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THE PIVOT INSTITUTE

ABOUT US

The Pivot Institute is a leading Western Australian training company and Registered Training Organisation (51586) that offers nationally recognised Vocational Education & Training (VET) courses together with other customised programs in core skills, to assist organisations in reaching their full potential through improved employee and organisational performance.

OUR SERVICES

The Pivot Institute provides high quality training, assessment and consulting services, as well as customised courses, bridging and update programs. Through our status as a Registered Training Organisation (51586), we are scoped to deliver and assess a range of qualifications. Our current scope of qualifications and units on offer can be downloaded from www.training.gov.au by searching Pivot Solutions Pty Ltd (trading as The Pivot Institute).

OUR TEAM

Our trainers and assessors are industry professionals with significant experience in the areas in which they are delivering. Staff and contractors are supported by a strong administration team in our Perth based office.

Our trainers meet and exceed the requirements of Trainers and Assessors as required by the 2015 standards for registered training organisations.

CONTACT US

The Pivot Institute
Level 2, 231 Adelaide Terrace
PERTH WA 6000
(mail to this address)

Pivot RiverView Room
Level 4, 231 Adelaide Terrace
PERTH WA 6000

Telephone: (08) 9221 1803
Facsimile: (08) 9221 1903
E-mail: enquiries@pivot.edu.au
Website: www.pivot.edu.au
CLIENT SELECTION

HOW TO ENROL

1. Read the Course Outline & Client Handbook

Please ensure that you read and understand the information provided before proceeding with your enrolment. These documents contain important information including the expected outcomes and pre-requisites for your training, our Code of Conduct, Fees & Charges Policy and the Training and Assessment process.

2. Submit Completed Forms

Complete, sign and return the Enrolment Form to The Pivot Institute ensuring that you have applied for and noted your Unique Student Identifier number, see www.usi.gov.au for further information on how to obtain this number. Please return by mail or you can scan and submit your forms by e-mail to enquiries@pivot.edu.au or by facsimile to (08) 9221 1903. If you require assistance completing your form please contact us on (08) 9221 1803.

3. Acceptance Of Your Application

Upon receipt of your Enrolment Form, your application will be assessed to ensure that you have satisfied the pre-requisites (where applicable) for the course. Once your application has been approved, you will be sent confirmation of your acceptance into the course, an invoice for your course fees and the course date, time and location. If you have indicated that you wish to be considered for Recognition of Prior Learning (RPL) one of our staff will contact you regarding the next step. Please refer to Page 7 for further information on RPL.

4. Payment Of Fees

Depending on the course you have enrolled in, your fees may be payable up-front, prior to the commencement of your training course. Please check your Course & Fees Information sheet for details.

The RTO may accept payment of no more than $1000 from each individual client prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the client but only such that at any time, the total amount required to be paid which attributable to tuition or other services yet to be delivered to the client does not exceed $1,500.

IMPORTANT: Training cannot commence until any upfront payments have been received. Please ensure payment is received by the due date on the invoice to ensure that your place on the course is not forfeited. For further information regarding our Fees & Charges including cancellations and refunds, please refer to Page 10.

COURSE ADMISSION POLICY

All potential applicants are given sufficient information to ensure that they are familiar with the requirements of the course. If there is any doubt The Pivot Institute will provide counselling to assist in
determining the suitability of the chosen qualification. Referral will be provided to other training organisations that can assist the individual to prepare for their chosen qualification if required.

**TRAINING**

**COURSE INFORMATION**

Course & fees information will be provided to you separately, in addition to this Client Handbook.

A qualification can be gained in the following ways:

- By completing a training program
- By meeting the criteria for Recognition of Prior Learning (RPL). This process involves gathering and assessing evidence from your current and previous experience, work and training that can be used to demonstrate competence.
- Through recognition of qualifications issued by other Registered Training Organisations (RTO’s). This means that The Pivot Institute will recognise a Certificate or Statement of Attainment issued to you by another RTO.
- Through a combination of the above.

**COMPETENCY BASED TRAINING**

Your training will be structured to meet the competency standards of the VET Training Package you have selected. Information on the Units of Competency which make up the Training Package will be provided to you during your training, so that you can establish what you will be assessed on.

Upon successful completion of your training and assessment you will be qualified to receive either a Statement of Attainment or a Certificate, depending on what you have studied and completed.

