

Student Handbook & Policies & Procedures Attachment

MILLETIA SOLUTIONS PTY LTD T/A PROSAW AUSTRALIA
National Provider Number (RTO) NO: 45172
ABN 54166103457



Chainsaw & Rural Training Excellence Throughout Queensland

www.prosawaustralia.com

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THE COURSES

QUALIFICATIONS	CODE
Certificate II in Conservation and Ecosystem Management	AHC21020
Certificate II in Rural Operations	AHC21216
Certificate III in Rural Operations	AHC32822
Certificate III in Forest Operations	FWP30122

These Courses are designed for students seeking chainsaw, forestry, and small machinery skills for entry, intermediate, and advanced level qualifications.

Some participants will already be working in industry and require formal qualifications to satisfy workplace health and safety requirements. For this group, the course may be an “assessment only” course. You will also be able to access formal learning resources on a needs basis to refine your informal knowledge associated with this course. You will be required to complete units that are clustered into a manageable number.

It is recognised that there is a large cohort of students with relevant skills and knowledge obtained through life and work experience which complement the required skills and knowledge for each unit however, teaching is tailored to address the differing skill levels and prior experience of each student.

The courses are generally delivered in a workshop mode. Workbook material and texts will be distributed prior to the workshops. Your training in this course is competency-based, which means it may be possible for you to complete this qualification when you have achieved the required skill level. You may have to repeat a workshop to reach the required level of competency.

The courses have been designed so that the chosen units are complementary. There is a large degree of overlap in the required skills and knowledge for each unit, but they have been chosen because of feedback from employers as desired competencies for new staff. Our challenge testing methods are used to address the requirements of each unit to ensure you are job ready.

Location of Training

Millettia Solutions Pty Ltd T/A Prosaw Australia is based in Far North Queensland and conducts training in rural related qualifications across the breadth of Queensland from Goondiwindi to Cape York and towns in between. Once you express interest in attending a training workshop, we will notify you of available dates and locations as close to your local area as we can source. Face-to-face training will always be conducted at worksites or simulated worksites. In the instance of chainsaw training, training is conducted at sites where trees are available for students to fell. As well as the face-to-face workshops, delivery modes include e-learning materials and distance education with individual feedback, where students can learn in a location of their choosing (internet access is required). An exception to this is the Cert III in Forest Operations which will be held at specific forestry sites.

Please visit our website, www.prosawaustralia.com or phone our office at **0429 987 733** for further details.

Study options

Many students may choose to only complete a small number of the units on offer especially;

FWPCOT3347 Fall trees manually (intermediate)

FWPCOT3301 Trim trees using a pole saw, and

FWPHAR2208 Operate a mobile chipper/mulcher

Other combinations are also possible.

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Entry requirements

There are no formal entry requirements for these qualifications although in choosing the “assessment only” model it is expected that you will have a work history in a rural-related industry. For other students, it is highly desirable that you seek employment, internship, or volunteer experience in a rural or vegetation management undertaking.

Duration

Completion of the full course of 15 or 16 units should take around 3 to 12 months, depending on the vocational background of the students and their ability to attend sufficient workshop sessions to demonstrate competency. It is possible for students to complete the qualification when they have achieved the required skill level. For students who opt to do only a limited number of units, it may be possible to complete training after a 2-to-3-day workshop plus completion of online study activities.

Course information

AHC21010 Certificate II in Conservation and Ecosystem Management

The Certificate II in Conservation and Ecosystem Management is designed for students seeking chainsaw, small machinery, and land care skills for entry-level employment or up-skilling in the Conservation and Land Management or Vegetation Management Industries, as Disaster Management Volunteers and/or Rural Property workers.

You are required to complete 15 units including 2 core units and 13 elective units.

