



PARKER BRENT

A Career in Building Starts Here

STUDENT HANDBOOK

If you need more information, you can contact Parker Brent on:

P: 1300 773 737

P: (03) 9088 6300

E: info@parkerbrent.com.au

Level 21, 567 Collins Street, Melbourne VIC 3000

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Learning with Parker Brent

Thank you for considering Parker Brent as your preferred Registered Training Organisation.

Parker Brent, a premier Registered Training Organisation (RTO), offers top-notch education and training that prioritises student needs. Our qualifications cater to those already in the Building and Construction Industry such as tradespeople, employees, and owner builders/renovators, as well as those looking for a career change in residential building and construction. Industry professionals looking to enhance their expertise in compliance and construction methods are also catered for.

Our training and assessment services are available in Victoria, New South Wales, Queensland, South Australia, Western Australia, Tasmania, Northern Territory and ACT.

Parker Brent encourages everyone including individuals with disabilities and Aboriginal and/or Torres Strait Islander people to access any of our training programs.

In this handbook you will find:

- Information about our qualifications
- Information on Unique Student Identifier (USI)
- Information about how we deliver our training and how you will be assessed
- Information about Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Enrolment Policy and Schedule of Fees and Charges
- Information on withdrawals, cancellation, deferrals and legislations
- Complaints and Appeals Policy
- Our code of conduct which explains how we operate our business
- Responsibilities of all parties - students, trainers, and staff

Scope of Registration

Parker Brent is a private RTO offering the following nationally recognised qualifications, units of competency and accredited courses:

- CPC40120 - Certificate IV in Building and Construction (Building)
- CPC50220 - Diploma of Building and Construction (Building)
- CPC60121 – Advanced Diploma of Surveying
- CPCWHS1001 - Prepare to work safely in the construction industry (**only in VIC**)

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. It's free, easy to create and stays with you for life. You'll need a USI if you are a new or continuing student undertaking nationally recognised training. The USI initiative is supported by the Student Identifiers Act 2014.

Under the legislation, an education or training provider **MUST NOT** issue a statement of attainment, qualification, or award unless the student has been assigned a USI.

For VET students, the USI gives you access to an online record of your nationally recognised training in the form of a VET Transcript. This can be used when:

- applying for a job
- seeking a credit transfer
- demonstrating pre-requisites when undertaking further training.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- view and update your details in your USI account,
- give your training organisation permission to view and/or update your USI account,
- give your training organisation view access to your transcript,
- control access to your transcript, and
- view online and download your training records and results in the form of a transcript.

Program Information

At Parker Brent, we understand that people have different learning styles and preferences. To address this, our Training Strategy emphasises the importance of creating a conducive learning environment that caters to diverse learning needs. The structure of each of our programs therefore varies from qualification to qualification (see our website for detailed information).

Our learning management system (LMS) enables learners to track their progress throughout the course. Learners can monitor their completion status for each topic, ensuring they stay on track and meet the necessary milestones. In addition, our support team is available to provide assistance and address any queries or concerns that learners may have during their learning journey.

Prior to enrolment, please contact a Parker Brent RTO Delegate/Enrolments Manager/Enrolments Officer about the program you are interested in.

Please note: Parker Brent is NOT on the foundation skills list and is unable to deliver foundation skills courses to students.

Our website and our RTO Delegates/Enrolments Manager/Enrolments Officer will provide information on:

- the number of units required to gain a qualification, including core and electives
- a description of each unit
- for those who choose the self-paced learning module, a description of topics and the mapping to units of competencies
- a guide as to how long it will take you to complete the program you have chosen
- Fees and charges
- Opportunities for Recognition of Prior Learning (RPL) and/or Credit Transfers
- Eligibility and selection process

Program Delivery

At Parker Brent we aim to provide training and assessment services that are:

Suitable: the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies; and

Appropriate: the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and includes reasonable support to facilitate the individual's participation and attainment.

Parker Brent programs are delivered through:-

- 'Real Time' Online based learning
- 'Self-Paced' Online learning [Certificate IV in Building and Construction (Building) ONLY]
- 'Face to Face' classroom learning [White Card Course Only]

Real-time based delivery takes place via a ZOOM online learning platform two (2) weeknights per week from 5.30pm to 9.30pm or on Saturday from 9.00am to 3.00pm, where students apply the skills and knowledge always required in an online learning environment with their trainer present.

Self-paced learning takes place online and has been designed to provide learners with the flexibility to study at their own pace by accessing course materials through our user-friendly learning management system. Learners can log in at their convenience and access the course content from anywhere with an internet connection.

Face to face learning is ONLY used to deliver the white card training. This is delivered via classroom environment undertaking theory delivery, learning activities and assessments from 9am to 4pm.

Please note: Work Safe recommend that *'All people performing construction work are required to complete construction induction training and are required to have proof of having completed a general Occupational Health and Safety (OHS) construction induction training for the industry which will allow you into the premises of a worksite'*. There is no expiry date on white cards. Parker Brent will accept 'red' card holders.

Step 1 – Orientation

All students will receive a welcome email.

Please Note: Students who opt for **self-paced** learning will receive video content covering orientation, their personal learning plan that reflects the course outline and a schedule that reflects the course requirements including start and end dates.

In the first session of real-time online learning, two short videos entailing Parker Brent Team's positive message to students and overall expectations is shared. Students are then briefed on:-

- the course/program, how the Training Plan works and what are the Start and End dates allocated to each unit of competency.
- Administration support given throughout the course.
- How to access the Student Learning Management System (LMS) including navigating, accessing course material/resources and troubleshooting, etc.
- The Online platforms used by Parker Brent (i.e., ZOHO Sign, ZOOM and Microsoft Office).

- Goal based resources offered at Parker Brent
- Surveys, and social media activities.

Online Learning (real time) based delivery

Online learning (real time) based delivery makes use of a mixture of two main delivery methods:

- Classroom sessions in real time via the ZOOM online learning platform
- Student reading, research, learning activities and assessment tasks

Depending on the chosen program, students will be required to attend all sessions and a suitably qualified trainer will facilitate a range of learning experiences including:

- Case studies
- Facilitator led instructions
- Group learning activities

How it works

After enrolment a tailored training plan will be documented, in conjunction with you and Parker Brent. The Training Plan (contract for training services) is signed by both the student and trainer acknowledging that they agree to the terms and conditions of the Training Plan/contract.

