



PRO LEADERS
ACADEMY

Participants Handbook

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About this document

Thank you for choosing Pro Leaders Academy Pty Ltd as your training provider and for allowing us to play a role in your learning journey. We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

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

For more information or enquires about any of the content in this handbook, please contact Pro Leaders Academy on 1300-000-752 or by email at training@proleaders.com.au.

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Table of content

About Pro Leaders Academy Pty Ltd	5
Our compliance to industry standards	5
Our service commitment	5
Our training programs	5
Client Rights and Responsibilities	6
Administration	6
<i>Change of personal details</i>	6
<i>Learning materials</i>	6
<i>Learner support services</i>	6
Mentoring & guidance.....	6
Centrelink	6
Language, Literacy Numeracy	6
Special needs	7
Making the most of your training	7
During training sessions	7
<i>Security</i>	7
<i>Mobile phones</i>	7
<i>Attendance</i>	7
<i>Punctuality</i>	8
<i>Behaviour</i>	8
Respect for others	8
Misconduct.....	8
Disciplinary processes	9
<i>Dress & hygiene requirements</i>	9
<i>Duty of care</i>	9
<i>Breaks</i>	9
<i>Assessment</i>	10
Assessment malpractice	10
<i>Evaluation and Feedback</i>	10
Course Information.....	11
Accredited Training Programs	11
<i>Competency</i>	11
<i>Evidence</i>	11
<i>Language, Literacy and Numeracy</i>	12
<i>Course assessment</i>	12
Principles of assessment.....	13
Rules of evidence and assessment	14
Presentation of assessments/assignments	14
Assessment results	14
Reasonable adjustments	15
Extensions for assessment	15
Course Fees	15
Cancellation & Transfers	15
<i>Enrolment cancellation/withdrawal/deferral/amendment</i>	15
<i>Client transfers</i>	15
<i>RTO cancellation of courses</i>	16
Certificates.....	16
<i>Types of certification</i>	16

<i>Issuance of certificate</i>	16
Course delivery	17
<i>Flexible delivery</i>	17
Recognition.....	17
<i>Recognition process</i>	18
<i>Recognition decision</i>	18
<i>Mutual recognition</i>	19
Trainer and Assessors	19
Client Enrolment	20
Tentative Enrolments	20
Enrolment Confirmation.....	20
Client Selection.....	20
Client Records	21
Policies	22
Refund Policy	22
<i>Commencement dates</i>	23
Access and Equity	23
Appeals.....	23
<i>Grounds for an appeal</i>	24
<i>Appeal process</i>	24
<i>Appeal outcomes</i>	24
Complaints.....	25
<i>Lodging a complaint</i>	25
<i>Complaint resolution</i>	25
Equal Opportunity.....	26
<i>Rights and Responsibilities</i>	26
<i>Discrimination</i>	26
<i>Harassment, Vilification and Bullying</i>	27
Harassment	27
Vilification.....	27
Bullying	28
Sexual harassment.....	28
<i>Complaints</i>	28
Privacy.....	28
Workplace Health and Safety (WHS)	29
<i>Duty of Care</i>	29
<i>Accidents, Injuries and Near Misses</i>	30
<i>Investigating incidents and accidents</i>	30

About Pro Leaders Academy Pty Ltd

Pro Leaders Academy Pty Ltd, or Pro Leaders for short, is a leader in the field of business education and training with over 30 years of experience in business, management, project management, procurement, contract management, and leadership development within government, private organisations, and not-for-profit organisations. We aim to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Our approach to education and training is based on experience and our commitment to comply with the industry standard Australian Quality Training Framework (AQTF) to ensure our qualifications are nationally recognised at the highest recognition level. Our approach to training is highly effective to ensure the best practical use of skills learned and to maximise a student's competency.

For specific details of the qualifications that we have on our scope, please visit Training.gov.au.

Our compliance to industry standards

We are a registered training organisation (RTO) registered with the VET regulator, and as an RTO, Pro Leaders is bound to comply with the *Standards for Registered Training Organisations (SRTOs) 2015*. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Our service commitment

Pro Leaders is committed to providing quality training and assessment services to its learners.

We aim to:

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

Our training programs

Pro Leaders delivers a range of training programs, both accredited and non-accredited courses, which we conduct as public courses or customised for clients and industry. Our training programs aims to develop both skills and knowledge by using a holistic approach to learning that will ensure clients' needs are met and that the training materials are practical with concepts that are easy to grasp.

