



Student  
Handbook

Version 1.0



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# Student Handbook

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## Introduction

Progressive Diagnostics Pty Ltd is a Registered Training Organisation (RTO) providing workplace training based on nationally recognised Units of Competency. This handbook relates to our role as an RTO and its purpose is to provide information to prospective learners, employers or other interested parties to ensure they are fully informed about the training and assessment Progressive Diagnostics Pty Ltd provides.

As an RTO we are required to provide information about our policies and procedures to clients and learners before enrolment—this Student Handbook does that, and tells you a little about the services we provide and what we expect from our learners. Please ask our staff if you need further clarification or have any questions.

Progressive Diagnostics offers training and education services across Australia to organisations wishing to increase personnel competencies related to Drug and Alcohol Testing.

Our practical training environment closely resembles the workplace and learners can become competent with practical ‘hands on’ activities.

## Commitment

As an RTO we have agreed to abide by the principles of the Australian Quality Training Framework. As such we are committed to providing a quality service with our focus being on continuous improvement. All students and employers are encouraged to provide feedback about any issue.

Progressive Diagnostics also undertake regular reviews of our RTO Management system and provide opportunities for our staff to undertake professional development and to provide feedback to our management to improve our RTO operation.

## Occupational Health and Safety

Progressive Diagnostics is committed to creating and maintaining a safe and healthy working environment for all its students. As a result, all students will initially receive a site safety brief which will include as a minimum the following:

- Expectation that students will comply with all lawful instructions;
- Reporting of incidents;
- Behaviour (equity and diversity, language, harassment etc.);
- Fire evacuation procedures;
- Not endangering others’ health and safety; and
- Amenities (toilets, smoking area, lunch room).

## Summary of Policies and Procedures

Some of our RTO policies and procedures are summarised on the following pages. You can get further information from our RTO Head Office or your trainer.

## Selection and Admission

Each of our nationally recognised courses include entry requirements that students must meet, these are outlined in the detailed course information on our website. Some courses also have Numeracy and Literature requirements; please refer to section 7 below for further information.

Course students are to comply with their employer stated Fitness for Work policy whilst attending any training course. Progressive Diagnostics trainers reserve the right to suspend from a training course any student/s that is disruptive or unsafe.

Training courses provided by Progressive Diagnostics may involve physical exertions in conditions that can be mentally and physically stressful. In some courses it will be inappropriate for injured workers or workers currently involved in Worker's Compensation claims or rehabilitation activities as part of a return to work plan, to participate in a training course.

Progressive Diagnostics trainers reserve the right to suspend from their training courses students who are unable to actively participate in the course activities as a result of injury.

Should this situation arise, immediate and discreet contact will be made with the client contact to discuss future training options for the individual concerned.

## Unique Student Identifier (USI)

From 1 January 2015 ALL students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier. A USI gives students access to their online USI account which is made up of ten numbers and letters. A USI account will contain all of a student's nationally recognised training records and results.

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time
- School students completing nationally recognised training, and
- Students continuing with nationally recognised training

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with
- View and update their details in their USI account
- Give their training organisation permission to view and / or update their USI account
- Give their training organisation view access to their transcript
- Control access to their transcript, and
- View online and download their training records and results in the form of a transcript

It is free and easy for students to create their own USI's online. For more information, please visit: [www.usi.gov.au](http://www.usi.gov.au) or contact via email at: [usi@industry.gov.au](mailto:usi@industry.gov.au).

## Numeracy and Literacy

To participate in training, you need literacy skills to the level that would be used in the workplace. For example, in many of the units we offer you will need to be able to read and apply standard operating procedures.

## Course Requirements

Students are to wear normal work clothes, including covered foot wear, students who do not comply with the required dress code may be refused admission to their course. Progressive Diagnostics trainers reserve the right to suspend from training courses students who are dressed inappropriately for the training they are undertaking.

Courses will commence at the listed time. Due to the nature of the training students shall be in attendance for the full duration. Students who arrive after the scheduled start time may not be admitted. If a student is running late they are to contact Progressive Diagnostics to notify of estimated time of arrival.

At the start of each day of training students are required to sign a Course Attendance Sheet. In the event this is not signed students may be classed as Not Yet Competent (NYC).

## Drugs and Alcohol in the Workplace Policy

Progressive Diagnostics is committed to ensuring the health, safety and welfare of all employees, visitors and learners by providing a safe working environment. Learners who are adversely affected by drugs and alcohol are deemed not fit for work. They pose a hazard to themselves, other learners and our trainers. In line with this any learner who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Learners are to comply with their employer stated Fitness for Work policy whilst attending any training course. In the event a learner is turned away from training because of "Fitness for Work" concerns the learner's employer will be contacted.