Training Plan Entails:

1. The name and contact details of Parker Brent
2. Trainer/Assessor responsible for the delivery and assessment of program
3. Code and title of the qualification
4. All Unit titles and code of competencies/modules to be obtained
5. Program Unique Supervised Hours (PUSH) hours for the program
6. Nominal hours for each unit of competency
 - Timeframe for achieving competency for each unit. This includes:
 - **Unit Proposed Start Date – when unit is commenced; and**
 - **Unit Proposed End Date – when assessment tasks for the unit are due to be submitted to the trainer**
 - **Completion date- when the last learning session with the trainer will finish**
7. Assessment details and arrangements
8. Delivery modes to be used in assessment process
9. Party/ies responsible for delivery and assessment of each unit
10. Record of any RPL or Credit Transfer
11. Signatures of the student and trainer on all copies of the training plans
12. **Notes:** Any Pre-Training Review/Language, Literacy and Numeracy (PTR/LLN) actions recommended/required

At the commencement of each unit, you and your Parker Brent trainer will discuss the requirements of the unit. This will include:

- what learning resources should be read
- what activities should be completed
- the assessment tasks to be completed

After this has been discussed the trainer will then commence training on the unit/s with you.

During the program, students will be required to:

- Attend online learning (real time) for the entire course duration (42 weeks for Certificate IV, 64 weeks for Diploma and 89 weeks for Advanced Diploma - excluding public holidays)
- Advise the trainer if unable to attend class
- Complete the Assessment Tasks as per time frames on Training Plan 'start and end dates'
- Complete the Learning Activities as instructed
- Answer ALL questions in the Learning Activities and Assessment Tasks booklet
- Complete the Questionnaire at the end of each unit of competency
- Conduct the nominated research required and self-paced learning to achieve competency
- Discuss the topics with their colleagues, trainer/assessor
- Read the Learning Resources
- Participate in class activities designed to enhance learning
- Talk to people in the industry about their knowledge and experiences
- Submit all assessments to the Trainer via the Learning Management System (LMS).

Students receive feedback from the trainer/assessor on assessment activities and are provided with support where required.

- Training and assessment is provided by trainers and assessors and at times guest speakers who have extensive industry expertise and can provide detailed technical/practical knowledge to ensure that the evidence of competency provided is relevant and accurate to building industry requirements.
- Each unit of competency is assessed by a trainer/assessor (through direct and indirect observation/evidence).
- Some assessment activities may require students to have access to a building site. Parker Brent will provide the option of undertaking the observation assessment at a simulated working environment in Lalor at Outer Northern Trade Training Centre (ONTTC) where the trainer/assessor will conduct the assessment at the facility on a Saturday morning or during the allocated time stated on the class delivery schedule.
- Students will receive feedback from the trainer/teacher or assessor on Assessment Activities and if further action is required an action plan is agreed upon. The assessor then undertakes a re-assessment against the action plan items, verifying the activities and the evidence required to confirm all the requirements to deem competency was achieved.

- Students may appeal against the assessment outcome by notifying the assessor or by contacting the Parker Brent office. Further details of RTO policies and procedures and students' rights and responsibilities are provided in this Student Handbook or by contacting the Parker Brent office.

Self-Paced based learning {Certificate IV in Building and Construction (Building) *fee-for-Service*}

This training program is delivered via self-paced learning. It is designed to provide learners with the flexibility to study at their own pace, leveraging our comprehensive learning management system. This study strategy aims to guide learners through their learning journey, ensuring successful completion of the qualification within the stipulated study period of 6 months to a maximum of 2 years.

How it works

Several key factors have shaped the design and delivery of this program to ensure its suitability and effectiveness for the intended learners.

Unlike traditional courses with fixed schedules, our self-paced format allows learners the freedom to progress through the material at their preferred speed. They can choose to watch the visuals for each topic at a time that suits them best, allowing for a personalised learning journey and the necessary flexibility for individuals with limited time availability and varying work hours.

The course comprises thirteen (13) mandated topics, covering essential aspects of building and construction, and four (4) discretionary topics that offer additional depth in specific areas. Each topic is presented through engaging visuals and supported by relevant resources, ensuring a comprehensive learning experience.

The thirteen (13) topics are a result of a careful mapping of the units of competency subjects to a construction lifecycle. By completing this set of core topics, a student will have completed the equivalent required nineteen (19) units for the Certificate IV in Building and Construction (Building) qualification. The mapping has also been extended to the assessments.

Information on the thirteen (13) core topics and their mapping to nineteen (19) units of competencies can be viewed on our website.

After enrolment a tailored training plan will be documented. This plan will detail:

- all modules to be undertaken
- proposed start and end dates
- delivery method
- assessment method

The online resources provided for each module will include:

- what learning resources should be read
- what activities should be completed
- the assessment tasks to be completed

Other support services will include:

- Complementary topics on industry overview
- Access to a top-class construction software for the duration of the studies
- Resources to support fulfilment of your goals
- Glossary of industry terminologies

Self-paced learning Roles and Responsibilities

While the course offers flexibility in terms of learning pace, learners are encouraged to maintain a consistent study routine to ensure steady progress. The qualification must be completed within the stipulated study period of 6 months to a maximum of 2 years. This time frame provides learners with ample time to thoroughly engage with the content and successfully achieve the qualification. It is anticipated that most students will complete their studies within 12 months. We also recommend a minimum of 10 hours of study per week.

Parker Brent Assessor:

The Parker Brent assessor has a responsibility to assess your competency as per the documented plan. The Assessor should:

- Arrange student support services if required
- Discuss any shortfall in progress with the individual to seek a solution
- Document completion of competencies as per Parker Brent Policies and Procedures
- Maintain confidentiality where required
- Maintain student enthusiasm and momentum to measure progress
- Complete marking student assessments within 2 weeks of receipt

You (student):

You have the responsibility to ensure you successfully complete the program by:

- Always abiding by the student code of behaviour (see pages: 22-23 of this document)
- Advising Parker Brent of any change in your circumstances, (e.g., change of contact details, address, issues that may affect your ability to complete the program, etc)
- Seeking assistance/advice from your assessor if you are unsure of how to do a task
- Working in a safe manner that meets the requirements of WH&S regulations/legislation

Program Assessment

In order to be issued a qualification you must first successfully complete a number of Learning Activities and Assessment Tasks for each unit/module you study. Attending classes is not sufficient in itself. Assessment tasks include the following:

- Projects
- Written Assignments
- Written Questions
- Observation Assessments

Online Learning (real time) based delivery

If you only complete some units then you will receive a “Statement of Attainment” to confirm which units of the course, you have successfully completed. This statement can be used later to help you claim credit should you wish to return to your studies.

