



# Course Participants Information Handbook

Please ensure you have read and understand all the contents of this handbook PRIOR to attending your course.

This handbook is to be read in conjunction with related policies and procedures available to you on the PARASOL website.

## SECTION 1: INTRODUCTION

Welcome to PARASOL - We are very pleased you have chosen us to provide your training and assessment.

At PARASOL, we offer:

- A safe and positive learning environment where you are valued irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs
- Educational support services that address your individual learning needs and meet adult learning principles
- Easy access to timely and accurate information about our and your obligations to legislation and regulations, which our standard policies and procedures clarify these are available on our website or via email on request
- Access to clear information about course requirements and the opportunities for Recognition for Prior Learning
- Quality training delivered flexibly to cater for your learning needs
- Fair, objective, helpful consultation and prompt feedback on your learning and assessment
- Prompt and considerate resolution of your concerns, appeals and complaints using a process that is easily accessible, fair and transparent
- Adequate, well designed, functional, clean and safe facilities that consider your learning needs
- Respect for the privacy and confidentiality of your dealings with us
- Evidence of your learning and assessment through the appropriate award of certification documentation relevant to the course undertaken and the guidelines of issue

## SECTION 2: GENERAL INFORMATION

### Information Provision

PARASOL ensures that all information supplied to prospective participants is accurate, relevant and up-to-date.

This information includes enrolment procedures, fees and refunds, consumer rights, access and equity principles, complaints and appeals procedures, expected course outcomes and arrangements for Recognition of Prior Learning (RPL) and credit transfer. You can contact us for any information with respect to your rights and obligations before you enrol, while you are undertaking a course or after the completion of a course.

Please refer to the information on our website or contact us for any information that you may require to ensure that you make an informed decision about your training and assessment needs.

PARASOL's marketing is accurate, ethical and responsible, and a true reflection of our services and your outcomes. We will ensure that all our participants are provided with information that is factual and relates to PARASOL products and services. We will not mislead or make inappropriate promises related to the training and assessment services offered.

### **Access and Equity**

PARASOL management and customer service staff provide educational support services to all participants to assist them to identify and achieve their desired outcomes. PARASOL is committed to providing training and assessment services to all participants regardless of race, religion, gender, sexual preference, socio-economic status or disability and applies the principles of equal opportunity to its activities.

PARASOL is committed to ensuring an equitable learning environment for all people, including your own workplace. Our commitment to equity is not simply because it is good business sense, but also because the fundamental principles upon which PARASOL functions are freedom, fairness and the fulfilment of our potential as individuals. ***Please refer to the Access and Equity policy on our website.***

## **SECTION 3: TRAINING AND ASSESSMENT**

PARASOL staff and management are committed to providing a learning environment that is conducive to a participant's success. We focus on using the most appropriate methods and resource materials to the learning and assessment needs of the participants and abide by the Adult Learning Principles.

### **Additional Support – Language, Literacy and Numeracy**

To enhance the participant's ability to achieve their desired outcome, we can provide additional learning support either directly or through arrangements with a third party.

Please contact us as early as possible to ensure that the appropriate support can be identified and provided to assist you in completing your course.

We do offer an LLN assessment under certain circumstances which will then be clearly addressed by an assessor and reasonable adjustments made to the delivery and assessment of the course materials to suit the requirements of the student.

***Please refer to the \*\*TBA of new title\*\* policies on our website.***

### **Assurance of Training**

PARASOL will do all that we can to ensure that wherever possible training will be delivered on the stated day/date unless there are unforeseen circumstances.

If the training course needs to be cancelled due to our operational needs a full refund will be offered or alternative training dates offered to participants.

### **Training Environment**

PARASOL will conduct its training in such a manner as to provide for the care and protection of participants, staff and visitors.

We provide all the necessary safety equipment, resources and systems, including consultative mechanisms and training programmes where required, to ensure all employees are aware of safe work practices and to provide them with the appropriate skills to observe those practices.

We are also committed to the care, wellbeing and protection of children, young and vulnerable people, and we operate within the various legislation related to each jurisdiction.

***Please refer to the Safety & Risk Management and the Environment or the Working with Children, Young and Vulnerable People policies on our website.***

### **Participants and Client entry requirements**

PARASOL will ensure that participants are informed in advance of any prerequisites or entry conditions required to be met before their chosen training is undertaken, and if necessary, what materials and equipment they need to provide to complete the training and assessment.

### **Effective Assessments**

PARASOL ensures all assessments conducted meet the Principles of Assessment and Rules of Evidence and are reliable, flexible, fair and valid as required under the RTO Standards of 2015.

The process is focused on ensuring that all the knowledge and performance requirements for the unit are achieved. Reasonable adjustments will be made to the process so that individuals are not disadvantaged.

However, assessment modifications must not compromise the competence requirements as per the Training Package outlines.

Every participant has the right to appeal against an assessment decision and appeals to be lodged within 28 days of the initial assessment. ***Please refer to the Complaints and Appeals policy on our website***

### **Recognition of VET and AQF certification**

PARASOL recognises, accepts and will credit previous training evidence of a VET authenticated transcript issued by another RTO or AQF authorised issuing organisation. Original documents to be sighted or certified copies supplied.

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

RPL is available to you when you register for training with PARASOL. Procedures and fees vary per the qualifications or units of competency you wish to apply for.