Our training programs are endorsed by industry groups, such as the Australian Institute of Project Management (AIPM) and are approved by both State and Commonwealth Government.

Client Rights and Responsibilities

Pro Leaders conducts training courses at various client venues and on our own premises to suit our client's needs, course types and our student's learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients:

Administration

Change of personal details

Clients are required to ensure their personal details recorded with Pro Leaders are up-to-date at all times. Should your circumstances or details change please update your record through your client login account.

Learning materials

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

Learner support services

Pro Leaders understands that there may be times when personal issues may affect your ability to undertake your training. We have identified a number of support services for clients who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring & guidance

Pro Leaders can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken.

These may include:

- Youth allowance;
- Austudy payment;
- Newstart allowance;
- ABSTUDY; and
- CentrePay.

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

- Email: <http://www.readingwritinghotline.edu.au/>
- Phone: 1300 655 506

Adult Migrant Education

- Email: <https://www.education.gov.au/adult-migrant-english-program-0>
- Phone: 13 38 73

Public Libraries

Find your closest library at <https://www.nla.gov.au/libraries>.

Special needs

Clients intending to enrol for training with Pro Leaders are requested to advise us prior to enrolment if they have any physical or other impairment, e.g. English language, literacy or numeracy difficulties, dyslexia, etc., that may adversely affect their ability to successfully undertake training and assessment.

Clients with disabilities or impairments are encouraged to discuss with the Chief Executive Officer or Chief Operating Officer about any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies. The Chief Executive Officer or Chief Operating Officer, in collaboration with the client, will assess the potential for the client to successfully complete the training, including flexible delivery options to optimise the ease and benefit of the client's learning.

Making the most of your training

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

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

During training sessions

Security

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

Mobile phones

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

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to be in attendance for all training sessions. All classroom sessions are designed to provide clients the essential knowledge and skills

required for relevant units of competency. It is expected however that clients will undertake additional reading and research.

It is expected that clients arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the facilitator/assessor before the class commences. If you are absent from class, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or activity, please advise your facilitator/assessor or Pro Leaders administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other clients and the facilitator/assessor, all clients must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other clients and the facilitator/assessor.

Behaviour

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Respect for others

It is expected that the behaviour of everyone in the learning environment ensure a positive learning experience. Respect for other clients and the facilitator/assessor is expected. Pro Leaders retains the right at all times to remove disruptive clients from the training environment.

Other expectations:

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

Misconduct

Misconduct includes:

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

Disciplinary processes

Pro Leaders may implement client discipline processes should a client be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

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

Dress & hygiene requirements

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

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

Duty of care

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

Should you be involved in an accident during the training session, which results in personal injury and/or damage to equipment or facilities, please notify your facilitator/assessor immediately.

If you have a personal health condition which may become critical while attending training, please advise Pro Leaders before commencing the course. All information will be treated in strict confidence and is only required so Pro Leaders can provide support or treatment should an emergency arise; and

Emergency procedures and exit plans, when executed in an emergency, must be followed.

Each client has a duty to:

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

Breaks

The facilitator/assessor will advise of timing for all breaks. Typically, the following break duration have been allocated, however they may vary:

- Morning tea – 15 minutes;
- Lunch – 45 minutes; and
- Afternoon tea – 15 minutes.

Assessment

All assessments must be submitted by the due date or at the end of the assessment period of the course. If you are having difficulties completing an assessment, you should discuss it with your facilitator/assessor well in advance of the due date to allow the facilitator/assessor time to offer support or grant additional time.

Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

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

Assessment malpractice includes:

- **Cheating** – All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** – Collusion is the presentation of work as the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.
- **Plagiarism** – Copying from a published work, including from the internet, without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This will also include systematic re-wording or changing key nouns and verbs. Please follow appropriate referencing guidelines to correctly reference external material.

Evaluation and Feedback

Pro Leaders values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

We have developed feedback forms for you to provide feedback. Thank you in advance for your comments.

Course Information

Accredited Training Programs

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

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency that can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages that can be viewed at www.training.gov.au.

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

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

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

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

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

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

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, your qualifications

and your current and previous experience. Evidence can take many forms and you will be required to present more than one piece of evidence.

