

**PLANT AND MACHINERY
ASSESSING SERVICES**
(RTO 5257)

STUDENT HANDBOOK



Issued to:

Student Name:.....

Date:.....

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NATIONALLY ACCREDITED COURSES ON OFFER: SEE OUR WEBSITE
WWW.PAMAS.COM.AU

Certificate III in Civil Construction (Plant) – partial delivery –

- BCCCM1001B Follow OHS Policies and procedures
- BCCCM2013B Control Traffic with a Stop-Slow bat
- BCCCM2009B Work in Confined Spaces
- BCGCM2007B Use Explosive Power Tools
- BCGCM3001B Operate Elevated Work Platforms
- BCCPO3001B Conduct Backhoe / Loader Operations
- BCCPO3002B Conduct Dozer Operations
- BCCPO3003B Conduct Excavator Operations
- BCCPO3004B Conduct Wheeled Front End Loader Operations
- BCCPO3013B Conduct Roller Operations
- BCCPO3006B Conduct Grader Operations
- BCCPO3007B Conduct Scraper Operations
- BCCPO3008B Conduct Skid Steer Loader Operations
- BCCPO3011B Conduct Tractor Operations
- BCCPO3005B Conduct Tracked front end loader operations

Diploma in Agriculture (Rural Business Management)

Certificates 1 to IV in Agriculture (Sugar Industry)

- RTC3704A Prepare and apply chemicals
- RTC3705A Transport handle and store chemicals
- RTE3713A Carry out Workplace OHS Procedures

30215 QLD Course in General Safety Induction (Construction Industry) finishes 30 June 2009 –
CPCCOHS1001A Work Safely in Construction Industry (effective 1 July 2009)

30496QLD Course in Loadshifting

- Bridge and Gantry Crane (Pendant)
- Roller
- Grader
- Dozer
- Backhoe
- Front End Loader
- Excavator
- Bob Cat
- Scraper
- Forklift (LHRW License)

30497QLD Course in Cranes, Scaffolding and Rigging

- Dogger (LHRW License)
- Basic Rigger (LHRW License)
- Bridge and Gantry Crane (Cabin Control) (LHRW License)
- Mobile Non-Slew Crane (LHRW License)

- Elevated Work Platform (LHRW License)
- Vehicle Loading Crane (LHRW License)

NON-ACCREDITED TRAINING:

Traffic Control (Queensland Transport Approved)

Working at Heights (Statement of Attendance only)

ADMISSION PROCEDURE & CRITERIA

FINANCIAL SAFEGUARDS EMPLOYED TO PROTECT STUDENT FEES: (WHERE APPLICABLE)

The Facilitator shall collect course fees (external courses) and administration staff shall collect course fees where course is held at base site. Receipts will be given for monies received and course rolls will be compiled from these receipts. Monies received will be banked by Administration into a separate bank account. However most courses are invoiced after delivery after a Purchase Order or 40% Deposit has been received.

REFUND OF STUDENT FEES:

If course fees are pre-paid, a refund of 90% of the fee will be refunded if notice of failure to attend is given FIVE (5) days prior to start of course. You must enrol to be admitted to the course.

Total cost / fees to apprentices: The price of the course is on application to the Principal. Holders of Health Care Cards may apply for a discount. Prices will be notified in the advertising of the particular course, and/or on application for enrolment to the course.

CREDIT ARRANGEMENTS:

Not available at this stage. Private arrangements to be made.

COURSE DEVELOPMENT

INDUSTRY / MARKET NEEDS:

In response to economic, industrial and social change, the federal government, industry and unions have developed policies and structures to increase and improve the provision of training. Structured and accredited training programs are now being provided not only in traditional training institutions but, also in workplaces.

These courses have been structured to address the National Competency Standards and to meet the demand for skilled employees in the workplace. Some of these courses are fee for service private courses.

ASSESSMENT PROCEDURES

The assessment approach meets the national framework for the recognition of training related assessment; namely, validity, reliability, flexibility and fairness as interpreted by State and Territory authorities. These outcomes may be assessed using the following methods:

- Short and long answer questions
- practical exercise
- demonstration using test equipment
- simulation of faults
- multiple choice questions
- Visual responses sought

DELIVERY MODES

These courses have been designed to support flexible delivery. The accredited courses on offer are governed by the Australian National Training Authority (ANTA).