You are required to complete your learning and assessment activities for enrolled units within the allocated time frames. In some cases, due to extenuating circumstances, extensions can be granted.

*For further information regarding Assessments please refer to Page 7.*

**FLEXIBLE TRAINING OPTIONS**

We understand that different methods of learning and assessment work for different people. The Pivot Institute offers three options for your study (where feasible) so that you can take advantage of the method which best suits your individual requirements. Please refer to your Course & Fees Information sheet as not all programs are available externally.

**Option A – Structured Classroom Training**

Option A involves participation in structured group training sessions, with a Training Facilitator and other clients. A maximum number of clients are be accepted into a course at one time which allows for individual client interaction and assistance where needed.

Classroom learning may include activities, case studies and exercises, participation in group discussions, role plays and practical demonstrations, all of which may form part of your assessment.
Option B – Flexible Learning including online learning

Option B offers the choice of studying at your own pace at home and/or work. This allows you study when convenient, providing that you complete the units you have enrolled in within the time limit.

Clients will be provided with comprehensive learning materials, including relevant journal articles and readings, a suggested study timetable and regular learner support throughout the duration of the course via phone, fax, email or video conference (where available). In addition clients will be provided with an online login to our own Pivot Online Learning System (POLS) which allows viewing of resources and assessments related to the study program together with the opportunity to communicate with other clients from The Pivot Institute.

Option C – A Combination Of Structured & Flexible Learning

Option C offers a combination of Option A & B. Subject to availability you may choose to complete some of the Units of Competency through structured training and the remainder via flexible delivery.

RECOGNITION OF PRIOR LEARNING (RPL)

If you have already completed training elsewhere, or have existing work/life skills and knowledge in the area you are studying, you may apply for Recognition of Prior Learning (RPL). This means that you will be assessed to determine if you can achieve the relevant unit/s of competency.

RPL is available to all clients enrolling in a course with The Pivot Institute. If you feel that you may be eligible for RPL, please indicate this on the Enrolment Form, and you will be sent an RPL Manual and RPL Application Form which fully details the RPL process and requirements.

It is important that clients discuss their RPL Application thoroughly with The Pivot Institute staff to minimise the chances of your RPL application being unsuccessful, as fees are payable for each RPL Assessment regardless of the outcome. Please refer to Page 10 for RPL fee details.

CLIENT SUPPORT

The Pivot Institute will ensure that you are fully supported in their studies, to assist you in achieving the required level of competency in all units. As well as monitoring your progress throughout the training, we can provide advice and guidance if you are experiencing difficulties with your study, in such matters as time management, goal setting and the achievement of goals, motivation, ways of learning, coping with assessments and study techniques. Tutorial support options include:

- Face to face tutorial support is available in our Perth based office Monday to Wednesday from 9am – 11am by appointment only.
- Online tutorial support is available by appointment.
- Facilitators are usually available for phone support Monday through to Friday from 9am – 5pm by calling the office on 08 9221 1803.

In addition, we can also organise contact with other clients so you can provide support to each other through the learning and assessment process. If you have indicated on the Enrolment Form that you would like this option, your telephone and/or e-mail details will be provided to other clients completing Units of Competency from the same Qualification and vice versa.
Clients also have access to relevant learning support services, including assistance with language, literacy and numeracy. For further information please refer to Page 14.

Referrals to other support services (at participants own cost) if required including:
- Literacy Support – reading and writing hotline
- Counselling Support
- Job Placement Support

If you require support please see one of our staff. The Pivot Institute guarantees to provide the training and assessment services so that you can achieve your study goals.

EXPECTATIONS OF OUR CLIENTS

- Be committed to the completion of your study within the designated timeframe. Re-enrolment fees apply after this time.
- Self-monitor and participate fully in the training and assessment process to give yourself the best possible opportunity to achieve competence.
- Show consideration and respect for your fellow clients and our staff, and ensure your behaviour does not undermine the training principles or our Code of Practice.
- Please be on time for your training so as not to inconvenience other clients and your trainer.
- If you are unable to attend scheduled training due to illness or unforeseen circumstances please call the office if possible to let us know.
- Notify our staff prior to the training commencement if you have any special needs which need to be taken into consideration.
- Notify us promptly if your contact details change.
- Seek assistance from our staff promptly if you feel you need support, advice or guidance.
- Ensure that all work submitted is your own.
- Provide us with feedback to allow us to improve our services to you.