Core units:

AHCWHS201 Participate in work health and safety processes

AHCWRK209 Participate in environmentally sustainable work practices

Elective Units Group A

- AHCWRK202 Observe environmental work practices
- AHCWRK204 Work effectively in the industry
- AHCWRK205 Participate in workplace communication
- AHCWRK312 Operate in isolated and remote situations
- AHCPMG201 Treat Weeds

Elective Units Group B

- AHCMOM203 Operate basic machinery and equipment
- AHCMOM204 Undertake operational maintenance of machinery
- AHCMOM213 Operate and maintain chainsaws
- AHCPCM205 Fell small trees
- AHCWRK206 Observe enterprise quality assurance procedures

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Elective Units Group C (at maximum of 3 units from this group)

FWPCOT2274	Fell trees manually (basic)
FWPCOT2254	Maintain chainsaws
FWPCOT2259	Cut materials with a hand-held chainsaw
FWPCOT2273	Trim and cut felled trees
FWPCOT2270	Cut materials with a pole saw for unblocking machinery components
FWPCOT3301	Trim trees using a pole saw
AHCARB316	Perform pruning operations
FWPHAR3205	Harvest trees manually (Intermediate)
FWPCOT3347	Fell trees manually (Intermediate)
FWPHAR2208	Operate a mobile chipper / mulcher

AHC21216 Certificate II in Rural Operations

You are required to complete fifteen units including 3 core units and 12 elective units

Core units:

AHCWHS201	Participate in work health and safety processes
AHCWRK204	Work effectively in the industry
AHCWRK209	Participate in environmentally sustainable work practices

Elective Units Group A: At least 7 units from Certificate II in this Training Package

AHCWRK205	Participate in workplace communication
AHCMOM203	Operate basic machinery and equipment
AHCMOM204	Undertake operational maintenance of machinery
AHCMOM213	Operate and maintain chainsaws
AHCPCM205	Fell small trees
FWPCOT2274	Fell trees manually (basic)
FWPCOT2254	Maintain chainsaws
FWPCOT2273	Trim and cut felled trees
FWPHAR2208	Operate a mobile chipper/mulcher

Elective Units Group B: Up to 5 Units aligned to AQF levels 1, 2 or 3 from other endorsed Training Packages

AHCARB316	Perform pruning operations
AHCWRK312	Operate in isolated and remote locations
FWPCOT3301	Trim trees using a pole saw
FWPCOT2270	Cut materials with a pole saw for unblocking machinery components
FWPHAR3205	Harvest trees manually (Intermediate)
FWPCOT3347	Fell trees manually (Intermediate)
FWPCOT3348	Fell trees manually (Advanced)

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AHC32822 Certificate III in Rural Operations

You are required to complete sixteen 16 units including three core units and 13 elective units.

Core units:

AHC BIO303	Apply biosecurity measures
AHC WHS302	Contribute to work health and safety processes
AHC WRK320	Apply environmentally sustainable work practices

Elective units: You must choose 14 elective units with a maximum of 8 only chosen from FWP competencies.

Elective units Group A (you must complete at least 6 Group A Units)

AHC ARB316	Perform Pruning Operations
AHC MOM302	Perform machinery maintenance
AHC MOM304	Operate machinery and equipment
AHC WRK318	Comply with industry quality assurance requirements
AHC WRK323	Operate in isolated and remote situations
FWP COT3301	Trim trees using a pole saw

Elective Units Group B (you can choose a maximum of 7 of these units or any other suitable Level II or III Units taken from AHC or FWP Training Packages which currently offer.)

AHC WRK202	Observe environmental work practices
AHC WRK204	Work Effectively in the Industry
AHC WRK205	Participate in workplace communications
AHC WRK312	Operate in isolated and remote situations
AHC MOM203	Operate basic machinery and equipment
AHC MOM204	Undertake operational maintenance of machinery
AHC MOM213	Operate and maintain chainsaws
AHC PCM205	Fell small trees
FWP COT2274	Fell Trees Basic
FWP COT2254	Maintain Chainsaw
FWP COT2273	Trim & Cut Felled Trees
FWP COT2270	Cut material with a pole saw for unblocking machinery components
FWP COT3347	Fell Trees Manually (Intermediate)
FWP COT3348	Fell Trees Manually (Advanced)
FWP HAR2208	Operate a mobile chipper / mulcher
FWP COT2266	Undertake brush cutting operations
FWP HAR3205	Harvest trees manually (Intermediate)

Assessment

Assessment within this course is competency-based. All practical assessment is completed during on-site workshops. You may also complete some written assessments through self-research. You will receive verbal face-to-face feedback from your assessor in relation to the assessment of your practical and written components.