Self-paced Learning {Certificate IV in Building and Construction (Building) *fee-for-service*}

To ensure competence in each topic, learners will be required to complete an assessment at the end of each module. Successful completion of the assessments is crucial for demonstrating competence and progressing through the course. The assessments will align with the applicable units of competencies that tie up with the topic in question.

It is important to note that for a student that completes a topic in this learning structure, this will NOT result in a “Statement of Attainment” should they wish to have one. Rather, Statements of Attainment can be offered once a student has completed the lessons that come under the units of competencies that relate to a topic.

Parker Brent will at all times conduct assessments which:

- Are equitable for all persons, taking account of cultural and linguistic needs
- Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages, or the assessment requirements specified in accredited courses
- Comply with the principles of assessment, including validity, reliability, fairness, and flexibility
- Inform you of the context and purpose of the assessment and the assessment process
- Involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
- Lead to the issuing of a Statement of Attainment or Qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course.
- Provide feedback about the outcomes of the assessment process and guidance on future options
- Provide access for reassessment on appeal
- Upon completion of the assessment, you will be given access to your assessments after they have been processed

Recognition of Prior Learning and Credit Transfer

There are different terms used to refer to the recognition of an individual's previous learning and current skills. These include Recognition of Prior Learning (RPL), Credit Transfer (CT) and National Recognition.

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required skills and knowledge to be able to demonstrate competence in one or more units of competency

Credit Transfer is recognition and acceptance of records of results and statements of attainment issued by another trainer provider or TAFE enabling credit for studies previously completed. This is used where units of competency that have been previously completed have an identical unit code.

National Recognition

is recognition and acceptance of records of results and statements of attainment issues by another training provider or TAFE enabling credit for studies previously completed. This is used where units of competency that have been previously completed have been superseded and replaced by an updated version of that unit, where equivalency is maintained.

Parker Brent will ensure that your learning and skills are recognised in accordance with the requirements stipulated in the Standards for RTOs. You may apply for recognition of your learning and skills by supplying evidence of:

- Non-accredited training you have undertaken
- Recognised training you have previously completed
- Work and life experiences

Your application should be completed on the prescribed Parker Brent form and include:

- Academic history
- Current and past employment status
- Reason for learning and development
- Recognition of Prior Learning/Credit Transfer/National Recognition for previous training completed

At the time of application, you will be told which documents to present. You may be invited to attend an interview to discuss the application and further information/documentation may be requested.

For all Qualifications/Statements of Attainment submitted by a student requesting Credit Transfer, Parker Brent will authenticate the Equivalent Qualification using one of the following methods of validation:

- Through accepting a USI record of results that pertains to the student
- Through emailing of an Authorisation Form to the training provider or TAFE or institution who issued the original qualification.

In the event that an application for Credit Transfer is for units that have been attained since 2015 but which do not show on a student's USI registry, it is essential that we are able to confirm the authenticity of the certificate with the issuing RTO. Where the issuing RTO has ceased operations since the date of issue, it is up to the student to liaise with ASQA to seek confirmation of the units being completed. Parker Brent cannot guarantee that Credit Transfers will be awarded for unit/s that are unable to be confirmed.

ASQA can be contacted regarding records here: <https://www.asqa.gov.au/students/student-record>

Where applicable, exemptions/credits will be given and recorded; and Qualifications/Statements of Attainment will be issued. If you do not agree with the outcome of any recognition you apply for; you may appeal the decision. The Complaints and Appeals process is explained later in this handbook.

If you wish to discuss your eligibility to apply for RPL, please contact Parker Brent for further information.

How to Enrol

Prospective Students wishing to enrol in a course with Parker Brent, can either call us directly or complete an enquiry form online. A Parker Brent RTO Delegate/Enrolments Manager/Enrolments Officer will then:

- Conduct a Pre-Training Review/Language, Literacy and Numeracy (PTR/LLN) Evaluation
- Help you find the right course that is suitable and appropriate for your needs
- Run through the course, providing an overview of the program
- Evaluate your eligibility for a Government Funded training if applicable
- Assist you to complete the enrolment form
- Discuss costs, payment options (including available funding), cancellations and refunds
- Determine whether you will need any additional support
- Discuss RPL and Credit Transfer options if applicable
- Discuss delivery mode and assessment methods
- Discuss our policies and procedures and our Code of Conduct
- Explain the level of commitment and self-paced learning required to undertake a course with Parker Brent

Enrolment occurs through the completion of an online Enrolment Form. A course schedule and Training Plan will be provided to you at the time of course commencement which will provide start and end dates for each unit/module within the chosen program.

Fees, Charges and Refunds – Funded and Fee-for-Service

Fees

Parker Brent charges tuition fee (where applicable) for all courses. The fee information can be located on our website www.parkerbrent.com.au under “Key Information” or within the courses tab, under “Fees”.

Fees charged will vary by course and will be discussed with you during your Pre-Training interview. Parker Brent will confirm in writing all fees that a student will be charged before commencement of their training.

All tuition fee information is maintained in the Student Management System – VETtrak.

Invoicing and payments

Upon enrolment, Parker Brent will invoice you your initial fee instalment as discussed at your Pre-Training interview, which must be paid prior to course commencement.

A Statement of Fees will be provided to students upon acceptance of their application. Statement of Fees will provide each student an accurate indication of their fees based on individual circumstances including taking into consideration Recognition of Prior Learning (RPL) and/or Credit Transfer (CT).

Where a course is partially subsidised by Government Funding, a contribution fee representing the remaining cost of the tuition fees is required to be paid directly to Parker Brent.

Payments

Option 1

All courses require a payment or minimum deposit on enrolment. However, if your total payable fees exceed \$1,500, you will be expected to pay an initial deposit of \$1,500. This is the maximum amount that can be paid as per clause 7.3 of the Standards for RTOs.

The remainder of the fees will be proportioned equally as defined by the program/course in which you are enrolling, and an invoice will be issued on this basis until all fees are paid.

Under NO circumstances are the student/client instalment amounts to exceed more than \$1,500 at any given time. Parker Brent will provide the applicant with an invoicing and payment schedule (if applicable) for all remaining course fees.