Some of the non-accredited courses are governed by relevant State Legislation and governing bodies.

RESOURCES

Where specialist physical resources are required for the delivery of these courses, they will be supplied by PAMAS unless stipulated. Participants will be notified prior to course commencement of any Personal Protective Equipment (PPE) they will be required to use during the course. Regrettably PAMAS is unable to provide some equipment due to health regulations. Participants will undergo a site induction will cover Health and Safety, Security issues.

FACILITIES AND EQUIPMENT

Transport will be the responsibility of the course participant. (Student).

There will be demonstration of equipment relevant to the course.

Competency outline supplies the information relating to the competency.

Student Guides and/or hand out material will be supplied. Where textbooks are required they may be borrowed or purchased through PAMAS at Trade prices.

RULES & REGULATIONS

The following apply to all persons ie. staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, PAMAS accepts no responsibility for personal property lost or stolen during training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted within the confines of the building and/or where smoke can enter the building, and is discouraged on the premises.
- Drinking alcohol is not permitted on the training premises. Any person on the premises who appears to be under the influence of some substance will be withdrawn from the class until deemed fit to attend.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

DISCIPLINARY POLICY

All disciplinary matters will be handled by the Principal.

Students and staff at all times must maintain appropriate behaviour and follow any PAMAS "Rules and Regulations". Penalties for breaches of rules or unsuitable disruptive behaviour can include exclusion from attendance or dismissal from course participation depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately.

If disciplinary matters are dependent on grievance or appeals matters then the policy reverts to the procedures in place for such matters.

FACILITATORS

Facilitators of the courses will be required to have as a minimum qualification, a Certificate IV in Workplace Training and Assessment or equivalent.

Facilitators will also be expected to have additional relevant industry experience and qualifications.

WORKPLACE HEALTH AND SAFETY

Safe workplace procedures must be followed to ensure own safety and that of others.

If "Safety Boots", "specialised clothing" and "safety equipment" are a requirement of the location of the course delivery (your workplace) they must be worn as required. Failing to wear the appropriate Personal Protection Equipment (PPE) will exclude you from that part of the course.

PARTICIPANT SUPPORT SERVICES

This training and assessment centre works in conjunction with professional advisors and professional assistance may be accessed through your Facilitator. This includes students with special needs eg. Language Literacy and Numeracy. This is often done in consultation with Employers.

If the Participant requires additional tuition during the course, contact your Facilitator, who will endeavour to correct any problems you may be having and will assist you in obtaining the maximum benefit from the course.

ENTRY REQUIREMENTS

Some courses have prerequisites.

Barriers identified are in relation to the necessity of being able to comprehend the relevant information required to further a trade or work competency.

These are equal opportunity courses for all those meeting the prescribed prerequisites.

PARTICIPANT VARIABLES:

Geographical locations that may affect experience in the workplace, for example rural and outback communities or socio economically disadvantaged communities that do not normally have access to equipment.

RECOGNITION OF PRIOR LEARNING (RPL) AND COMPETENCY BASED TRAINING (CBT)

Applicants who believe they are already competent in relation to the learning outcomes can apply for recognition of prior learning. Recognition of prior learning outcomes will be determined on an individual basis and will involve judging the competencies attained by the applicant through previous training, work experience or life experience. Contact your course Facilitator for further information if required. These are Competency Based Courses that address the national competency standards.

CERTIFICATION TO BE ISSUED

On successful completion of the course participants will be issued with a "Certificate" (if appropriate) to certify that he/she has successfully completed the course.

Where a participant has not been successful in all the required competencies a "Statement of Attainment" will be issued. Participants can reapply to undergo training and undergo assessment again at a later date or they may apply for reassessment only. Please see the Principal to discuss the most suitable option. A "Statement of Attendance" will be given for non-certificate courses.

COMPETENCIES TO BE ACHIEVED BY PARTICIPANTS

On successful completion of courses the participants will be able to carry out the learning outcomes as described in the student guides supplied as part of the course.

It is the aim of the course to enable students to develop the knowledge, skills and attitudes required to competently perform the outcomes acquired from the achievement of the competencies in the course.