Work placement

It is highly recommended that you are currently employed in the industry, have a work history in a related field, or seek to gain work experience that can be completed in conjunction with this course over 6 to 12 months.

Resources required

You will be required to provide your own long-sleeved work shirt, trousers, and safety boots. Additional personal protective equipment and other resources will be provided to you. It is desirable that you have an email address and can access the internet.

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Our obligations to you.

As RTO, it is Prosaw Australia's obligation to maintain the quality of the training and assessment of this course, in compliance with The ASQA Standards for Registered Training Organisations 2015. Prosaw Australia undertakes to ensure compliance of the RTO with Commonwealth, State & Territory legislation, and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Prosaw Australia is also responsible for the issuance of AQF certification documents.

If you complete the full Qualification, you will be issued with a Certificate II or III in Rural Operations or Certificate II in Conservation and Land Management. If you only partially complete the course, you will be issued with a Statement of Attainment outlining the unit/s of competency you have successfully completed. All Certificates and Statements of Attainment within 21 days of completion and finalised assessment as competent, providing all fees have been paid in full.

In the event of the closure of the RTO, Prosaw Australia undertakes to provide ASQA with a record of all qualifications and statements of attainment issued to students. Any deposits and other fees or charges paid in advance will be refunded. We also undertake to transfer credit for units completed with Prosaw Australia to another RTO of their choosing, and Prosaw Australia will provide any necessary documentation it holds with the consent of the student.

Fees

Fees will need to be negotiated because of travel costs and are based on the number of students who can attend each workshop and the locality. The base rate for 2023 is \$650 to \$850 ex GST per unit when at least 5 students are available to attend each workshop. The base rate to undertake a full qualification is \$1500 to \$2500 ex GST depending on the location of the student and the complexity of the units chosen. We do not require payment in advance of more than \$1500 for any fees or charges related to our course.

The student will be sent an email outlining the date, location, and quote for the workshop they have booked.

Fees can be paid on the first day of each workshop or can be invoiced to the student or nominated business or employer. However, no accreditation or certification will be issued until outstanding fees are paid.

Unique student identifier (USI) number

It is important that you create your Unique Student Identifier (USI) online and register it with us as soon as possible. The Government has directed all training providers to withhold qualification certification until a USI is registered. If you do not record this number with us, it will result in delays to you in receiving your training record or qualification.

If you already have a USI this number will need to be provided when you enroll. To create a USI number visit www.usi.gov.au. For more information or help in creating a USI, call the Prosaw Australia office.

Further information

Visit www.prosawaustralia.com or contact the trainer by phone on 0429 987 733 for more information.

How do I enroll?

For information regarding the enrolment process for this course email contact@prosawaustralia.com or contact the trainer by phone on 0429 987 733.

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ADMISSION INFORMATION

Students must complete an enrolment form and provide all relevant information (e.g., date of birth, proof of identity, proof of pre-requisite study) prior to commencing a workshop. They must also confirm receipt of student induction information.

Once a course is booked, students will be sent an email regarding dates, location, and cost of the workshop plus student induction information which consists of a copy of this Student Handbook, and links to the online learning resources they are required to study prior to the course. On the first day of the workshop, further student induction material consists of a Job Safety Analysis document.

Fees can be paid on the first day of each workshop, or invoiced to the student, a nominated business or employer, but must be finalised before any accreditation or certification is issued.