Individuals who are enrolled in government subsidised training programs will be charged Tuition Fees for the hours of training they are enrolled in (according to our fees and refund policy).

Certificates and Statements of Attainment will **NOT** be issued to any individual unless the student tuition fees current and outstanding have been paid in full.

Payment Methods: Credit card, Electronic Funds Transfer (EFT)

Option 2

Payment plan facilitated by ZeeFi, an independent third-party entity that provides study loans. The total fee once approved by ZeeFi will cover enrolment and access to all accredited topics/units of competency.

PLEASE NOTE THAT ZeeFi:

- allows you to Study Now and Pay Later (SNPL) for your program in either 6 or 12-months interest free equal payments
- Has a \$50 set up/establishment fee
- Charges an additional \$7 per month (throughout the term of the repayment)
- Has its own terms and conditions associated with late payment, direct debit dishours, etc., that will be outlined in your contract with ZeeFi (and sent to you directly by ZeeFi)

Please also note that Parker Brent is not affiliated or associated with ZeeFi; and any transactions between ZeeFi and a student are not the responsibility of Parker Brent. Please ensure to carefully read the ZeeFi terms and conditions , prior to signing up with them for any student interest free payment plan.

For an overview including information on the process of SNPL, SNPL calculator, benefits, eligibility, etc; please refer to ZeeFi website: <https://zeefi.io/students/>

Course Fees

Parker Brent has documented all program fees in the Parker Brent Fee Information which is provided to you by your RTO Delegate/Enrolments Manager/Enrolments Officer. It is also available on the web home page which outlines:

- Full Fees/Fee-for-service
- Funded fees for eligible funded students, including concession and funded enrolment (“This Training is delivered with Victorian and Commonwealth Government funding”)
- RPL, Replacement Certificate, Reassessment, Invoice and Payments, Complaints and Appeals, Cancellation Policy, Refund Policy

Participants who access the 2024-25 Standard VET Funding Contract- Skills First Program (funded training programs) must be aware that accessing this program may impact on their ability to access further government funded programs in the future.

Course Materials Fees

There are no other fees applicable for amenities or materials. All resources and learning materials will be available on the learning management system (LMS). Students are issued with their login details for the LMS at course commencement and will need to refer to their email account to access their login details.

A demonstration of the LMS will be facilitated on the first night of commencement for students who are undertaking online real-time learning; and via video for those undertaking the self-paced course. Course resources will be released for each unit of competency as per the delivery schedule.

Promotional Fees

Parker Brent has an ongoing promotional fee for students who have completed their CPC40120 Certificate IV in Building and Construction (Building) and who would like to continue their study pathway in the CPC50220 Diploma of Building and Construction (Building). Enrolment into the Diploma course must occur within 6 months of completing Certificate IV.

Parker Brent reserves the right to discontinue promotional offers at any time.

RPL Fee

RPL will be charged on a fee-for-service basis. RPL charge rate of \$500 per unit of competency for the Certificate IV course and \$600 per unit of competency for the Diploma course. You will need to apply at the time of application.

Testamur Fee

On completion or partial completion of your course/unit of competency, an electronic (digital) Certificate or Statement of Attainment with a QR CODE will be issued to you by Parker Brent. The QR Code can be used to verify the authenticity of your qualification.

Should you wish to receive a "hard copy" of your Certificate or Statement of Attainment, Parker Brent will charge \$50.00 (including GST) for the printing and posting of a Certificate and/or Statement of Attainment. Please note that the process will take up to 28 days.

Reassessment Fee

In the event that you are deemed 'Not Yet Competent' at the conclusion of a unit you are entitled to another two additional attempts. If after a total of THREE (3) attempts, you remain not yet competent you have the following option available to you:

- Undertaken further assessment attempts at the cost of \$150 per attempt for each unit of competency.

Fee Waivers for Skills First Funded Students

Parker Brent will grant applicable Fee Waivers in accordance with the Standard VET Funding Contract and guidelines about fees and evidence to be sighted and retained. Fee Waivers apply if a student: -

- Is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*)
- Is deemed to be under the young people on community-based orders and is required to do training under a community-based order made under the *Children, Youth and Families Act 2005 (the CYF Act)*

- Self-identifies as being of Aboriginal or Torres Strait Islander descent (and is reported as such through the 'indigenous Status Identifier' field of the Student Statistical Report) and is enrolling in a program at any level

Fee Concession Entitlements

Concession fees will be applied to students at the Certificate IV level who hold a current and valid Health Care Card or Pension Care Card or Veteran's Gold Card.

A student who is a dependant spouse or dependant child of a card holder is also entitled to the Fee Concession.

A student under the Asylum Seeker VET Program who is deemed eligible is also entitled to receive a Fee Concession whether or not they hold one of the forms of fee concession entitlement cards specified above.

A Student's entitlement for a Fee Concession will be checked as part of enrolment and prior to the commencement of training.

Grace Period

Parker Brent recognizes that there may be circumstances where a student is unable to provide their concession entitlement details during enrolment. In such cases, we will allow a grace period of a month after the commencement of training for the student to provide evidence of Fee Concession entitlement.

Evidence provided after the commencement of training must have a start date on or before the date their training commenced. Invoicing will be adjusted to accommodate any reduction in fees that are applicable. Where a student has already paid tuition fees, the student will be eligible for a refund if the total tuition fees paid exceeds the total tuition fees due.

Refunds

Refund policy:

Cooling-Off Period:

Parker Brent has a cooling-off period of 10 business days.

- If a funded fee student has enrolled and decides to withdraw from their program of study within the cooling-off period of 10 business days, a refund for tuition fee will apply, less the administrative charge of \$120 (including GST). All future invoices will be cancelled.
- If a funded concession fee student cancels the course within the 10 business days cooling-off period, no refund will apply to the tuition fees as the total amount paid is less than the administrative charge of \$120.
- If a full fee/fee-for-service student wishes to withdraw from their enrolled program of study after the cooling-off period of 10 business days, NO refund will apply. Any future instalment invoices will be cancelled.

PLEASE NOTE: It is at the discretion of the Training Manager when a variation to the refund policy is required.

Withdrawals

Date of withdrawal

The date of withdrawal is determined from:

- a. The date of formal withdrawal request or
- b. Where there is no formal withdrawal request, the date of the last engagement with a Trainer
- c. Where Parker Brent have withdrawn a student from a program
- d. Where Parker Brent has come to an agreement with a student that they can withdraw temporarily and defer their course to a later date.