GRIEVANCE / APPEAL PROCEDURE

In the first instance, try to discuss the problem with your Facilitator. If this is not successful, ask for a copy of form QAD010 [Procedure for Complaints](#) which will be supplied together with a stamped envelope for forwarding to the Principal for review.

Mediation will be obtained where applicable and strategies will be put in place and if necessary Participant will be directed to the Government Department that may be relevant to the problem.

A cooling off period of 21 days is permitted for appeal.

CODE OF PRACTICE

EDUCATIONAL STANDARDS

PAMAS will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of participants.

We will maintain a learning environment that is conducive to the success of trainees. We will deliver courses provide adequate facilities and appropriate methods and materials. We endeavour to keep up to date with industry trends and legislative requirements.

MARKETING

PAMAS will market their vocational education and training product with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course. If you do not wish to receive marketing material please contact the Principal.

TRAINEE INFORMATION

PAMAS will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will be included in this Student Handbook, but not be limited to:

- code of practice
- admissions procedures and criteria
- copy of the refund policy
- total costs/fees to trainees
- certification to be issued to the trainee on completion of the course
- competencies to be achieved by trainees
- assessment procedures
- arrangements for the recognition of prior learning .grievance / appeal procedure
- facilities and equipment; and
- trainee support services

RECRUITMENT

Recruitment of trainees will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. PAMAS will ensure that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiency's.

PRIVACY

Our Commitment - In handling your personal information, PAMAS is committed to complying with the Privacy Act 1988 and the National Privacy Principals. A copy of our Privacy Policy is available on the Internet or on request.

PAMAS's use of your personal information We collect personal information from you when you apply to use our products and services. This information enables us to provide:

- the products and services you require; and
- information about products and services available to you from PAMAS including information about upcoming courses.

We do not generally collect information that is 'sensitive personal information' as defined by the *Privacy Act 1988*. Such information will only be collected from you and will only be used for the purpose for which it was collected.

Our disclosure of your personal Information

Personal information is treated as confidential within the PAMAS and is used by us for the purpose for which it was collected or for a related purpose. Related purposes may include:

- · our own market analysis and product development;
- · informing you about new products or services;

In providing products and services to you it may be necessary for us to provide your personal information to the Division of Workplace Health and Safety and its Officers. We do not disclose sensitive personal information to other third parties without your permission or instruction unless required by Law to do so.

If you supply us with information about another person, you represent to us that you are authorised to do so and you agree to show that person a copy of this statement and to tell the person that:

- we are holding personal information about that person;
- personal information collected about that person will be used for the primary purpose for which it was collected and related secondary purposes;
- personal information collected about that person may be disclosed to third party organisations as described in this statement;
- they have the right to access and correct personal information we hold about that person; and
- the information may be disclose as set out **in** this form.

Information about you from third parties

We may need to source information about you from a third party. Wherever possible this will be done with your authorisation, or where this is not possible, we will inform you when such information is collected.

Security of your personal information In line with new technology, we are continually improving the security of this information we collect. PAMAS takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets;
- only providing relevant staff with access to personal information;
- de-identifying personal information that is not necessary;
- destroying information after the required retention period;
- ensuring the computer is secure at all times by the use of firewalls and up to date virus detecting software;
- audits of the computer systems; and
- password access to the computer system.

Your rights to access information

Under the Privacy Act, in most cases you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

We rely on the accuracy of the information you provide to us. If you believe or know that information we hold about you is incorrect, out of date or incomplete, please contact us on 07 3274 5496 and we will make all reasonable efforts to correct the information.

REFUNDS

PAMAS will safeguard fees paid by trainees. We will have a refund policy that is fair and equitable. Should PAMAS cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

An initial non-refundable deposit of 15% will apply to all courses, payable one week before course commencement.

No refund is available to participants who leave before finalising the course/competency unless they can provide a medical certificate or show extreme hardship. In that case fees may be refunded on a pro-rata basis. However should participants wish to finalise incomplete competencies in a future course the original fee payment can be used as a credit towards that course with (six months of initial payment).

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for courses will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

TRAINEE GRIEVANCES / APPEALS

PAMAS will have a fair and equitable process for dealing with trainee grievances/appeals. In the event that grievances cannot be resolved internally, providers will advise trainee of the appropriate legal body where they can seek further assistance.