Additional enrolment information is available by contacting our office on 0429 987 733 [or by email](mailto:contact@prosawaustralia.com)
contact@prosawaustralia.com

CANCELLATION & REFUND POLICY

Any student who has already paid fees and cannot complete a workshop because they or their Trainer/Assessor feel they are not able or suitable to complete, can have their fees refunded either before the end of the workshop (in the case of cash or cheque payments) or within 14 days in the case of direct debit payments.

Alternatively, students can opt to postpone to a subsequent workshop.

WITHDRAWAL

If you wish to withdraw from a competency or course, you are asked to contact Prosaw Australia office as soon as possible.

If you have pre-paid for a course, you can apply for a refund.

ACCESS & EQUITY

Millettia Solutions Pty Ltd is committed to equity and diversity principles consistent with Commonwealth and State legislation. The goal is to maximize opportunities for access, participation, and outcomes for all clients within the vocational education, training, and employment system.

Principles, practices, and legislative requirements relating to equity, access, anti-discrimination, and social justice will be addressed in all aspects of the Training Program's implementation.

We are committed to providing a training solution applicable to those based in rural and remote locations, providing on-site work-ready training with a distance learning component. We are available to train at work sites throughout Queensland.

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RPL & CREDIT TRANSFER

Prosaw Australia recognises the AQF qualifications and Statements of Attainment issued by any other RTO. Students may choose to transfer credit for units completed with Prosaw Australia to another RTO of their choosing, and Prosaw Australia will provide any necessary documentation it holds with the consent of the student.

RPL – an assessment process that assesses an individual’s non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

Credit transfer assesses the initial course subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client’s initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

STUDENT RIGHTS AND RESPONSIBILITIES

Students are expected to:

- treat people with respect and fairness, regardless of their age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status.
- show respect for others by not swearing, using obscenities, making offensive remarks, or offensive gestures.
- avoid behaviour that could offend, embarrass, or threaten others.
- refrain from harassing or disrupting others in the performance of their studies or duties.
- avoid bullying, aggressive, threatening, and abusive behaviour, including using social networking websites.
- desist from behaviour that subjects another person to an unsolicited act of physical intimacy; makes an unsolicited demand or request of a sexual nature to another person; makes a remark with sexual connotations relating to the other person; or engages in any other unwelcome conduct of a sexual nature towards the other person, and
- make only truthful statements about your student status, representation as a student, or entitlement as a student.

You also have the responsibility of managing your behaviour to comply with Queensland and Commonwealth legislation.

You are not allowed to attend a workshop when in possession of or under the influence of alcohol, illegal drugs, or controlled substances.

If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety, or the safety of others, for example in operating machinery or equipment. In addition, prescription medication should always be kept secure and never given to another person to whom it is not prescribed.

It is an offence under the *Criminal Code Act 1899* (Qld) to unlawfully take tools, equipment, or resources from the workshop without the express approval of the Trainer/Assessor. If you would like to borrow resources, you must ask the appropriate staff member for permission before so doing. You will never be able to borrow tools or equipment.

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Confidentiality

As an enrolled student of Prosaw Australia, you may be required to attend practical work placements as part of your studies. During these placements, you may become familiar with information that is confidential to that workplace (for example financial or business affairs, personal affairs and family background of staff and clients, technical information, trade secrets, know-how, formulae, processes, ideas, and inventions). You must not divulge any confidential information that you become aware of during a placement. Breaches of confidentiality will be considered to be acts of behavioral misconduct and may result in disciplinary action.

Dress Code

Whilst attending a workshop you must wear appropriate clothing. You must:

- wear all personal protective equipment and/or clothing necessary to meet the work health and safety requirements of your course. This includes long-sleeved work shirt, trousers, and safety boots.
- not wear clothing that is likely to offend others in terms of its lack of decency, modesty, or cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn, or ridicule others.

Safety

The *Work Health and Safety Act 2011* (Qld) applies to all students. You have a responsibility to ensure that you work safely, without risk of injury to yourself or others, and follow all safety practices required.