ASSESSMENT – NATIONALLY ACCREDITED TRAINING (ONLY)

THE ASSESSMENT PROCESS

Training courses consist of either a full qualification or some individual Units of Competency. Assessment is the evaluation of your competency against the standards and criteria of each Unit of Competency. You will receive details of each Unit of Competency upon commencement of training, as part of the course reference material, and this will outline the criteria on which you will be assessed.

The Pivot Institute ensures that assessments are valid, reliable, flexible, fair and meet the requirements of currency, sufficiency and authenticity. Assessments at The Pivot Institute are only conducted by qualified Assessors who meet the stated requirements in the 2015 Standards for Registered Training Organisations.

Upon completion of your training, you will be required to submit evidence to support your competence. Some of the evidence you may be asked for could include of one or more of the following:
• Answering written or verbal questions
• Partaking in practical demonstrations in your workplace or a simulated workplace
• Participation in activities, group discussions and role plays
• Projects and portfolios of work
• Third party reports from your supervisor or relevant colleagues or clients

Your evidence will then be assessed to determine whether you are Competent or Not Yet Competent. The below information will explain what these terms mean.

SUCCESSFUL COMPLETION OF YOUR COURSE

If you are deemed to have satisfied the assessment criteria for the Units of Competency you are studying, you will be awarded a Competent mark and receive the appropriate award: either a Statement of Attainment or a Certificate.

A Statement of Attainment (SOA) is awarded if requested upon the successful completion and assessment for individual Units of Competency.

A Certificate and Record of Achievement is issued upon when you have attained competency in all of the required units for a whole Qualification.

All qualifications issued by The Pivot Institute meet the Australian Qualifications Framework standards and meet the anti-fraud requirements with the use of a corporate seal on each Statement of Attainment and Qualification.

FAILURE TO MEET COURSE REQUIREMENTS

If you have been unsuccessful in meeting the assessment criteria, you will be marked as Not Yet Competent. Qualifications cannot be issued until a Competent mark has been achieved.

Should you fail to achieve competency in your first attempt you will be provided with another opportunity. Failing that, you will be required to re-enrol in the Unit of Competency, pay the associated fees, complete additional learning and apply for assessment again. If you are required to recomplete the training activities of the program you will be offered a 50% discount on course costs if your re-enrolment falls within 2 years of the original training. You are required to complete your learning and assessment activities for enrolled units within the allocated time period.

The Pivot Institute has a Complaints and Appeals process which allows clients to appeal an assessment decision. Please refer to Complaints and Appeals Procedure following for information on how to lodge an appeal or complaint.

COMPLAINTS AND APPEALS PROCEDURE

The Pivot Institute will strive to provide clear, honest and open communication at all times about the requirements for assessment and the process and evaluation of appeal against and assessment decision.

We view complaints as a potential opportunity for improvement and seek to resolve any issues or concerns as quickly as practicable.
If you are appealing an assessment or have a complaint

Initially, we encourage you to speak to your Assessor or person concerned to understand the reasons they have found you not yet competent or have another complaint. If you still feel you have grounds for complaint or appeal, or you are uncomfortable speaking to the individual involved, then the following option is available.

- Please put the complaint in writing and post to or email the Director of The Pivot Institute [elisa@pivot.edu.au] or to the Office Manager [accounts@pivot.edu.au]. We will initiate a transparent, participative process to deal with the complaint or appeal and aim to resolve the issue within 10 days.

You have 12 months in which to lodge your appeal. You have the right to an independent advocate to act on your behalf and all assessment. If the complaint/appeal is unable to be resolved the complaint/appeal will be heard by an independent person who will determine the outcome of the appeal, with reasons and advise you in writing within two weeks. A copy of the appeal and resolution will be kept. Any complaints or appeals will form part of the continuous improvement process at The Pivot Institute.

For a copy of our full Complaints and Appeals Policy please email accounts@pivot.edu.au.

FEES & CHARGES POLICY

COURSE FEES

Information on the fees for the specific course you wish to study are provided separately to this Client Handbook. Once your enrolment application has been accepted you will be issued with an invoice for your course fees. Information for all other charges including cancellations, withdrawals, non-attendance, and replacement training manuals or certificates are detailed below, along with our refund policy. If your program is government funded any specific requirements, responsibilities and limitations such as ability to access future funding will be outlined prior to confirming your enrolment.