Where a student withdraws from a program

For all withdrawals, written confirmation is required from the student. A student has the option of filling out Parker Brent Withdrawal Form or sending an email or letter. Parker Brent will contact the student upon receipt of the withdrawal request to advise of any outstanding issues (such as completed units, outstanding fees, or any refunds payable if within the 10 business days cooling-off period).

Where a refund is payable, it will be paid within 21 days of receiving the withdrawal request.

Where Parker Brent withdraws a student from a program

Parker Brent can withdraw a student based on the following conditions:

- a. When the student has not participated in six (6) consecutive classes/online learning sessions without any notification to their Trainer or Parker Brent office staff; and/or
- b. Withdrawal will be determined based on whether students have less than 80% attendance rate throughout the duration of the qualification, and/or
- c. If a student assessment has NOT been submitted within two (2) weeks of the proposed completion date (i.e. of that unit) and after this period, the student has not requested for an extension to submit their assessment.

If a student has not submitted an assessment after two (2) weeks of proposed completion date and has provided a legitimate reason for non-submission (at the discretion of Parker Brent), an extension may be considered. If an extension is given, the student must complete an extension request form. Where the student fails to meet extension requirements, the student will be advised in writing.

Once a student has been withdrawn from a program, a withdrawal confirmation email will be sent to the student to advise them that they have now been officially withdrawn from the course and an electronic (digital) Statement of Attainment (SOA) will be issued for any completed units. The Statement of Attainment will be issued within 28 days of the withdrawal date.

Requirements for withdrawal confirmation

For all withdrawals initiated by a student, confirmation from the student in writing by email or letter is required. The following conditions apply if the student wishes to re-enrol:

- All current fees will be refunded where applicable (in accordance with the Fees and Refund Policy as stated in this handbook)
- If a student wishes to re-enrol, fees will be charged again
- The choice of class availability may be limited at the time the student wishes to re-enrol into the course
- The student will need to complete a new Enrolment and Evidence of Eligibility documents at the time of re-enrolment
- Please contact your trainer if any changes occur before or during course commencement.

Where Parker Brent cancels or suspends the class or program

In the unfortunate event that Parker Brent cancels or suspends a class, all students will be notified by phone or SMS prior to class commencement. Please note, classes will not commence unless class numbers are deemed viable. The commencement date may be subject to change.

In the unfortunate event that Parker Brent cancels or suspends a program, you will have the option to:

- Transfer to another program
- Receive a refund of all tuition fees paid

Where a Deferral has been agreed Upon

Parker Brent provides a deferral option for students who need to temporarily pause their course studies. To apply for a deferral, students must first contact their class administrator or Training Manager to discuss their circumstances. Parker Brent will then use its discretion to determine if the deferral request can be approved.

Once approved, the deferral period will be negotiated with the student, usually for a duration of three (3) months, but this may vary based on individual circumstances. Students must document their deferral request in writing, preferably via email, and Parker Brent will provide confirmation of the agreement in writing to both the student and the trainer.

During the deferral period, students must not attend classes. If they need to end the deferral period earlier or extend it, they must contact Parker Brent. Upon completion of the deferral period, students are required to attend the first class unless they have notified Parker Brent in advance.

In the event that a student does not return to classes after the deferral period, Parker Brent reserves the right to withdraw them from the course and will inform them accordingly. If a student is withdrawn, they will not be able to continue their training and will need to re-enrol, with additional fees and charges applying.

Cancellation Policy

In the event that you change your mind, or for other reasons need to cancel your course enrolment, the following will apply:

- Applications for withdrawal/cancellation must be made in writing (email or letter). Any refund will be as per the refund policy
- Course fees may be transferred to another individual upon the request of the employer

Legislation

Parker Brent ensures that it complies with Commonwealth and State legislation and regulatory requirements relevant to its operations and that these are integrated into our policies and procedures where required.

As a student at Parker Brent, you need to ensure that you are aware of your legislative rights and responsibilities in relation to:

- Equal Opportunity Act 2010 - Anti-discrimination, Equal Opportunity, Racial Vilification, Disability Discrimination Acts, Workplace Harassment, Victimisation and Bullying
- Information Privacy Act 2000
- Electronic Transfer (Victoria) Act 2000
- Standards for RTO's 2015
- Work Health and Safety Act 2011
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Education and Training Reform Act 2006
- 2024-25 Standard VET Funding Contract- Skills First Program
- Building Regulations 2018
- Charter of Human Rights and Responsibilities Act 2006
- Fair Work Act 2009
- Occupational Health and Safety Act (VIC) 2004
- Occupational Health and Safety Regulations 2017 (VIC)
- Privacy and Data Protection Act 2014
- Child Safe Standards 2016
- Copyright Act 1968
- Corporations Act 2001
- Student Identifiers Act 2014
- Electronic Transactions Act (VIC) 2000
- Evidence Act 2009
- Student Identifiers Regulation 2014
- Student Identifier Registers Privacy Policy
- Australian Privacy Principles (APP) 2014
- Privacy Act 1988

An overview is provided below.

All state and territory legislation can be located and downloaded at www.austlii.edu.au

Staff of Parker Brent must participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER)

Students of Parker Brent may also receive an NCVER Survey and/or an invitation to participate in a Department of Education and Training endorsed project and/or being contacted by the Department for audit or review purposes.

Occupational Health and Safety

Parker Brent is committed to providing a safe and secure place for staff, students, and visitors to work and learn and in doing so complies with all OHS legislative requirements.

We recognise that health and safety is an integral part of every activity we perform, and as such will comply with the *Occupational Health and Safety Act (2004)*, related legislation and industry standards, with the aim of preventing workplace injury and illness. By implementing policies and procedures Parker Brent will ensure that it is meeting its legal obligations in minimising risks to the health and welfare of staff and visitors.

More information on Occupational Health and Safety Issues can be obtained from:

WorkCover
Level 24, 222 Exhibition Street
Melbourne, Victoria, 3000
Telephone: 1800 136 089 (toll free) or (03) 9641 1444

www.worksafe.vic.gov.au – This is the website for Worksafe Victoria. They are the Victorian WorkCover Authority who are responsible for safety programs, information and training activities, advice on safety and health matters and workers compensation and rehabilitation.

www.safeworkaustralia.gov.au/sites/SWA – This is the website for the Australian Safety and Compensation Council. Their role is to:

- Safe Work Australia leads the development of national policy to improve work health and safety and workers' compensation arrangements across Australia.
- encourage policy discussion and research
- promote consistency in legislation developed by states and territories

Harassment, Victimisation & Bullying

Parker Brent is committed to providing a workplace and learning environment that is free of harassment, victimisation, and bullying. Workplace harassment, victimisation and bullying are unacceptable and will not be tolerated under any circumstances. They may cause emotional damage, reduce morale and subsequently the loss of trained and talented employees.