GUARANTEE

PAMAS will honour all guarantees outlined in our Code of Practice.

INTERNATIONAL STUDENTS

PAMAS will be bound to the Education Services for Overseas Students (Registration of Providers financial Regulations) Act 1991.

ACCESS AND EQUITY

RTO Access and Equity Policy is documented in the Compliance Manual as below:

Plant and Machinery Assessing Services applies access and equity principles and provides timely and appropriate information, advice and support services, which assist clients to identify and achieve their desired outcomes.

Plant and Machinery Assessing Services meets the needs of individuals and the community through the integration of access and equity guidelines. Plant and Machinery Assessing Services will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. Plant and Machinery Assessing Services will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Plant and Machinery Assessing Services prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Access and equity issues are considered during training package/product development.

Access and equity issues are considered in training delivery and assessment

Plant and Machinery Assessing Services includes access and equity policies in a Code of Practice supplied to all clients.

Plant and Machinery Assessing Services advises all relevant personnel of any instruments or strategies that are implemented to support access and equity requirements. These strategies must be adhered to at all times.

Plant and Machinery Assessing Services disseminates clear information to each client, prior to enrolment, which includes the following:

- i client selection, enrolment and induction/orientation procedures;
- ii course information, including content and vocational outcomes;
- iii fees and charges, including refund policy and exemptions (where applicable);
- iv provision for language, literacy and numeracy assessment;
- v client support, including any external support Plant and Machinery Assessing Services has arranged for clients;
- vi flexible learning and assessment procedures;
- vii welfare and guidance services;
- viii appeals, complaints and grievance procedures;
- ix disciplinary procedures;
- x staff responsibilities for access and equity; and
- xi Recognition of Prior Learning (RPL) arrangements.

MUTUAL RECOGNITION

Plant and Machinery Assessing Services recognises qualifications and Statements of Attainment, within the ARF, issued by any other RTO.

Plant and Machinery Assessing Services advises clients of mutual recognition obligations in Plant and Machinery Assessing Services' Code of Practice.

Plant and Machinery Assessing Services provides information to staff on the requirements for mutual recognition of AQTF qualifications and Statements of Attainment awarded by other organisations, through staff induction, noticeboards, and Code of Practice.

RELEVANT LEGISLATION (ACCESS TO WEBSITES)

Below is a list of relevant legislation Plant and Machinery Assessing Services must comply with in the course of its business:

- [Workplace Health and Safety Act 1995](#), [Workplace Health and Safety Regulation 2008](#) and [Workplace Health and Safety \(Codes of Practice\) Notice 2005](#)
- [Vocational Education, Training and Employment Act 2000](#) and [Vocational Education, Training and Employment Regulation 2000](#)
- [Industrial Relations Act 1999](#), [Industrial Relations Regulation 2000](#) & [Industrial Relations \(Tribunals\) Rules 2000](#)
- Workplace Harassment, victimisation, and bullying. See [Workplace Health and Safety Act 1995](#)
- [Anti-Discrimination Act 1991](#) , [Anti-Discrimination Regulation 2005](#) , [Anti-Discrimination Tribunal Rule 2005](#)
- Equal Opportunity – see Commonwealth (Federal) legislation
- Racial vilification– see Commonwealth (Federal) legislation
- [Disability Services Act 2006](#) [Disability Services Regulation 2006](#)
- Privacy Act 1988 – see Commonwealth (Federal) legislation
- [Fair Trading Act 1989](#) Qld - see [TRADE PRACTICES ACT 1974](#) (Federal)
- Workers' Compensation and Rehabilitation Act 2003 and Workers' Compensation and Rehabilitation Regulation 2003
- Copyright Act– see Commonwealth (Federal) legislation
- [Vocational Education, Training and Employment Act 2000](#)
- This legislation may be viewed at the following websites: (Links and up to date legislation checked 17 June 2009)

<http://www.legislation.qld.gov.au/Legislation.htm> (Qld State Legislation)

<http://www.dir.qld.gov.au/index.htm>

<http://www.trainandemploy.qld.gov.au>(Department of Education and Training – Qld Govt)

<http://www.austlii.edu.au/> (federal legislation)

<http://www.privacy.gov.au/>

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