PAYMENT TERMS

All initial course fees* are payable 7 days prior to the commencement of your training, unless prior arrangements have been made and confirmed in writing by The Pivot Institute. Please ensure that your fees are paid promptly by the due date, to ensure that you do not lose your place on the course. Learning materials will not be despatched until full payment of course fees is received.

*Refer to point 4

If a payment plan is entered into with The Pivot Institute you will be provided with a breakdown of the costs involved, including any fees or charges associated with this agreement. Please note that no Statement of Attainment or Qualification will be issued without full payment of course fees.

CANCELLATIONS, WITHDRAWALS & NON-ATTENDANCE

Once enrolment has been received by The Pivot Institute the following fees and charges will apply:

a) Should The Pivot Institute cancel a course, participants are entitled to a full refund or transfer of funds to another training course with The Pivot Institute on an alternative date. Reasons for
cancellation by Pivot may include low class numbers (we require a minimum of clients per class) or unforeseen circumstances

b) If you cancel within 14 days from the date of course commencement, a full refund less an administration fee of $150 will be given.

c) If you cancel within 7 days from the date of course commencement no refund will be given.

d) If you fail to attend with no notice, no refund will be given.

All cancellations must be made in writing, either by mail, fax or e-mail.

REFUNDS

Requests for refunds must be made in writing and submitted to The Pivot Institute within 14 days.

If you wish to appeal the decision of a refund request please contact us. The Pivot Institute aims to provide a fair and accessible refund process which addresses the requirements of both the client and The Pivot Institute.

OTHER CHARGES

Additional Statement of Attainment or Certificate ........................................................................................................ $50.00

CODE OF PRACTICE

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation, The Pivot Institute is required to comply with rigorous Commonwealth and State standards, guidelines and legislation. This includes legislation relating to the Vocational Education and Training sector, as well as health, safety, employment, workplace and equity.

Adherence to these legislation, policies and standards help us to provide our clients with consistent, high quality training which meets national standards, as well as a safe, supportive and discrimination free learning environment. They guide us in the application of Reasonable Adjustments for clients with special needs (refer to Page 14). Some of the relevant legislation is listed below for your information. This legislation was current at the time of publication of this handbook. Where the state or territory and the Commonwealth laws deal with the same situation differently, the Commonwealth law has jurisdiction.

LINKS TO USEFUL WEBSITES

- Department of Education and Training www.education.gov.au
- Commonwealth of Australia Law www.comlaw.gov.au
- Department of Commerce Worksafe www.commerce.wa.gov.au/WorkSafe
- Safework Australia www.safeworkaustralia.gov.au
- Unique Student Identifier www.usi.gov.au
VET LEGISLATION
The National Vocational Education and Training Regulator Act 2011 sets out the registration conditions and standards under which The Pivot Institute operates. These conditions of registration include the Standards for Registered Training Organisations 2015 which list the essential standards to assure nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training system. A copy of these standards can be accessed on the Australian Government ComLaw website www.comlaw.gov.au.

ANTI-DISCRIMINATION LEGISLATION
Registered Training Organisations must comply with the following Commonwealth & State anti-discrimination legislation:
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Human Rights and Equal Opportunity Act 1986
- Commonwealth Disability Discrimination Act 1992
- Western Australian Equal Opportunity Act 1989

OCCUPATIONAL HEALTH & SAFETY
- Occupational Safety and Health Act 1984

INFORM AND PROTECT LEARNERS
Prior to enrolment or the commencement of training and assessment, whichever comes first, The Pivot Institute will provide, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with The Pivot Institute and at a minimum will include the following content:

- the code, title and currency of the training product to which you will be enrolled, as published on the National Register
- The training and assessment, and related educational and support services The Pivot Institute will provide to you including the:
  - estimated duration
  - expected locations at which it will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on The Pivot Institute’s behalf, and
  - any work placement arrangements.
- The Pivot Institute obligations to the learner, including that The Pivot Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- Your rights, including:
  - details of The Pivot Institute complaints and appeals process required by Standard 6, and
  - if The Pivot Institute, or a third party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that you are enrolled in
- Your obligations:
  - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme (if applicable) arising from the provision of services
The Pivot Institute requires you to meet to enter and successfully complete their chosen training product, and
- any materials and equipment that you must provide,
- The Pivot Institute will provide information on the implications for you of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).

