



PARCOR

PARTICIPANT HANDBOOK

AUG 2025

Handbook disclaimer

This Participant Handbook contains information that is accurate at the time of printing. However, changes to legislation and/or PARCOR policy may affect the currency of the information provided. PARCOR reserves the right to modify and update information without prior notice. Participants are encouraged to seek updated information from their trainer or by contacting PARCOR directly.

This handbook has been prepared as a resource to help participants understand their responsibilities, as well as those of PARCOR. Please take the time to thoroughly read through the information provided. It is important for all participants to read, understand, and adhere to the policies and procedures outlined in this Handbook.

Any queries can be directed to

PARCOR

Phone: 1300 666 101

Email: info@parcor.com.au

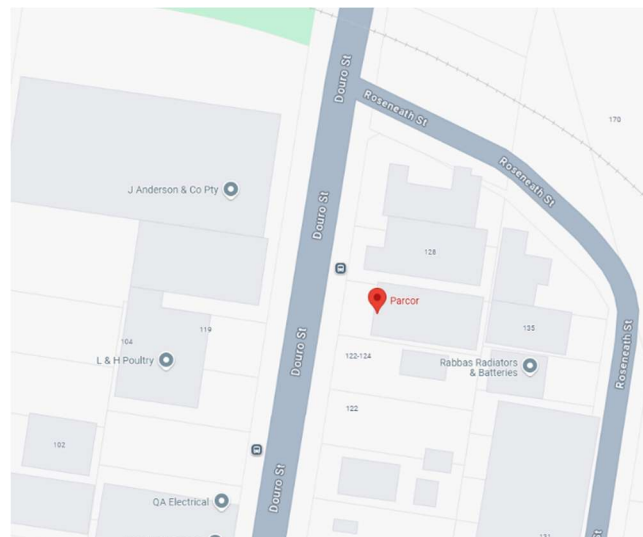
Web: www.parcor.com.au

Registered Training Organisation (RTO) Details

RTO Number	7076
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PARCOR Training Centre

Address	126 Douro St North Geelong 3215
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Welcome to PARCOR

Thank you for choosing to study with PARCOR.

As a Registered Training Organisation (RTO), PARCOR delivers nationally accredited training programs designed to equip you with the skills and knowledge required to meet industry standards. We pride ourselves on our hands-on, client-focused approach, ensuring that the training you receive is relevant, engaging, and directly applicable to your professional environment.

Our Mission

To provide Education, Information and Training through Experiential Learning in a Dynamic Environment.

Our team of experienced trainers and consultants are dedicated to your success, providing you with the expertise and support you need to excel. Whether you are here to upskill, advance your career, or improve your organisation's safety culture, we are here to guide you every step of the way.

Thank you for choosing PARCOR. We look forward to supporting you on this important journey and helping you achieve your learning goals.

About Us

PARCOR (formerly In-Train) was incorporated in 1997 in response to a growing need for services and products focused on the development, management and training of Risk Management, OH&S and fire and emergency response in the workplace.

Due to the high level of experienced personnel required in this field, our team was established to share our knowledge and experience to the benefit of our valued clients.

PARCOR is a Registered Training Organisation, and therefore many training programs we provide are nationally accredited through the relevant authorities.

PARCOR currently has a number of National Recognised training courses on its scope of registration, and in addition specialises in tailoring courses to meet the specific requirements of the client.

All services provided by PARCOR, are guaranteed to ensure quality. We have many clients seeking further assistance from us following our initial service, and we are proud to be called back to offer further services. This in itself is a testimony of our pride and professionalism in our business.

Our combined knowledge and experience, enables our clients to receive the highest possible standards in OH&S training and consultancy services. Our practical approach imparts not only regulatory and legislative standards but reflects the site-specific needs of your organisation.

We offer a total solution to ensure you have a safe workplace to move forward. Your organisation will continue to benefit directly from the PARCOR system and approach, and we trust that this proposal will meet your specific requirements.