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

- Specific assessment tasks set by your Assessor;
- Observation reports;
- Certificates and awards;
- Examples of work completed or special projects;
- Current licenses;
- Position descriptions and performance reviews;
- Third-party reports;
- Question responses; and
- Tests.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard;
- Understand why the job should be done in a particular way;
- Handle unexpected issues or problems;
- Ability to perform a task and be aware of the occupational health and safety requirements;
- Ability to work with others;
- Know the workplace rules and procedures.

We will provide you with the appropriate assessment tools to set out the exact requirements for evidence for each unit/module.

Language, Literacy and Numeracy

Each Training Package sets minimum requirements for language, literacy and numeracy skills of participants, with which Pro Leaders must abide.

We make appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment. Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. We can assist in providing this additional development prior to completing enrolment into vocational skills.

Course assessment

There will be assessment tasks set for each course irrespective of the learning mode. Assessment activities and expectations will be explained to clients and are outlined within their learner/assessment resources. Many courses require assessments to be completed by the end of the course, as workplace performance is essential in competency-based learning.

Assessment is an integral part of your learning to successfully complete the course and gain certification. The assessment process will be explained at orientation and throughout your program and assessors are also available to you if you have any questions. It is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program, you will be assessed on your gained knowledge and skills to achieve the qualification. Your facilitator/assessor is required to ensure that the assessment tasks you undertake meets the national principles of assessment and rules of evidence (see table below for more information).

Various assessments tasks/activities that may be involved includes, but is not limited to:

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

Certification will only be awarded to clients who successfully complete all assessment requirements for a course. Pro Leaders is required to meet stringent quality requirements in the conduct of all assessments. We have carefully constructed and developed assessment resources to meet these quality requirements, including ensuring the materials are user-friendly.

Principles of assessment

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

Valid	<p>Any assessment decision of the RTO is justified and based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> ▪ Assessment against the Unit/s of Competency and the associated assessment requirement that covers the broad range of skills and knowledge essential to competent performance; ▪ Assessment of knowledge and skills that are integrated with their practical application; ▪ Assessment to be based on evidence and that the learner can demonstrate these skills and knowledge in other similar situations; ▪ Judgement of competence is based on evidence of learner performance that is aligned to the Unit/s of Competency; and ▪ associated assessments requirements.
Reliable	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> ▪ Reflecting the learner's needs; ▪ Assessing competencies held by the learner irrespective of how or where they have been acquired; and ▪ Drawing from a range of assessment methods and using those that are appropriate to the context, the Unit of Competency, associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take the individual learner's needs into consideration. The RTO will inform the learner about the assessment process and will provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>

Rules of evidence and assessment

Pro Leaders is required to ensure that all evidence, as provided by our clients, will be used as proof of their competency and that they meet the following "rules of evidence".

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

Presentation of assessments/assignments

All assessments should be typed or handwritten however handwriting must be clear and easy to read.

If you are mailing an assignment, it must be received by the due date. All assignments are registered as they are received. Pro Leaders does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.** We endeavour to assess all assessments within 10 working days of receipt.

Clients are entitled to one resubmit assessments. If the re-submissions are still deemed Not Yet Competent (NYC) then clients may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Clients must re-enrol in the course again, paying the full course fee of the day.

Assessment results

Clients have access to their own learning accounts that will indicate the assessments undertaken and the Units of Competency that the individual has attained. Results of assessment are provided to clients as soon as is practical. These results are available through your client login account.

Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the client is received in advance.

Results of assessments are against each Unit of Competency completed to show the client is:

- Competent (C); or
- Not Yet Competent (NYC).

Reasonable adjustments

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

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

Extensions for assessment

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

Course Fees

Pro Leaders have developed a fair and equitable process for determining course fees, refunds and payment options.

We accept various methods of payment for course fees, including cash, Visa, MasterCard, Direct Deposit or PayPal. Course fees for public courses are payable in advance and enrolments are considered tentative until payment is received. Payments under client agreements or contracts will be made as per the agreed methods and timeframe.

Fees for qualification programs may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Cancellation & Transfers

Enrolment cancellation/withdrawal/deferral/amendment

Clients who wish to withdraw/cancel/defer/amend their course enrolment are required to complete a **Course Withdrawal Amend** form. Please make a request at training@proleaders.com.au.