You have an obligation to:

- comply with the instructions given for workplace health and safety at Prosaw Australia, job site or workplace.
- use personal protective equipment and wear any clothing necessary to meet the work health and safety requirements of your course when you are working with machinery and equipment.
- ensure you are properly instructed in the use of machinery and other equipment.
- use machinery in accordance with safety procedures and follow lawful directions, both written and spoken, given by Prosaw Australia staff or your employer during work experience or vocational placement.
- not willfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workshop or workplace.
- not willfully place at risk the workplace health and safety of any person at the workshop or workplace.
- not willfully injure yourself.

UNIQUE STUDENT IDENTIFIER

From 1 January 2015, each student needs a Unique student identifier (USI) to obtain their Certificate or qualification from your registered training Organisation, when studying Nationally Recognised Training in Australia. This includes studying at TAFE or with a private training organisation, completing an apprenticeship or Skill set, certificate, or diploma course. A USI gives you Access to your online USI account which will help you Keep all your training records together.

You can log on to the website at www.usi.gov.au And get your number now. If you require assistance to obtain your USI, please contact Prosaw Australia office on 0429 987 733.

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STUDENT SUPPORT

Speak to your trainer/assessor or Prosaw Australia office staff if you are experiencing any difficulties in the progress of your study. Support is available to help you achieve your study and career goals.

A pre-training support indicator tool is available and designed to assist us in determining if extra support is required to help you complete your course.

Individuals who require help with literacy and numeracy will be helped to locate support in their local area via The Reading Writing Hotline at 1300 655 506 or www.literacyline.edu.au.

Students may bring a family member to help explain and interpret terminology or complex issues.

Learners with hearing difficulties can be seated close to the trainer and/or bring a friend or relative to "sign".

We will ensure that the course and course materials are presented in clear, plain, and easy to understand

English. Learning materials are communicated online, allowing students to use text-to-voice or larger fonts.

Staff will be available to deliver the written assessments orally and record answers.

RIGHT TO INFORMATION & PRIVACY

Prosaw Australia recognises that privacy and security of personal information is important to our students. To ensure the highest standards are maintained this means that staff are committed to meeting the requirements of the Privacy Act 1988 in the collection, storage, security, accuracy, and disclosure of your personal information. The Act also allows you to access and alter your personal information to ensure its accuracy. Privacy disclaimers appear on all forms used to collect personal information.

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COMPLAINTS, COMPLIMENTS & FEEDBACK

Prosaw Australia recognises that feedback is essential to enable continuous improvement of our services to meet student needs. We are committed to ensuring transparent processes for compliments, complaints, and general feedback, and that they are dealt with fairly, consistently, promptly, and respectfully. This policy applies to every student of Prosaw Australia when engaged in training activities for units in which they are enrolled.

Matters that fall under the Crime and Corruption Act 2001, the Public Interest Disclosure Act 2010, or anti-discrimination legislation will be identified from the outset and referred to the principal, and/or the Police and local community services if required.

This policy does not manage complaints from the community or staff.

Compliments provide valuable indicators of service effectiveness, examples of good practice which can be shared, and an opportunity to recognise the efforts of our staff. The University will ensure that compliments are passed on to the relevant staff members.

Complaints are also valuable indicators of service effectiveness and identify opportunities for improvement and unmet expectations.

Prosaw Australia is committed to a complaints-handling process based on the following principles:

Equity:	Complaints are considered in a transparent, objective, and unbiased manner, incorporating the principles of natural justice and procedural fairness.
Accessibility:	Information about the complaints handling process and the means to lodge a complaint is readily accessible and available.
Comprehensiveness:	Relevant circumstances and information surrounding a complaint are investigated to the level warranted by the severity of the complaint.
Responsiveness:	Timeframes for investigating and resolving complaints are set and monitored.
Accountability:	Appropriate monitoring of complaints through regular reporting of complaints received and action taken. Errors and omissions are corrected, and business improvement opportunities are identified and implemented.
Confidentiality:	Anonymity is preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated and will not suffer any form of reprisal for making a complaint.