Progressive Diagnostics shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to "Fitness for Work" issues.

## Course Information

Progressive Diagnostics offers both nationally accredited and non-accredited training courses. The following drug and alcohol testing training courses are available at our training venue or onsite:

- Drug and Alcohol Testing Officer Training
- Breath Alcohol Testing Officer Training
- Drug Awareness Education
- Reasonable Suspicion Drug Testing Supervisor Training

Contact our RTO Head Office for the latest information.

## Prerequisites

There will be on occasion training offered by Progressive Diagnostics that will have pre-requisites which must be completed before a statement of attainment. In most cases the pre-requisites are covered during the training.

Progressive Diagnostics have taken into account pre-requisite requirements when creating their courses and the assessment process. The individual course information outlines the pre and co requisites. For more information in relation to the specific pre-requisites associated with your training contact Progressive Diagnostics at: [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au).

## Target Group for Training

Our training suits students who require workplace safety-related competencies. While the units come from Training Packages in the health industry and the qualifications come from the Health training package, students might not always be from these industries as the skills covered by the units can be found in many work settings.

## Potential Career and Employment Pathways

The training involves units of competency that directly apply to many workplaces. Because the units are from endorsed Training Packages, they can contribute to other nationally recognised qualifications.

## Our Learning Style and Assessments

Our learning program is conducted (usually) at our venue and includes very practical 'hands-on' experiences, as well as small group classroom based activities and discussion. Our trainers are all very experienced in the field of drug and alcohol testing.

Our assessments process is in accordance with the National Assessment Principles and conforms to the standards of the Australian Qualifications Framework. Where possible the assessment process is as flexible as possible within the requirements of the units of competency.

Assessment will usually involve assessment of knowledge, skills and attitudes against the requirements of the unit of competency. This will usually involve practical demonstration, verbal or written tests, and completion of practical tasks.

Your trainer will give you feedback about the outcomes of assessments and will guide you on options in relation to assessment outcomes.

## Fees, Charges and Refunds

As our fees and charges might change from time to time, contact our RTO Head Office for the latest details.

Fees for groups are invoiced to the relevant organisation on training completion. Individual students are required to pay the fee on commencement.

We offer fair and reasonable refunds as per the conditions outlined below. However, no refund applies if you withdraw after commencement unless special circumstances, such as illness apply; contact our Training Manager for clarification. Final decisions regarding refunds, fees, cancellations and transfers are at the discretion of Progressive Diagnostics.

### Course Enrolment Conditions

1. Please arrive 15 minutes prior to the starting time.
2. Refreshments may be provided at the public training sessions. Please advise if you have any special dietary requirements.
3. If you have any special requirements (e.g. access requirements, language or literacy) please contact us at least 5 days prior to the commencement of the course.
4. Please advise us if your name is spelt incorrectly on the training confirmation letter as this is how it will appear on your statement of attainment.
5. If you are unable to attend, please notify us as soon as possible to arrange an alternative booking.
6. All cancellations must be notified in writing to [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au). Registrations may be cancelled up to five (5) working days prior to the program and receive full refund.
7. Non-attendance or if less than 5 working days is given of cancellation, the full fee will be forfeited.  
Should the registered person be unable to attend, notification is required to substitute another participant, no later than two (2) working days prior to the training course date.
8. Learning / training material, certificates and results will only be issued on receipt of payment.
9. Progressive Diagnostics reserves the right to cancel or postpone a program to an alternative day. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available program.
10. Progressive Diagnostics reserves the right to amend its cancellation policy at any time and may amend its registration forms and processes accordingly.

In the event any student is turned away from training as a result of being adversely affected by drugs or alcohol in the trainer's opinion, there shall be no refund.

Progressive Diagnostics provide scheduled dates for courses in their public course schedules, these courses are subject to sufficient numbers of students wishing to undertake the training. Should a course be under subscribed the course may be deferred until it is viable to conduct the training. In this instance Progressive Diagnostics will contact any student enrolled to inform them and re-schedule.

## Statement of Attainment

On successful completion of a unit of competency or a qualification the learner will receive a Statement of Attainment or a Certificate within 30 calendar days of completion of training.

If you require a replacement Statement of Attainment or Certificate, please email: [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au). An administration fee of \$45.00 applies.

## Access and Equity

In summary, access and equity is about everyone being treated fairly without discrimination within the bounds of the training courses provided. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources.

If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track. Who is responsible for access and equity? We all are. You have responsibilities to treat others fairly while in training. We must treat you fairly in providing goods and services to you.