RPL processing is systematic and utilises the principles of assessment and rules of evidence as per the RTO Standards of 2015.

RPL will be granted where sufficient evidence of competence and/or demonstrated experience and capability for an entire unit of competency is provided to meet the requirements of the relevant training package or accredited course.

The PARASOL RPL process requires the applicant to complete a full RPL kit and supply appropriate explained documentation, evidence and knowledge/skills demonstration within the kit. Third Party Reports may also be requested in some of the qualifications for additional evidence.

An applicant who is dissatisfied with the results of the RPL process may appeal against the decision within 28 days of the initial assessment.

***Please refer to the Mutual Recognition policy on our website.***

### **Complaints and Appeals**

A fair and impartial complaints and appeals process is available to participants of any course conducted by PARASOL or its Third-Party Providers.

This includes the quality of products, services and operational systems including legislative and regulatory compliance of practices and personnel.

We respect your right to submit complaints about the RTO trainers & assessors, staff, third party providers and other participants as well as appeals against assessment decisions all.

***Please refer to the Complaints and Appeals policy on our website.***

### **AQF Certifications**

PARASOL will ensure that AQF certification documentation (provided all fees are paid) is issued to participants in accordance with the relevant regulatory RTO standards and within 30 days of the course being completed. Records of certification documentation are accessible to past and current participants.

## Other courses and training

PARASOL confirms that a Certificate of Attendance is issued within the required timeframe for other courses and training meeting specific jurisdiction requirements. Please note that some courses may have mandatory requirements for attendance and completion within a stipulated timeframe.

Your course information factsheet will provide those conditions related that that course.

***Please refer to the Issuing of Certificates policy on our website.***

## UNIQUE STUDENT IDENTIFIER (USI)

PARASOL has a compliant system which links participants Vocational Education and Training (VET) achievements after January 2015 with their online Unique Student Identifier (USI) record as part of the Australian Government Initiative.

You will be required to detail your USI on our enrolment form/s.

Please ensure that you include your birth name and date of birth so that we can proceed with USI verification, which will then allow us to generate your AQF certification documentation at the completion of your training and assessment.

***Please refer to the information handout on our website for more details relating to the USI.***

## Cancellation and Fee Refunds

If fees are paid to PARASOL prior to the commencement of a course and an individual is unable to attend the course, a full refund will be given provided **72 hours' notice** is given prior to the course commencement.

PARASOL provides a cooling off period of seven (7) days during which a participant who has enrolled and paid for training, can decide not to attend for any reason – *this only applies if the course/training booking is at least 10 business day ahead.*

They can withdraw as per the requirements of the Policy and receive a full refund, after this period a full refund is not guaranteed.

Participants fees paid in advance are protected by PARASOL by applying fee protection measures.

***Please refer to the Cancellation and Fee Refunds policy on our website.***

## SECTION 4: RTO OPERATIONS

### Quality Control and Continual Improvement

PARASOL aims to continuously improve all areas of its operations, including customer service, training and assessment materials and delivery and professional development of staff.

PARASOL regularly seeks feedback from participants about their experience and satisfaction of our products and services. This information is gathered either electronically upon completion of your training and assessment or through a feedback form on the day of your training.

The content is analysed, collated and reported on as per our obligations under the RTO Standards of 2015.

Our management systems and applications undergo audit and certification by ASQA (Australian Skills Quality Association); ISO9001, and by other regulated bodies for whom we deliver training.

### Privacy and Confidentiality

PARASOL is committed to protecting the privacy of participant's accordance with the Privacy Act (1988) we adhere to Australian Privacy Principles.

This means that all personal Information collected, stored, used and disclosed in the provision of all services and products is managed in a manner that protects your interests. Your information is not disclosed to a third party for direct marketing purposes, but it may be shared with Australian state and government authorities in accordance with the ASQA regulations.

As part of its continuous improvement process, PARASOL will maintain an internal audit program to ensure its standard policies remain appropriate and that PARASOL operates in compliance with those principles and policies.

***Please refer to the Participant Privacy and Continuous Improvement policy on our website.***

### Record Keeping

PARASOL maintains complete and accurate record keeping procedures of participant's attendances, progress, and payments made. We adhere strictly to the provisions of the Privacy Act and the Information Policy Act. Participants have access to their records. Contact us for information about how you can access your records.

## **Financial Standards**

PARASOL has policies and management internal review strategies in place to comply with the Financial Viability Risk Assessment Requirements (effective under the RTO Standards April 1, 2015) to demonstrate financial viability.

## **Legislative Compliance**

PARASOL management and staff conducts periodic review to ensure that it is compliant with all State and Federal Legislative requirements for RTO's, including but not limited to Work Health and Safety, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training Legislation.

## **SECTION 5: CONTACT INFORMATION**

Please contact us if there is a change to your personal information so that we are assured that any course related information and certification reach you in a timely manner.

### **Enrolment matters & course information enquiries about your training**

PARASOL EMT Pty Limited

Unit 17 Molonglo Mall

FYSHWICK ACT 2609

Phone: 1300 366 818

Fax: 1800 000 666

Email: [canberra@parasol.edu.au](mailto:canberra@parasol.edu.au)

Web: [www.parasol.com.au](http://www.parasol.com.au)