PROCEDURE

Compliments, complaints, and general feedback can be submitted:

- by email to contact@prosawaustralia.com
- in writing to the Director, Millettia Solutions Pty Ltd, 101 Snapper Island Drive, WONGA BEACH QLD 4873 or
- phoning 0429 987 733

All complaints, compliments and feedback received will be acknowledged. When a complaint is lodged, the complainant will receive an acknowledgement of their complaint that includes a link to this policy and procedure and gives an outline of the timeframe in which the complaint will be managed.

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Informal Complaint

If a student feels dissatisfied about Prosaw Australia-related experience or feels they have been treated unfairly or adversely affected in some way, they are advised to raise the matter directly with the person or area most concerned, or with the appropriate supervisor of that person.

Formal Complaint

The student must provide a description of the complaint in detail including relevant information such as names, dates, and course/unit codes (if relevant), as well as any supporting documentation such as emails. They must also indicate what actions they have already taken to resolve the complaint and the outcome they are seeking. If a complaint lacks sufficient information, it may not be possible for Prosaw Australia to pursue the matter.

A complaint should generally be lodged within 12 months of the adverse experience occurring, to ensure the best possible opportunity for resolution.

If the complaint is designated as serious, it will be escalated as soon as possible and will be brought to the attention of the principal as soon as contact is possible.

Prosaw Australia will address all complaints as quickly as possible. The process of dealing with a complaint will be:

- identifying the issues
- identifying the timeframes to decide the matter
- identifying who is going to be interviewed and the sources of evidence required to sustain or not sustain the allegation
- discussions and interviews with the complainant, Chainsaw Whisperer personnel and third parties (where relevant) and examining relevant laws, policies and procedures
- analysis of all relevant information obtained
- formulation of findings and any recommendations for the decision-maker's consideration, and
- preparation of a report on the results of the investigation or the outcome of the complaint, including if it was resolved during the process or withdrawn by the complainant.

The outcome of the complaint will be communicated to the Complainant within 30 days of receipt of the initial complaint.

Prosaw Australia is committed to ensuring that substantiated complaints are upheld and corrective actions and decisions will be implemented.

Possible outcomes may include:

- An apology
- A change of decision
- A change of policy, procedure or practice, or
- Correction of misleading or incorrect records.

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APPEALS

You have the right to appeal the outcome of the complaints procedure to a Committee made up of the Managing Director and at least one other Trainer/Assessor, based on the following grounds:

- The decision is grossly unreasonable.
- That procedural requirements were not followed.
- That relevant evidence was not considered in reaching the decision or the irrelevant evidence was relied upon in reaching the decision.
- That fresh evidence has become available.
- That a penalty imposed was excessive or inappropriate.

An appeal must be lodged within 14 days of the initial complaint outcome. The appeal process will be initiated within 30 days of receipt of the appeal and will be dealt with within a further 30 days.

In addition, you can go to external bodies such as the Australian Skills Quality Authority by telephone at 1300 701 801, website www.asqa.gov.au.

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PART TWO ADDITIONAL ADMINISTRATIVE POLICIES AND PROCEDURES

This document shall contain all Policies and Procedures of Prosaw Australia.

All staff shall be provided with a copy of this document at the commencement of their employment.

A copy of this document signed by all staff shall be kept at the Main Office at 101 Snapper Island Drive, Wonga Beach, Qld, and made freely available to all staff.

It is a requirement that staff confirm receipt of this document and agree in writing to uphold all policies and procedures of Prosaw Australia.

If there is an amendment to this document, the Managing Director shall notify all staff within 7 days and require a signed receipt of the amended document.

The Managing Director of Prosaw Australia:

- is responsible for **compliance with the Standards for Registered Training Organisations** across all its training/assessment activities, including those undertaken by other persons or bodies on its behalf, and
- Will ensure that the RTO provides for examination of documentation and **reasonable access** to all areas, records (including internal audit reports), and staff as required by the registering body for the purposes of audit.

Policies and Procedures for dealing with Customer Complaints, Grievances, and Appeals are outlined in the above Student Handbook.