## National Recognition and Credit Transfer

**National Recognition:** Progressive Diagnostics will recognise all relevant Statements of Attainment and Qualifications issued by other Registered Training Organisation's (RTO's).

**Credit Transfer:** Progressive Diagnostics will recognise any relevant qualifications that are determined to be equivalent to the units of competency or Statement of Attainment that you are enrolled in.

Both will be achieved through the Recognition of Prior Learning (RPL) Process.

## Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process by which you may demonstrate competencies you already hold that have been gained through formal or informal training, work or life



experiences. If you want to be considered for RPL, please email: [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au) to request a RPL Application Form.

Due to nature of the training courses, our assessment will include practical testing, observation of skills, questioning and review of evidence provided. Because this involves a comprehensive individual assessment, there is a fee for this service which will be supplied upon application.

## Productive Participation

We expect students to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously. Progressive Diagnostics considers the following (but are not limited to) are examples of inappropriate behaviour that will not be tolerated under any circumstances:

- Taking, possessing, trafficking, or being affected by illegal substances or alcohol;
- Engaging in physical violence or threats of violence, bullying or other harassment using abusive language, or possessing illegal weapons;
- Acting in any way that could cause any loss, damage or harm to other learners, staff, property and equipment; and
- Academic misbehaviour which may be defined as cheating or the distraction of others.

Definitions of cheating and plagiarism are:

- Cheating – violation of the assessment rules to gain an advantage
- Plagiarism – the copying of the language, ideas or thoughts of another author, and representation of their work as student's original work.

Cheating and plagiarism is unacceptable at Progressive Diagnostics. Trainers will actively monitor students for cheating and plagiarism. Consequences for cheating and plagiarism are the same and will result in:

- a) The student will be required to re-do another equivalent assessment task
- b) The student will be given a final written warning outlining the details which will be signed by the Training Manager, trainers and the student. This will be kept on Student file.

Any further infringements will result in the students being expelled from Progressive Diagnostics with a cancellation fee. A letter will be given to the student explaining the situation and will be kept on student file.

These examples are what we consider to be serious misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome. In less serious situations, our trainers will counsel learners about the required behaviour.

## Training Materials

During the conduct of Progressive Diagnostics training students will be issued or be given access to equipment. This equipment is to be used in accordance with the instructions given by the trainer.

In the event a piece of equipment is not used appropriately, this may result in equipment becoming unserviceable and more importantly become unsafe for the student or next user.

All equipment will be inspected prior to, during and after use. On most occasions this may be factored into the training. In the event a piece of equipment is found to be faulty or damaged the item shall be removed from service and the trainer is to be informed immediately.

If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

## Accessing Student Records

At any time, learners can ask their trainer for access to records of their participation and progress. At any time after completing training, learners may request access to their academic records and can do this by contacting the National Training Manager if they wish to do so.

If an employer requires access to their current or future employee's training records they are required to firstly obtain permission from the learner (and provide evidence of this) in order for the employer to receive records or information for that learner/employee.

## Complaints and Appeals

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our Complaints and Appeals Procedures. We will deal promptly, fairly and confidentially with your complaint or appeal using independent people. While we try to resolve complaints informally if possible, formal complaints and appeals must be submitted in writing, and there is a form to help with this. Email: [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au) for a copy of the Progressive Diagnostics Complaint and Appeal Form.

Contact the Training Manager or your trainer if you have a complaint. If this is difficult to do on your own, you can ask someone to do it on your behalf, or to be with you when you make a complaint or present an appeal.

Learners who believe that their assessment result does not accurately reflect their performance may request a re-assessment. This must be done within two weeks of being informed they are Not Yet Competent.

## Support Services

Most training conducted at Progressive Diagnostics involves small classes run over a short time frame. As a result the trainers will provide individual support and guidance initially to the student. Depending on the individual location of where training is being conducted the level of support services available may be affected. Progressive Diagnostics will at all times assure the safety and security of its students.

## Privacy and Confidentiality

In providing services we will gather and record information and maintain its confidentiality in line with our Privacy Policy and Record Keeping Policy and Procedures. You can access, and amend if required, any personal information we hold about you in line with those procedures. Contact the National Training Manager or your trainer if you require more information.

## Contact Details (RTO Head Office)

Progressive Diagnostics Pty Ltd

RTO ID: 41103 ABN: 76 150 550 799

PO Box 459, Quinn's Rocks, Western Australia, 6030

T: 1300 711 116 / (08) 9590 0013

Email: [info@progressivediagnostics.com.au](mailto:info@progressivediagnostics.com.au)

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

We hope you enjoy your training with Progressive Diagnostics.