Client transfers

Pro Leaders can provide the following types of transfers:

- **Transfer to another “Course date”** – Clients are able to transfer to another course date, providing they make a request in writing at a minimum of two weeks in advance to the start of the enrolled course. Please note, this transfer is subject to course availability.
- **Transfer to another “Course”** – Should a client wish to transfer to another course, a request in writing must be provided at a minimum of two weeks in advance to the start of the enrolled course. Please note, this transfer is subject to course availability.
- **Transfer to another “Delivery mode”** – Should a client who is enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing at a minimum of two weeks in advance to the start of the

enrolled course. Where a student does not provide advanced written notice or provides notice within 2 weeks of the start of the enrolled course, then the student shall forfeit the full course fee.

An administration fee may be applicable for all transfers to another course delivery mode. Please note, this transfer is subject to course availability.

- **Transfer to another “Client”** – Prior arrangements made no later than two weeks prior to the course, may allow the transfer to another client. An administration fee is applicable for all transfers to another client.

RTO cancellation of courses

Pro Leaders reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients already booked in these courses will be notified as soon as practical.

If a course is cancelled, a full refund of all monies paid by a client for the course will be made within seven (7) days. We have financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Pro Leaders Academy Pty Ltd.

Certificates

Types of certification

Certificates can only be awarded by Pro Leaders Academy Pty Ltd in accordance with our approved qualification scope.

In general, there are four types of certificates that are issued by Pro Leaders Academy Pty Ltd:

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency that makes up the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. This is issued when a client is deemed competent in one or more Units of Competency, with a minimum achievement for an SOA of one Unit of Competency. You can request an SOA at any time during your training if you meet the all requirements of the Units of Competency.
- **Record of Results** – A record of your results will generally accompany a qualification or an SOA issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document will provide a listing of all Units of Competency and their respective results achieved for the qualification.
- **Certificate of Attendance** – this certificate is issued for the completion of non-accredited training when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Issuance of certificate

Certificates cannot be sent to your employer and will only be posted to clients at their nominated postal address as shown in their client login account and during enrolment. The onus is on the client to ensure their address details are correct. Please contact Pro Leaders if your address requires updating.

Certificates will not be sent to other parties, without the expressed prior written consent from the client. Please note that duplicate or replacement copies of certificates may incur a fee.

Course delivery

Pro Leaders will ensure the following resources are in place for each course:

- Facilitator/assessors hold the relevant qualifications and experience;
- Course materials and assessment requirements are made available;
- All necessary copyright authorisations as documented and approved; and
- Appropriate equipment and facilities are in good working order.

Where training equipment and facilities are offered by the client on client site, it is not Pro Leaders' responsibility to ensure it will meet the facilitator or the course's need.

Training and assessment methods used by Pro Leaders shall meet specific quality requirements, where practical, and are chosen to best suit the Unit of Competency, while giving consideration to the learning style of the client. The provision of training will often include a blended approach with a combination of on and off-the-job methods. A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations;
- audio/visual presentations;
- group participation/discussions;
- facilitator instructions;
- practical activities;
- self-paced activities;
- individual projects;
- workplace-based training; and
- case studies.

Flexible delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience and outcome for the client. This means that the client has greater control over what, when and how they learn.

Pro Leaders offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses includes:

- classroom/face-to-face;
- video conferencing into the classroom;
- workplace-based, where available;
- online, where available
- Recognition of Prior Learning (RPL); or
- a combination of these.

Pro Leaders offers a video conferencing option to cater for clients who live in remote areas or those who are unable to easily attend a classroom to undertake learning.

Recognition

Recognition is the acknowledgement of prior learning and experience, and the collective term that includes:

- Recognition of prior learning (RPL);

- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without having to complete the training.

Pro Leaders believes that no learner should be required to undertake a Unit of Competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

We aim to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who feel they already possess the competencies identified in all or part of any course/qualification offered by Pro Leaders may seek recognition.

If you think you have the necessary knowledge and skills that meets the requirement of a Unit(s) of Competency or a qualification at the required standard then you should contact us on 1300-000-752 to discuss.

Recognition process

Recognition is a method of assessing if you have evidence of competency for a particular Unit of Competency that you are enrolled in. It is important to remember that recognition is an **assessment process** and not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies attained by a client through:

- previous formal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the assessor. Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you prior to assessment. Any evidence that are submitted must be your own word. Any part of the work that belongs to other people must provide formal acknowledgement and advise us upon submission.