Examples of bullying include yelling, abusive language, inappropriate language, continually criticising someone, isolating or ignoring someone, imposing unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work, or their ability to do their job by withholding vital information and resources.

Bullying is usually behaviour that is repeated over time but may result from a single act. Parker Brent encourages you to report harassment, victimisation, and bullying. The procedure is as follows:

Tell the person(s) involved that you find their behaviour offensive and that it is against the law. Insist that they stop IMMEDIATELY.

If they do not stop immediately, report it to;

- The trainer/assessor, or if this person cannot be approached, contact the Training Manager on office phone number 1300 773 737 or (03) 9088 6300, who, by law, must act quickly if harassment, victimisation, or bullying is brought to their attention.

The person you report it to must take the complaint seriously, act quickly and confidentially to investigate the incident. They must listen to both sides, and if they believe harassment, victimisation or bullying has occurred, they must report the incident immediately.

You will not be harassed or victimised for having made the complaint, nor will any witnesses or other parties involved in this incident.

If the matter is not resolved to the satisfaction of all parties, the complaint can be formally lodged with the Victorian Equal Opportunity Commission on www.humanrightscommission.vic.gov.au

All parties will keep the incident confidential, sharing details of the incident only with those involved in resolution of the incident.

Anti-discrimination and equal opportunity

In Australia national and local laws cover equal employment opportunity and anti-discrimination in the workplace. This also extends to behaviour in the training room and the operations of Parker Brent as an RTO. All staff and students are required by these laws to create an environment free from discrimination and harassment. It is important that you, as a student of Parker Brent, understand your rights and responsibilities under human rights and anti-discrimination law in Australia.

The importance of preventing discrimination is also stressed in the principal objects of the *Workplace Relations Act 1996 (Cth)*, which refers to respecting and valuing the diversity of the workforce by helping to prevent and eliminate discrimination based on race, colour, sex, sexual preference, age, disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction, or social origin.

Our responsibilities

Parker Brent takes reasonable precautions to provide a safe work and learning environment free from discrimination and harassment. To fulfil our obligations, we:

- ensure that appropriate action is taken to address and resolve complaints
- have active executive management support
- have developed and promote an equal opportunity policy
- have established an effective complaint handling procedure

This policy was developed using the information found on the following web sites:

www.business.gov.au

www.humanrightscommission.vic.gov.au

We encourage both students and staff to read further information by visiting these web sites.

Vocational Education and Training

Parker Brent is committed to providing its clients with quality vocational education and training. Directly governing our operations are the:

- Australian Quality Training Framework—AQTF 2010

- Skills First Quality Charter
- Standards for RTO's 2015
- 2024-25 Standard VET Funding Contract- Skills First Program
- Fair Work Act 2009
- Occupational Health and Safety Act (VIC) 2004
- Occupational Health and Safety Regulations 2017 (VIC)
- Privacy and Data Protection Act 2014
- Child Safe Standards 2016
- Copyright Act 1968

Privacy

Parker Brent considers your privacy to be extremely important. As such, we have in place a Privacy Policy, which ensures that we meet our obligations under the National Privacy Principles that guide and regulate the collection, management, storage, and disposal of personal information. This policy sets out the way in which Parker Brent handles and protects your personal information.

Personal Information

Personal information held by Parker Brent may include names, date of birth, place of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality and/or academic record and/or employment information.

This information is collected upon enrolment, it will also include evidence of assessment outcomes for the courses you are enrolled in or have completed.

We will only use the personal information you have chosen to provide for the purpose for which you provided it. We will not use it for any other purpose without your express consent.

In general, personal information may be used in order to:

- Administer and manage those services, including the provision of up-to-date news on new courses, events, and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Provide the educational and training services required, as directed by the Regulatory authorities
- Research and develop our courses to reflect best practice industry standards

Storage of Personal Information

Parker Brent is required to retain student records of attainment of units of competency and qualifications for a period of 30 years. Over the 30-year period, this information is stored in both electronic and paper-based format. Our student database is password protected, backed up nightly and virus protected to help guard us against the loss, misuse, or destruction of the information. Access to this central information can only be gained by authorised Parker Brent staff.

When We Disclose Personal Information

On occasion, and as required by law, Parker Brent may disclose your personal information to external organisations, providing they are aware of and agree to comply with our Privacy Policy.

These organisations include:

- Government and regulatory authorities such as: Department of Employment and Workplace Relations; Australian Skills Quality Authority (ASQA); the Department of Education and Training and the National Centre for Vocational Education Research (NCVER)
- Our professional advisers including Accountants, Auditors, Lawyers, and VET Consultants

We may also disclose personal information to comply with subpoenas, court orders and other legal processes if required by law.

Student responsibilities

Parker Brent takes all reasonable precautions to ensure that the personal information we collect, use, and disclose is accurate, complete, and up to date.

However, the accuracy of that information depends to a large extent on the information provided. It is your responsibility to:

- Advise us of any errors in your personal information
- Keep us up to date with changes to personal information such as your name and address

Rights to access personal information

You have a right to access your personal information. If you would like to do so, you should contact Parker Brent in writing either to the Training Manager or Business Manager (Level 6, HWT Tower, 40 City Road, Southbank Melbourne Vic 3006). This is to protect your information and to help us ensure that the information is not being released to persons other than the person to whom the information relates.

Under normal circumstances Parker Brent will provide you with access to your personal information within 30 days of receiving this request.

Access and Equity

Parker Brent provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

We are committed to the principles of access and equity and will apply these principles and provide timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

These principles are:

- Access for all people to appropriate quality vocational education and training programs and services.

- Equality of outcome within vocational education and training for all people, without discrimination.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Increased opportunity for people to participate in vocational education and training and in relevant decision-making processes within the vocational education and training system.
- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender, or physical disability, regardless of the prevailing community values.

Training, advertising, and informational services will be constructed in a manner which enables the Access and Equity of all individuals from diverse backgrounds. This will include a commitment to using accessible English, free of cultural, racial or gender bias.

