



**PIVOT**  
institute

*training excellence*

# The Pivot Institute Client Handbook



The Pivot Institute

[www.pivot.edu.au](http://www.pivot.edu.au)

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## 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](http://www.training.gov.au) by searching Pivot Solutions Pty Ltd (trading as The Pivot Institute) or our RTO code 51586.

## Our Staff

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 Standards for Registered Training Organisations (RTOs) 2015.

## Contact Us

The Pivot Institute  
Level 4, 231 Adelaide Terrace  
PERTH WA 6000  
(mail to this address)

Telephone: (08) 9221 1803  
Facsimile: (08) 9221 1903  
E-mail: [enquiries@pivot.edu.au](mailto:enquiries@pivot.edu.au)  
Website: [www.pivot.edu.au](http://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](http://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 [accounts@pivot.edu.au](mailto:accounts@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, a pre-enrolment review will be conducted (for full program enrolments) to ensure that you have satisfied the pre-requisites (where applicable) for the course and so that we can find a little more about you so that we can ensure the training and assessment meets your requirements and the way you like to learn. 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 Outline for details. The course fee which is detailed in the Course Outline is fully inclusive and there are no additional charges. It is not expected that you will need to purchase any additional materials or equipment to successfully complete your chosen program.

At The Pivot Institute we do not accept payment of no more than \$1500 from each individual client\* prior to the commencement of the course. Following course commencement, The Pivot Institute may require payment of additional fees (up to the total course cost) 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.



\*This protection of prepaid fees is for individual learners and prospective learners and this does not apply to organisational enrolments where an employer has engaged The Pivot Institute to provide training and/or assessment to its staff.

The Pivot Institute does not offer the VET FEE HELP Scheme however can offer payment plans to eligible participants. You are welcome to contact [accounts@pivot.edu.au](mailto:accounts@pivot.edu.au) for eligibility and payment plan detail.

**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. This will include, at a minimum, Course Outline and Client Handbook. 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.

## 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 Outline 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 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. RPL is 50% of the course fees.\* (if not attending workshops/accessing online resources)

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:

- Student Support Days are held frequently in Perth and the Kimberley region.
- Online support available by appointment for distance and online students.
- Facilitators are usually available for phone support Monday through to Friday from 9am to 5pm by calling the office on (08) 9221 1803.
- Email support Monday – Friday 8am – 5pm.

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 6.*

If you require support, please see one of our staff. Referrals will be made to outside agencies if required by the client.

The Pivot Institute feel that there is sufficient support and services available to our students included within their enrolment scope. However, if required there are face to face tutorials support available in our Perth based office Monday to Wednesday from 9am-11am at an additional cost and by appointment only.





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 of the NSSC or their successor.

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 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*. Further detail on these terms is provided below.

## 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.

## 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

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 options are available:

a) Please call or email: Elisa Uyen  
Director  
0417 041 474  
[elisa@pivot.edu.au](mailto:elisa@pivot.edu.au)

Camilla Dodds  
Program Manager  
0401 330 414  
[camilla@pivot.edu.au](mailto:camilla@pivot.edu.au)

**We are keen to resolve any issues, so we welcome you contacting us to discuss any concerns you may have.**

b) Please put the complaint in writing and post to or email the Director of The Pivot Institute [[elisa@pivot.edu.au](mailto:elisa@pivot.edu.au)] or to the Office Manager [[accounts@pivot.edu.au](mailto: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 on the database. Any complaints or appeals will form part of the continuous improvement process at The Pivot Institute.

## 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.

### Payment Terms

All initial course fees\* are payable 7 days before 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 dispatched until full payment of course fees are received. \*Refer to point 4

## 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 or unforeseen circumstances (we require a minimum of clients per class).
- 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

You have the right to obtain a refund for services not provided by The Pivot Institute in the event the:

- I. Arrangement is terminated early; or
- II. We have failed to provide the agreed services

These policies are in addition to, and do not limit your rights with regard to your consumer statutory rights, including any statutory cooling-off period.

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.

## Government Training Entitlements or Subsidy Arrangements

Some programs offer partial funding through the Department of Training and Workforce Development or other industry funding arrangements. If you are accessing this type of funding and there are any implications as a result of receiving these entitlements or subsidies, this will be communicated to you via email.



## Other Charges

Additional Statement of Attainment or Certificate .....	\$50.00
Replacement Training Materials.....	at cost

## 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 Adjustment for clients with special needs (refer to Page 15). 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](http://www.education.gov.au)
- Australasian Legal Information Institute [www.austlii.edu.au](http://www.austlii.edu.au)
- Commonwealth of Australia Law [www.comlaw.gov.au](http://www.comlaw.gov.au)
- WA State Law Publisher [www.slp.wa.gov.au](http://www.slp.wa.gov.au)
- Training.gov.au [www.training.gov.au](http://www.training.gov.au)
- ASQA [www.asqa.gov.au](http://www.asqa.gov.au)
- Department of Commerce Worksafe [www.commerce.wa.gov.au/WorkSafe](http://www.commerce.wa.gov.au/WorkSafe)
- Safework Australia [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.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 (RTOs) 2015* which list 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](http://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
- Commonwealth Age Discrimination Act 2004.
- Western Australian Equal Opportunity Act 1989

### Occupational Health and Safety

- Occupational Safety and Health Act 1984
- National Occupational Health and Safety (OHS) Strategy 2002-2012

### Inform and Protect Learners

Prior to enrolment or the commencement of training and assessment, whichever comes first, The Pivot Institute is required to provide, in print, or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking with The Pivot Institute. If there is any change to the agreed services, we will advise you via your registered email address.

What information is required:	Where/How this information is provided:
The training product most appropriate to meeting the learner's needs considering the individual's existing skills and competencies.	<ul style="list-style-type: none"> <li>• Website</li> <li>• Course Outline</li> <li>• Discussion/email with Trainers</li> </ul>
Code, title and currency of the training product, estimated duration, expected modes of delivery, any third party details, any work placement arrangements and where the training will be provided.	<ul style="list-style-type: none"> <li>• Website</li> <li>• Course Outline</li> <li>• Discussion/email with Trainers</li> </ul>
The Pivot Institutes obligations to the learner and the learner's rights and obligations	<ul style="list-style-type: none"> <li>• Client Handbook</li> </ul>
Fee Information including: course costs, payment terms and conditions including deposits and refunds, rights as a consumer, refunds, implications of government training entitlements and subsidy arrangements.	<ul style="list-style-type: none"> <li>• Client Handbook (Fees and Charges)</li> </ul>

## 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 up to 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 & Harassment

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 responsibilities.



## Reasonable Adjustment

We can 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

The courses currently offered by The Pivot Institute require a competent level of literacy skills for success. The Pivot Institute endeavors 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 support with language and literacy, we suggest contacting the Reading and Writing Hotline on 1300 6555 06 or at [info@literacyline.edu.au](mailto: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 (RTO's) 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
- Satisfactory administration and financial processes are put in place to protect all fees paid in advance
- Our accounts can be certified by a CPA and this certificate can be provided to the registering body upon request.

## 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 and meets the Standards for Registered Training Organisations (RTO's) 2015.

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