Recognition decision

Irrespective of the type of evidence submitted, the assessor must be confident that the evidence will meet the following criteria:

- Full requirements of the Unit/s of Competency;
- Any regulatory requirements;
- Is authentic and that it is your own evidence;
- You can perform the competency consistently and reliably;
- They are at the level of standard expected in industry and as set out in the Australian Qualification Framework (AQF); and

- There is sufficient evidence to make a judgment.

Pro Leaders is committed to ensure all judgments made by assessors against the same competency standards are consistent. The assessor will examine the evidence that you have presented and then make a judgment on that evidence that will either be:

- Competent (C) – you have been deemed competent against all the requirements of the Unit/s of Competency; or
- Not Yet Competent (NYC) – you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt, however, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please speak to your assessor if you have any concerns.

For further information on recognition, please see Pro Leaders' **Recognition Policy** at <https://proleaders.com.au/policies/>.

Mutual recognition

Pro Leaders will recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. Clients are required to formally apply for Mutual Recognition. When a student receives mutual recognition, they are not required to undertake learning in the specific units as they will be exempt.

Trainer and Assessors

All trainers and assessors are qualified in training and assessment and the vocational area with which they are delivering. They have both practical knowledge and experience and maintain their currency in industry through their associations with the relevant industry groups or current work experience.

Client Enrolment

To enrol in a training program simply visit our website or contact the Administration Office on 1300-000-752 or email us at training@proleaders.com.au. We will send you an enrolment form and information about the course. Simply complete the enrolment form and return to us, either by email or post, with payment. Enrolments will be considered tentative until payment has been received.

Enrolments must be received no later than 72 hours prior to the course commencement to be included in the training. Once we receive your enrolment, an interview may be scheduled. At this interview, you will:

- Discuss the course in detail;
- Discuss undertaking a training program;
- Confirm the fees you will have to pay; and
- Complete a Language, Literacy and Numeracy test, where required, to determine your learning needs.

Tentative Enrolments

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

Enrolment Confirmation

All clients will receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Client Selection

Pro Leaders shall select clients at all times in an ethical, fair and responsible manner using various methods. We are committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Therefore, selection into a training program is based upon the applicant's ability to:

- satisfy appropriate funding body entry criteria;
- meet any pre-requisite qualifications or work experience; and
- meet any age requirements that may be in place for a particular course.

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

If a training program is fully booked at the time the client enquires about enrolment into that particular training program, they will either be placed on a wait list or offer a place on a date where there are vacancies. Clients on the wait list are given priority, should a place become available, providing they have the appropriate level of language, literacy and numeracy. Enrolments are strictly on a first-in, first-served basis.

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

Client Records

Pro Leaders maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertake, and the outcomes of those training. This file is available to you upon formal request in writing.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure location. Only Pro Leaders' personnel, who require access to your file for training and administration purposes can access it. No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records, simply email us with your formal request at training@proleaders.com.au.

Policies

Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the following refund policy. Pro Leaders will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

With regard to all withdrawals, we will firstly encourage a client to enrol on another course date or course, prior to processing refund applications. Written request of withdrawal from a training program must be provided by a client to apply for a refund for monies paid. A Refund Form will be send to you for completion and refund payments will be made within seven (7) working days of application for a refund.

There is no refund applicable where a client has commenced their course/unit and there is no refund to clients who do not obtain their qualification after assessment if they are deemed Not Yet Competent. There is no refund for Recognition of Prior Learning assessments after enrolment, where recognition resources and services have been supplied to the client.

Pro Leaders does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client. We provide a full refund to all clients, should there be a need for Pro Leaders to cancel a course. In the first instance we will, where possible, provide an opportunity for the client to attend another scheduled course. If Pro Leaders cancels a course, clients do not have to apply for a refund, we will process the refunds automatically.

Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, thirty (30) business days or more prior to the course commencement.	100% of the course fee paid by the client.
Client withdraws	In writing, a refund will be made if cancellation occurs between 29 and 10 business days before course commencement.	50% of the full course fee (regardless of how much the client has already paid)
Client withdraws	In writing, a refund will be made for cancellations up to the day before the course.	25% of the full course fee (regardless of how much the client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdraws	No refund will be paid for a cancellation occurring on the day the course commences or after the commencement of the course.	Nil Refund
Client withdrawn from the course by Pro Leaders	After course commencement, the client has been suspended or expelled due to inappropriate behaviour.	Nil Refund
Course cancelled by Pro Leaders	Prior to course commencement.	100% of the course fee (paid by the client)

Even If the client is being invoiced by instalments, they will remain financially obligated to Pro Leaders for the full course fee unless we decide, in our absolute discretion, to waive any unpaid instalments. Where our refund and cancellation arrangements impose undue financial hardship on a client, the client may make a written application for special consideration of their circumstances. Pro Leaders will consider such applications and may waive the cancellation fees at the sole discretion of the Director of Pro Leaders Academy Pty Ltd.