The Managing Director has endorsed a **written business plan** for Prosaw Australia that is consistent with its scope of registration and scale of operations and undertakes to update the said document whenever there is a substantial change in scope or scale.

The Managing Director will collect and analyse **stakeholder and client feedback** and satisfaction data on the services provided by Prosaw Australia and use this information to **regularly review policies and procedures**. This data will be used to annually update the Business Plan by way of dated addendums to the document.

Refund, Access, and Equity policies are outlined in the above Student Handbook.

The Managing Director undertakes to ensure compliance of the RTO with **Commonwealth, State & Territory legislation**, and regulatory requirements relevant to its operations is integrated into its policies and procedures and compliance is maintained.

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FINANCIAL MANAGEMENT

The Managing Director undertakes to ensure that the RTO complies with its financial management policies, to review regularly, and ensure sound financial management standards apply.

The Managing Director undertakes to ensure the currency of public liability, workers compensation, and professional indemnity insurance.

The Managing Director shall review the financial health of the RTO weekly, supervise the timely recording of financial data via MYOB or similar system, issue of invoices, and MUST personally authorise all expenditures. The annual accounts will be submitted annually to a Qualified Accountant for certification.

RECORDS MANAGEMENT

- Student information will be stored electronically with password protection on dedicated facilities held at the Head Office and at least one backup measure held off-site.
- Personal data will be recorded as soon as possible after arrival at this office in a form suitable for entry to AVETMISS compliance software.
- Administrative support Excel spreadsheets will be used to record;
 - Course Number,
 - Course Location,
 - Course Date,
 - Trainer/Assessor,
 - Student Name,
 - Student Number,
 - USI,
 - Units Enrolled,
 - Assessments Completed,
 - RPL units
 - Date Fees Paid,
 - Date Tracking Sheet Signed
 - Date of Release of SOA and/or Certificates and
 - Certificate Number.
 - This information will also be password-protected and backed up by at least one method.
- Student Checklist will be kept for each student listing;
 - Name
 - Location
 - Contact details
 - RPL processes and outcomes
 - Courses enrolled In
 - Resources emailed/posted and date
 - Enrolment form received and date
 - Assessment/s received and date
 - Tracking sheet completed by Trainer/Assessor and date
 - Statement/s of Attainment emailed/posted and date
 - Certificate emailed/posted and date

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- Tracking Sheet to be kept for each student listing;
 - Course Number
 - Location
 - Trainer/Assessor
 - Units Attempted
 - Assessments Completed and Result
 - Signed and dated by Trainer/Assessor
 - SOA and/or Certificates authorised by Trainer/Assessor

- Certificate and Statements of Attainment are to be released and distributed to Students no more than 30 days post final assessment for the Unit or Certificate is authorised by the relevant Trainer/Assessor unless there are outstanding fees owed to Prosaw Australia

- Student Enrolment and Qualification Records will be held for a period of 30 years with a least one backed-up copy being held off-site

- Records will be held in accordance with the Privacy Act 1988 as outlined in the Student Handbook.

CURRENCY OF TRAINERS/ASSESSORS

All Trainer/Assessors are required to maintain both Industry and Vocational Currency and report via the Trainer / Assessor Currency Profile form (with evidence attached) annually.

All Trainer/Assessors are required to provide to the RTO, to be held at the Main Officer, a Certified Copy of relevant qualifications and competencies.

VERSION CONTROLLED DOCUMENTS

A list of all Version-controlled documents will be listed in January of each year, and a schedule for updating documents compiled. These documents include all Training and Assessment Strategies, Teaching Resources, Policy Documents, and Handbooks.

This schedule will also contain notes on current / superseded units and relevant dates.

VALIDATION/MODERATION SCHEDULE

A rolling, five-year schedule of Validation and Moderation activities for all units delivered will be kept at the Main Office and the Schedule distributed to Staff in January of each year. Relevant Staff will also receive reminders 30 days prior to each moderation or validation meeting.

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