Child Safety Standards

From 1 January 2018, all staff at Parker Brent are expected to be aware of the Child Safety Standards. These standards were introduced by the Department of Education and Training to improve the way organisations that provide services for children prevent and respond to child abuse that may occur within the organisation. Even though Parker Brent does not provide services for children, all staff and students are required to understand these standards. Please refer to the link below for the factsheet and more information:

www.education.vic.gov.au/Documents/about/programs/health/protect/GuidanceForTAFEsRTOs_PDF.pdf

Plagiarism and Cheating

Plagiarism and/or cheating is unacceptable and there are penalties for it.

Plagiarism is a form of cheating and involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer-based material)
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student
- summarising another person's work
- using or extracting another person's concepts, experimental results, or conclusions

It is also unacceptable for you to assist another student to plagiarise by lending an assignment, so that it can be copied and handed in as another student's work.

If you are preparing a group assignment, it is necessary to discuss and plan together. However, you should always write assignments individually so that there is no suggestion of cheating. All students, in both group and individual assignments, must acknowledge information from other sources.

Consequences

If you submit work that has been plagiarised or you are caught cheating, you will not be assessed. Where possible, you will be given an opportunity to re-submit your assessment. If acceptable, the second submission will be assessed and included in your results. If you do not submit further work for assessment, no grade will be given for that assignment task and Not Satisfactory (NS) will be recorded.

Any staff member who suspects an instance of plagiarism or cheating will report the situation to the Training Manager. It will be determined if the case warrants more than a warning. If so, you will be informed in writing of the nature of the complaint and informed of the disciplinary policy and procedure.

Under all circumstances where the Training Manager finds that plagiarism or cheating has occurred, a Breach of Discipline form will be added to your file. You will be given the opportunity to add a comment to the record and will be asked to sign the form. A copy of the form will also be given to you.

Unit Assessment Record (UAR)

All assessment tasks have UAR sheets. This cover sheet has 'Statement of Authorship' which states that the work is your own, and that all material from other sources has been acknowledged, you **MUST SIGN** this form.

Strategies to Avoid Plagiarism

To help avoid plagiarism you can:

- Always include details of the text when taking notes – author, date, title, publisher, page number – so you can include these in your referencing. (Ref: Duke University Libraries 2004)
- Check your paraphrase against the original text to be sure you have not accidentally used the same words, and that the information is accurate.
- Paraphrase, but be sure you are not just rearranging or replacing a few words.
- Use quotation marks for everything that comes directly from another source when taking notes.

Parker Brent seeks to minimise plagiarism and cheating by:

Supporting staff and students in identifying and acknowledging the difference:

- Informing students of Parker Brent's Plagiarism and Cheating Policy.
- Knowledge or information that is a creation or application of someone else's work (original source material)
- Knowledge that is learned, acquired, or found

Detecting plagiarism and cheating

It is important you are aware that Parker Brent has processes in place to actively detect plagiarism and cheating. Parker Brent is committed to the following steps to counter the incidence of plagiarism and cheating:

- Being vigilant in the detection of plagiarism
- Checking the use of referencing in all submitted assessment tasks
- Ensuring assessments are conducted by suitably qualified assessors

- Ensuring that only assessments accompanied by a completed copy of the Unit Assessment Record (and sent from a recognised email address in the case of email submission), is accepted
- Ensuring that students understand the difference between cooperative learning, group work and collusion.
- Information about referencing requirements that are relevant to the discipline area
- Provide transparent and consistent feedback to students about issues relating to referencing
- The provision of examples of appropriate referencing techniques and practice

Parker Brent Assessors are required to:

- Maintain confidential records of previous breaches
- Investigate suspected breaches immediately and report to the Training Manager

You are required to:

- Know your responsibility regarding Plagiarism and Cheating as detailed here in the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from trainers if unsure about anything that may be Plagiarism

Complaints and Appeals

Parker Brent is committed to providing you with complaints, appeals and reassessment process that is transparent and easily accessed on the Parker Brent website www.parkerbrent.com.au

If you wish to lodge an appeal or complain; an approach either formal or informal, will need to be made by you (or a nominated representative chosen by you) to your trainer/assessor, or other Parker Brent staff member.

Complaint – Refers to issues relating to Training Delivery and Assessment, Quality of Learning, Student Safety, Amenities, Sexual Harassment or Discrimination.

Appeal – Refers to judgement of assessment outcomes, i.e., you dispute the trainer/assessor’s competency decision.

Any formal complaint should be forwarded in writing to the Training Manager at Parker Brent using the ‘Record of Student Complaints and Appeals’ form.

All attempts will be made by Parker Brent to resolve the complaint internally with all parties involved within 48 hours. The complaint will be reviewed, and possible outcomes discussed with the student.

Where an agreed outcome is reached, this is documented on the ‘Record of Student Complaints and Appeals’ form and signed off by both the CEO and you. A copy is given to you, a copy is placed on your file and the original is kept in the complaints and appeals folder.

If, however, the complaint cannot be resolved internally, the matter will be referred to an independent third party within 14 days.

Matters will be referred to:

Dispute Settlement Centre Victoria
4/456 Lonsdale St
Melbourne VIC 3000
Tel: 1300 372 888
www.disputes.vic.gov.au

You can be represented by a third party in all discussions.

From January 2015, students can make a complaint via the National Training Complaints Hotline 133873 or make a complaint to ASQA by completing online complaints forms via asqaconnect. Complaints to ASQA must be made in writing. If, for reason of disability you cannot make a complaint in writing, you can make a complaint by phone or in person.

Upon a decision being agreed, the outcome is documented on the 'Record of Student Complaints and Appeals' form and signed off by both the Training Manager and Student and a copy given to the student, a copy placed on the student's file and the original kept in the complaints and appeals folder.

Student Code of Behaviour

To ensure that you can study in a safe and secure learning environment free from discrimination and bullying we have developed a Student Code of Behaviour. This Code requires that the following rights and responsibilities are respected and adhered to at all times:

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
2. The right to be free from all forms of intimidation.
3. The right to study in a safe, clean, orderly, and cooperative environment.
4. The right to have personal (including computer files and student work) and Parker Brent property protected from damage or other misuse.
5. The right to have any disputes settled in a fair and rational manner through the Student Complaints and Appeals Procedure.
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to always be treated with politeness and courtesy.
9. The responsibility to ensure that all personal electronic equipment including phones will be turned off or kept on silent prior to entering a training session.
10. The responsibility of students to comply with the 'Student Alcohol Policy' which states the consumption of alcohol or intoxication whilst under classroom/training settings will be prohibited. Students that fail to comply will be asked to leave the classroom immediately.
11. The responsibility to ensure that all attendance and assessment requirements are met on time as per Training Plan details.