Refunds for the cancellation of enrolments for full qualifications are subject to the following refund formula:

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation.	\$150.00 per qualification
Unit Fee – Course Commenced	For all individual units commenced/attended/completed from within the qualification or training stream.	Full Unit fee paid by the client is not refundable. Nil Refund.
Unit Fee – Course Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification or training stream.	Full Unit fee paid by the client is refunded

Commencement dates

- Please note commencement for online courses is the date that the training materials was made available to the client.
- Commencement date for a classroom-based learning mode is the first day of the course.

Access and Equity

Pro Leaders is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to provide them with a positive learning environment to achieve success. We will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

We abide by Equal Opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief. All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Pro Leaders' **Access & Equity Policy** at <https://proleaders.com.au/policies/>.

Appeals

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

Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal. Pro Leaders strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Grounds for an appeal

Valid grounds for an appeal against an assessment decision, where the client feels the assessment decision is incorrect or unfair, could include the following:

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

Appeal process

The appellant must provide detail of their appeal in writing and all appeals must be lodged within seven (7) calendar days of the date of the assessment result notification to the client. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

The principles of natural justice and procedural fairness are adopted at every stage of the appeal process. Every appeal is heard by a suitably qualified independent assessor or panel, whom will be asked to make an independent assessment of the application. All appeals are acknowledged in writing and finalised as soon as practicable. Pro Leaders may charge a fee for the appeals process where an external assessor is engaged, and all costs incurred will be payable by the appellant.

If the appeal process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third-party for review, at the request of the appellant. All costs incurred for the third-party review will be payable by the appellant.

Where the appeal takes in excess of 60 calendar days to finalise, we will inform the appellant in writing to provide the reasons why taking more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.

For further information, see Pro Leaders' **Appeals Policy** at <https://proleaders.com.au/policies/>.

Appeal outcomes

Appeal outcomes may include:

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

For further information, see Pro Leaders' Appeals Policy at <https://proleaders.com.au/policies/>.

Complaints

Pro Leaders has a fair and equitable process for dealing with client complaints. All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided, including through a third-party provider, or the behavioural conduct of another learner.

For further information, see Pro Leaders' **Complaints Policy** at <https://proleaders.com.au/policies/>.

Our principles include:

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially;
- Complaints will be resolved on an individual case basis, as they arise;
- All complaints are acknowledged in writing and finalised as soon as practicable;
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially, if applicable; and
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.

Lodging a complaint

Informal complaints, where the seriousness is not severe or does not impact on the complainant or other learners, then please use our informal approach by speaking to the facilitator/assessor or to the Pro Leaders Administration team at training@proleaders.com.au.

Formal complaints, that is of a serious and detrimental nature to the complainant and/or other learners, then please request for a formal **Complaints Form** at training@proleaders.com.au and then submit them to the Director, Chief Executive Officer and Chief Operating Office at mgt@proleaders.com.au. Once we receive your **Complaints Form** will the process begin.

All complaints will be handled as In-Confidence and will not affect or bias the progress of the client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Complaint resolution

The complaint resolution process is based on the understanding that no actions will be taken without consultation with the complainant and respondent, using a process of discussion, cooperation and conciliation. The process emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.

Final decisions will be made by the Director of Pro Leaders Academy Pty Ltd or an independent party to the complainant. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, then the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be payable by the complainant.

If the complaint takes in excess of 60 calendar days to finalise, Pro Leaders will inform the complainant in writing providing the reasons why taking more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

Equal Opportunity

Pro Leaders is committed to Equal Opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

We have a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Pro Leaders is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. We are also committed to provide a work and study environment free from harassment, vilification and bullying, and we support the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Pro Leaders will:

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

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

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, then Pro Leaders Academy Pty Ltd should be contacted immediately.