Students of The Pivot Institute are covered by the Australian Consumer Law which covers the Fair Trading Act 2010 (WA) and Acts Amendment (Fair Trading) Act 2010 (WA), for further information please visit https://www.commerce.wa.gov.au/consumer-protection/consumer-rights

PRIVACY POLICY

The Pivot Institute aims to ensure compliance to relevant legislation regarding privacy for all clients of The Pivot Institute, including:

- All information collected is stored for training, assessment and contact purposes only.
- Except as required as under the Standards for Registered Training Organisations or by law, information about a client will not be disclosed to a third party without their written consent.
- Clients are able to access and correct the personal information held and access their records by applying in writing to The Pivot Institute.
- The details collected by The Pivot Institute will be retained on both electronic and paper based databases for the purpose of compliance with relevant standards.
- Records will be kept for a period of thirty years.
- Records will only be accessed by staff at The Pivot Institute, relevant employer and potentially auditors and funding bodies for the purpose of ascertaining progress and completion of a program.

CONTINUOUS IMPROVEMENT

The Pivot Institute are committed to continually improve our high standard of service delivery.

This is done through the timetabled reviews of all systems and processes, and the identification and action of opportunities that will improve our services.

We encourage and welcome both constructive and positive feedback from our clients.
ANTI-DISCRIMINATION & HARRASSMENT

The Pivot Institute will undertake to provide a welcoming, supportive and inclusive learning and assessment environment that is free from any discrimination including age, disability, colour, race, gender, religion or sexuality, and from harassment including unwanted attention and unsolicited approaches, comments or physical contact.

Bullying, racism and unlawful discrimination of any kind will not be tolerated.

ACCESS AND EQUITY

The Pivot Institute is committed to providing opportunities to all individuals to open and equitable access to vocational education and training, to ensure that they are given the same support and opportunities to successfully gain competence in their chosen qualification, irrespective of their gender, background, race, socio-economic background, disability, age, marital status, location, sexual orientation or carer's responsibilities.

Reasonable Adjustment

We are able to make Reasonable Adjustment to training and assessment tasks to accommodate any special needs, so it is important to ensure that you have made our staff aware of any needs we can assist with, or should be aware of. Please be assured that your privacy will be respected at all times.

Language Literacy and Numeracy

Many of the courses currently offered by The Pivot Institute require a competent level of literacy skills for success. The Pivot Institute endeavours to make sure that documents and forms are written in plain English. All information is presented clearly and concisely to allow maximum understanding. Instructions will be given in a logical sequence and questioning techniques will be used to make sure you have understood the content.

It is important to ensure that you have discussed with our staff any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy problems, so that any reasonable accommodation can be made to your training or assessment to assist you.

If you require additional support with language and literacy we suggest contacting the Reading and Writing Hotline on 1300 6555 06 or at info@literacyline.edu.au.
OCCUPATIONAL HEALTH & SAFETY

The Pivot Institute strives to ensure a safe and healthy work environment for all staff, clients and visitors. At the commencement of your course, your trainer will advise you regarding any relevant Occupational Health Safety issues including exit routes, evacuation muster points, fire wardens and the location of fire extinguishers, first aid kits, toilets, kitchen facilities as well as any specific OHS requirements in the different locations in which training and assessment is conducted.

ADMINISTRATION PROCESS

The Pivot Institute has solid Administrative and Management policies and procedures in place to ensure quality of delivery of services. We undertake to ensure that:

- Relevant legislation is adhered to when planning, developing and delivering courses.
- Our staff are appropriately qualified and informed regarding their responsibilities
- We maintain adherence to the Standards for Registered Training Organisations 2015
- We meet all access and equity responsibilities
- Adequate and appropriate support is available to clients completing their studies.
- All clients are well informed regarding the training and assessment activities they have chosen to undertake.
- Satisfactory administration and financial processes are in place protect all fees paid in advance.
- Adequate insurance policies are kept.
- Privacy legislation is observed
- Administration processes are in place to ensure all records are accurate and up to date, including financial records and client records.

MARKETING AND ADVERTISING

The Pivot Institute ensures that all marketing and advertising of AQF qualifications to our clients is ethical, accurate and consistent with our scope of registration.

Thank you for taking the time to review our Client Handbook. We look forward to working with you.