year in which the child reaches the age of 17 years 6 months or turns 18, whichever happens first.

Source: Department of Education, Government of Western Australia

<http://www.des.wa.gov.au/schooleducation/schoolsinwa/Compulsory-education/Pages/default.aspx>

If you would like to bring your children to Australia with you, you must be aware of the following information about schooling:

- ✓ You will need to enrol your child in a school before you leave your home country and you will have to pay the school fees for one semester in advance. The school will issue Confirmation of Enrolment (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- ✓ The Diplomatic Mission in your country can tell you which state schools are registered to enrol international students. Fees are payable by international students at all state schools unless you:
  - ✓ are in receipt of sponsorships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - ✓ hold a higher institution or approved non-government scholarship.
- ✓ For the dependents to be exempt from school fees, the state government must approve these scholarships.
- ✓ You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- ✓ You must take into consideration the distance between the school and the suburb in which you intend to live and the mode of transport.



- ✓ If you enrol your child at a new school in Australia (kindergarten, pre-primary, primary school or secondary school), you are required to present your child's immunisation records. Therefore, it is advisable to have these records available from your home country when your family arrives in Australia.

### State schools

Schools Online is a directory of all public schools in Western Australia. You will find a range of information about each school including school annual reports, student results and details of local-intake areas for student enrolments. For more information on State schools, visit Department of Education's website.

<https://www.det.wa.edu.au/schoolsonline/home.do>

<https://www.education.wa.edu.au/at-school>

### Independent schools

The Association of Independent Schools of Western Australia (AISWA) is a non-profit organisation to support, represent and promote the interests of Independent Schools. It was established in 1962. AISWA's constituent members include over one hundred and fifty-five Independent Schools. Its member schools educate over 75,000 students accounting for just over 16% of Western Australian school enrolments. These schools employ over 5,500 teaching and over 3,500 non-teaching staff. More information on Independent schools is found on AISWA's website:

<https://www.ais.wa.edu.au/about-aiswa>

### Department of Education

151 Royal Street, East Perth WA 6004 (entry off Hill Street) Phone: 9264 4111

### Childcare

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. It can take a long time to find a suitable childcare centre with a vacancy. Childcare is not subsidised unless you hold an Australian Government scholarship and it costs approximately \$80 a day. Please note the subsidy will not cover all the costs.

Many schools offer before and after-school care programs (usually 7:30am-8:45am and 1.30pm-6:00pm). Children who need these programs must be enrolled in the school.

## SPECIAL SERVICES

### Police Stations

<b>WA Police Station</b> 120 Murdoch Drive, Murdoch 6150 (08) 9313 9000 Hours: Mon-Fri 8:00AM to 4:00PM	<b>WA Police Cockburn Station</b> 34 Linkage Ave, Cockburn Central WA 6164 131 444
<b>WA Police Air Wing</b> 31 Mustang Road, Jandakot 6164 (50 meters from Pal Education)	<b>WA Police Canning Vale Station</b> 449 Nicholson Ct. Canning Vale 6155 (08) 9456 9555

### Child Care Centers

<b>Buggles Childcare Cherry Court</b> 10 Cherry Ct. Morley 6062 Phone: (08) 9279 1173	<b>Great Beginning Floreat</b> 25 newry St. Floreat WA 6014 (08) 9284 1550
<b>Leap Start Early learning Child Care</b> 12 Solomon Rd, Jandakot WA 6164 (08) 9414 7165	<b>Glen Iris Child Care Centre</b> 273 Berrigan Dr, Jandakot WA 6164 (08) 9414 1179
<b>Goodstart Early Learning Cockburn Central</b> 158 Semple Ct, Jandakot WA 6164 1800 222 543	<b>Goodstart Early Learning Success</b> 257 Hammond Rd, Jandakot WA 6164 1800 222 543

## Hospital

<b>St John of God Murdoch Hospital</b> 100 Murdoch Dr, Murdoch WA 6150 (08) 9438 9000 Open 24 hours
<b>Fiona Stanley Hospital</b> 11 Robin Warren Dr, Murdoch WA 6150 (08) 6152 2222 Open 24 hours

## Medical Centres

<b>Berrigan Family Medical Centre</b> 1/219 Berrigan Dr, Jandakot WA 6164 (08) 9417 2454	<b>Health Watch Clinics</b> 620A Karel Ave, Jandakot WA 6164 ((08) 9417 5677
<b>Jandakot Family Practice</b> 1-2/5 Berrigan Dr, South Lake WA 6164 (08) 9417 3233	<b>Thomsons Lake Medical Centre</b> 850 N Lake Rd, Cockburn Central WA 6164 (08) 9414 9188

## X-Ray

<b>SKG Radiology West Perth</b> 30 Ord St, West Perth WA 6005 (08) 9420 4300	<b>Mount Medical Centre X-Ray Center</b> 140 Mounts Bay Rd, Perth WA 6000 (08) 6228 6200
<b>InSight Clinical Imaging - Cannington</b> Unit 2, 6-10 Cecil Avenue Cannington WA 6107 Phone: (08) 9404 3600	

## Pathology

<b>PathWest Jandakot Collection Centre</b> 630 Murray St, West Perth WA 6005 (08) 9481 6869	<b>Clinipath Pathology</b> 1/219 Berrigan Dr, Jandakot WA 6164 (08) 9224 2422
<b>Western Diagnostic Pathology</b> 98 Waratah Blvd, Canning Vale WA 6155 (08) 9256 2389	<b>Western Diagnostic Pathology</b> 850 N Lake Rd, Cockburn Central WA 6164 (08) 9417 9841

## Pharmacies

<b>Good Price Pharmacy Jandakot</b> 626 Karel Ave, Jandakot WA 6164 (08) 9417 4499	<b>Berrigan Drive Pharmacy</b> 2/219 Berrigan Dr, Jandakot WA 6164 (08) 9414 8881
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## Legal Services

<b>Alexanders Lawyers</b> South St & Calley Dr, Leeming WA 6149 (08) 9312 2122	<b>Cornerstone Legal</b> Market City Commercial Centre, 1/280 Bannister Rd, Canning Vale WA 6155, (08) 9456 0900
<b>Angus Tibbits Solicitors</b> 9/73 Calley Dr, Leeming WA 6149 (08) 9310 4928	<b>Spyker Legal</b> Suite 1/300 Vahland Ave, Willetton WA 6155 (08) 6311 8168
<b>Rattigan &amp; Associates</b> 817 Beeliar Dr, Cockburn Central WA 6164 (08) 6467 7179	<b>Christopher Cole - Barrister &amp; Solicitor</b> level 1/37 Barrack St, Perth WA 6000 (08) 6146 0086

## Office Operating Hours

We are open Monday to Friday from 8.30 am to 5.00 pm. As the aviation flight training may impacted by the local weather, Pal Education may arrange the flight training in night time, weekend or public holiday. If you have any concerns of your attendance. Please discuss this with your trainer and assessor. If it is urgent, please contact with school.

## Key Personnel

Overseas Student Contact Officer (OSCO) / RTO Manager – Pal Education has designated Mr. Chen Henry as the OSCO. He is the first point of contact for students and he is available 24/7 to support students.

Chief Executive Officer (CEO)	Arjinder Singh	+61 451295520	<a href="mailto:md@majorblueair.com">md@majorblueair.com</a>
RTO Manager	Henry Chen	+61 432730877	<a href="mailto:rtomanager@paleducation.wa.edu.au">rtomanager@paleducation.wa.edu.au</a>