12. The responsibility to ensure that online learning etiquette is adhered to by:
 - Attending ZOOM classes on time at 5.30pm
 - Wearing proper attire
 - Being mindful of your background and personal space, use a virtual background if required
 - One person speaks at a time
 - Avoid background noise and mute yourself unless you are required to speak
 - Turn cameras on for effective engagement in class
 - Give your full attention, no private chats
 - Be respectful of other students in class and staff members and trainers
 - Avoid the use of profanity or inappropriate language during class and in any oral or written communication on student LMS
 - Do not take screenshots or record the trainer or any material that is being taught without permission
 - Ask questions to your trainer or Parker Brent staff member for assistance
13. The responsibility to ensure that all work submitted is your own work and not plagiarised in line with Parker Brent policy on plagiarism.
14. The responsibility to inform trainer if you are unable to attend scheduled training.

In the event that you breach the Student Code of Behaviour; disciplinary action can be taken by the Training Manager. The following process will be implemented:

1. A member of Parker Brent staff will contact you in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on your student file.
2. Where the issue or behaviour continues, you will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties, and included on your personal file.
3. If the issue or behaviour continues you will be provided with a formal warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
4. After the above three steps in the Parker Brent disciplinary procedure have been followed, and the issue or behaviour continues, training services will be withdrawn, and you will be notified in writing that your enrolment has been terminated.
5. At any stage of this procedure students can access the Complaints and Appeals Procedure located on the Parker Brent web home page to settle any disputes that may arise.

Code of Conduct

Our Trainers and Assessors

To ensure that you receive the highest quality training services we can offer, Parker Brent will:

- Ensure that our trainers and assessors:
 - Have an approved training and assessment qualification as directed by the Regulatory and Legislative authorities
 - Have the relevant vocational competencies needed to be able to deliver your chosen qualification
 - Have relevant industry experience and industry currency

- Have both training and assessment experience
- Undertake regular professional development activities to improve their own skills and knowledge
- Ensure that responsibility for the management of Recognition of Prior Learning and Credit Transfer applications and assessments is clearly identified and undertaken by a person or persons with appropriate qualifications and experience
- Ensure that staff are fully conversant with the principles of Access and Equity and other Parker Brent policies and procedures
- Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with appropriate qualifications and experience

Delivery of Training

Parker Brent is committed to ensuring that the training services we provide meet the needs of all students and meet the requirements of the relevant Training Packages. To do this Parker Brent will:

- Ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to you
- Ensure that training and assessment occurs in line with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for course delivery and assessment
- Ensure you have equal access to undertake the various programs within our Scope of Registration
- Provide flexible learning and assessment activities to ensure your successful completion of the program
- Aid in developing your language, literacy and numeracy skills if required
- Provide support and guidance to all individuals throughout the duration of their learning program

Student Pledge

Students are expected to take their studies seriously and strive to successfully complete their chosen course. Failure to comply with this obligation as a student may lead to withdrawal from studies.

By enrolling in their chosen course, students sign a pledge to:-

- Put in the effort and dedication required for these studies
- Understand that hard work is essential to complete the qualification and achieve their goals
- Attend all classes consistently
- Commit to completing all assessments on time and ask for additional time if required
- Seek assistance if struggling with any aspect of studies and proactively seek help and utilise the resources provided to improve
- Actively participate in class, ask questions to clarify their understanding, and contribute to discussions
- Conduct themselves professionally, respecting the learning environment and their peers
- recognise that adhering to these expectations is crucial for their personal and academic development make sure to fully understand all other obligations by committing to read this Student Handbook.

Continuous Improvement

Parker Brent is committed to continuously improving on how we deliver and assess learning programs. To assist us in recognising our strengths and weaknesses we conduct Student Feedback surveys and meetings at regular intervals. These are listed below. Your responses and any feedback you provide on your training experience with Parker Brent, will enable us to continue improving on our operations.

- Quality Indicators (QI) – Federal government requirement on training services delivered
- Student Feedback and follow-up:-
 - Check-in 1 week after class commencement
 - Goal Focus after 30% of course completion
 - Check-in after 50% of course completion
 - Check-in after 80% of course completion
 - Check-in after 100% of course completion
- Student Services :-
 - Phone call or meeting request from Training Administrators, Training Manager or Compliance Manager.
 - 1-on-1 catch up between student and Parker Brent team/Stakeholders

Student Safety, Security and Session Recordings

Student support services

The Training Manager, teaching staff and administrative staff of Parker Brent are available to provide general advice and assistance with matters such as studying, homework and counselling. If you require special or intensive assistance, you must contact the Training Manager who may refer you to external support services if required. You will not be charged for support provided by Parker Brent, or for referral to an outside agency. However, students referred to outside agencies will have to pay for services provided by that agency.

If you require assistance with your training, you should contact your trainer in the first instance or contact the Training Manager.

Student Safety and Security

Parker Brent is committed to providing you with a safe and secure learning environment and provides the following:

- If students feel unsafe in any way, they should speak with their trainer
- No classes before 0800 hours (8.00am) or after 2200 hours (10.00pm) on any given day
- Venue Safety checks conducted on all venues required for observation assessment and white card courses. All white card venues must be in well-lit areas and meet Class 9B requirements.

Session Recordings

As part of our commitment to providing a high-quality learning experience, we use video conferencing technology to deliver our classes. We also record these sessions to ensure that students who miss classes can catch up on the material.

Please be aware that these recorded sessions may be reviewed by our training team for the purposes of evaluating student engagement, interaction, and class participation. This helps us identify areas where we can improve the learning experience and ensure that all students are getting the support they need to succeed.

By participating in our classes, you consent to the recording of sessions and the review of these recordings for the purposes outlined above. If you have any concerns or questions about this process, please don't hesitate to reach out to our team for more information.

Parker Brent Contact Details

All Parker Brent staff are contactable through the main reception number, or via email:

Head Office: Level 21, 567 Collins Street, Melbourne VIC 3000.

Email: info@parkerbrent.com.au

P: 1300 77 37 37

P: (03) 9088 6300

Thank you for choosing Parker Brent as your Accredited Training provider.