As a client of Pro Leaders Academy, you have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refusing to join in with these types of actions and behaviours;
- Supporting the person in saying 'no' to these behaviours; and
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

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

Both direct and indirect discrimination are against the law:

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

Harassment, Vilification and Bullying

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

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

Harassment

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

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

It is unlawful for a person to harass another person due to a relationship or an association with a person of a particular race, gender, marital status, disability, homosexuality, transgender or age.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person. Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. It can occur when power is used incorrectly.

Examples of harassment include:

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

Vilification

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

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

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

Sexual harassment

Pro Leaders will not tolerate sexual harassment in the learning or work environment. We deplore all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

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

Forms of sexual harassment

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

Examples of sexual harassment include, but are not limited to:

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

Complaints

All complaints regarding Equal Opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

For more information about our complaints process, please refer to our **Complaints Policy** at <https://proleaders.com.au/policies/>.

Privacy

Pro Leaders abides by the *Privacy Act 1988* and respects clients, contractors and employees’ rights to privacy. As an RTO, Pro Leaders Academy Pty Ltd is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients may only access their own records, by written request to confirm identification.

We collect information from clients upon initial enquiry in order to send course information, at enrolment, and during the provision of the training and assessment services. Pro Leaders may use personal information to advise clients of upcoming events and training course, for marketing and



research purposes. In addition, feedback on services provided through surveys are collected and used for internal purposes for business improvement. This feedback assists us to improve the quality of the services and training, and they are treated confidentially. We will only disclose information to other parties, as required by law, by the owner's request, or as otherwise allowed under the *Privacy Act 1988*.

For further information, see Pro Leaders' **Privacy Policy** at <https://proleaders.com.au/policies/>.

Workplace Health and Safety (WHS)

Pro Leaders is committed to provide a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our company. We are committed to implement, maintain and continuously improve work health and safety in all of our facilities and operations.

We encourage all persons to regard accident prevention and safety as a collective and individual responsibility. Pro Leaders recognises its responsibility under the Workplace Health and Safety and related regulation, and we are responsible for ensuring the health and safety of staff, clients, contractors and visitors.

This includes:

- Providing and maintaining safe plant, equipment and systems of work;
- Providing, monitoring and maintaining systems for safe use, handling, storage and transportation of plant, equipment and substances;
- Maintaining the workplace in a safe and healthy condition;
- Providing adequate facilities to protect the welfare of all staff and clients;
- Providing information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles;
- Providing information, where relevant, to clients, allowing them to learn in a safe manner;
- Checking WHS system compliance via ongoing auditing; and
- Integrating continuous improvement into WHS performance.

Duty of Care

Pro Leaders is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are as follow:.

Pro Leaders Academy Management:

- Responsible for the effective implementation and regular review of their [WHS policy](#);
- Must observe, implement and fulfil responsibilities under Australian legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice;
- Must ensure that the agreed procedures for regular consultation between management and staff are followed;
- Monitor the WHS management policies and procedures with outcomes of WHS monitoring used to help maintain appropriate risk controls. The effectiveness of these risk controls and the monitoring and review processes are linked to Pro Leaders' Continuous Improvement processes; and
- Responsible for ensuring that a WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty of care to themselves and others;
- Have a responsibility to cooperate and participate in all WHS processes;

- Have a responsibility to comply with relevant Pro Leaders' WHS management system policies and procedures;
- Must not bypass or misuse systems or equipment provided for WHS purposes; and
- Must report any unsafe conditions which come to their attention to Pro Leaders.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. Please speak to your facilitator/assessor or Pro Leaders administration personnel to report any issues. We will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as practical and we will conduct an investigation to reasonably prevent a recurrence. Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

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

Investigating incidents and accidents

Pro Leaders is responsible for investigating incidents and accidents that occur during our training sessions, within our own training facility and will participate with investigation on client site. Following the report of an incident or near miss/accident, and after first aid and other injury management processes have been implemented, Pro Leaders will immediately undertake an investigation.

The process for investigations may include.

- Interviewing all persons involved in the accident or incident and any witnesses;
- Using the risk management approach to help understand the underlying hazards that may have or did cause the incident or accident, and whether controls failed, were insufficient or were absent;
- Listening to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future;
- Analysing results of investigation and document recommended courses of action for evaluation by Pro Leaders; and
- Once action is approved, communicate outcomes and planned actions with the persons involved in the investigation.