Legislation

As a Registered Training Organisation (RTO), PARCOR is governed by legislation that ensures the integrity of nationally recognised training. This includes compliance with:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) instrument 2025
- National Vocational Education and Training Regulator Act 2011

PARCOR is also committed to upholding the provisions of the VET Quality Framework, which includes:

- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020
- Australian Qualifications Framework

These standards guide our operations and help ensure the high quality of the training we deliver.

Additionally, PARCOR abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Workplace health and safety
- Anti-discrimination
- Apprenticeships and traineeships
- Consumer protection
- Copyright
- Employment and workplace relations
- Equal opportunity Fair work, including harassment and bullying
- Privacy and personal information protection
- Student identifiers

More information about these and other parts of the legal framework can be found at:

Commonwealth comlaw.gov.au

Victoria legislation.vic.gov.au

New South Wales legislation.nsw.gov.au

Australian Capital Territory legislation.act.gov.au

Queensland legislation.qld.gov.au

North Territory legislation.nt.gov.au

Western Australia legislation.wa.gov.au

Tasmania legislation.tas.gov.au

Australian Skills Quality Authority (ASQA), the regulator of Australia's vocational education and training (VET) sector, at www.asqa.gov.au.

Policies

PARCOR has a range of policies that assist us in complying with legislation and ensuring quality training outcomes. Each of these policies are supported by procedures to ensure their practical application.

- Access and Equity Policy
- Administration and Records Management Policy
- Assessment Policy
- Complaints and Appeals Policy
- Continuous Improvement Policy
- Financial Management Policy
- Marketing and Advertising Policy
- Participant Selection and Enrolment Policy
- Recognition of Prior Learning Policy
- RTO Governance Policy
- Third Party Agreement Policy
- Transitional Arrangements for Training Packages and Accredited Courses Policy
- Training and Assessment Strategy Policy
- VET Data Reporting Policy
- VET Workforce Policy

For more information head to parcor.com.au or speak with your Trainer and Assessor.

Privacy and Confidentiality

PARCOR takes the privacy of our participants and employees seriously and complies with all relevant legislative requirements. We ensure that the collection of information is conducted in a fair, lawful, and unobtrusive manner, and only when necessary for organisational functions. PARCOR informs participants and employees of the purpose for collecting their information, how it will be used, and how they can access their personal information held by PARCOR.

Participant Information

Information is collected from students for enrolment purposes. Assessment records are kept in line with the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 & National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) instrument 2025.

Personal and professional information is collected from employees to enable PARCOR to employ suitably qualified trainers, assessors, and team members. It is also a requirement for issuance of AQF certificates.

Use of Participant Information

PARCOR is required to collect personal information that is necessary for enrolment into nationally accredited and non-accredited training courses.

This information is required by law to collect, hold, use, and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements .

PARCOR provides participant information to training team members on a need-to-know basis

PARCOR uses information collected for the express purpose for which it is collected unless prior consent is obtained from the participant.

PARCOR ensure the accuracy of information provided, confirmed through the Participant Agreement on the first day of attendance to the course.

PARCOR does not use personal details in direct marketing without obtaining prior written permission from the person concerned.

Participants are asked to provide consent prior to any photographs or video evidence being captured for marketing purposes.

Participants are asked to provide consent for PARCOR to release or discuss course progress with their employer.

PARCOR will not release any personal information to a third party without the written consent of the participant, unless we are required to do so by law.

Storage and Security of Information

PARCOR takes all reasonable steps to protect personal information from misuse, loss, and unauthorised access by:

- Storing all physical and electronic files in secure locations
- Restricting access to personal information to relevant team members only
- Destroying information securely once the required retention period has passed
- Ensuring computer systems are secure at all times through the use of firewalls, up-to-date antivirus software, password protection, and file permissions
- Not releasing personal information to third parties without prior written consent
- Notifying relevant government bodies in accordance with the Notifiable Data Breach Scheme

Access to your participant information

PARCOR provides access to student personal information on request for the purpose of changing and updating information. If you wish to access your student information file, this can be accessed by logging into our student management system www.app.axcelerate.com

If you require assistance accessing your records please direct your enquiry to info@parcor.com.au

Disclosure of Your Information

PARCOR is required by law under the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act) to disclose personal information we collect to the National VET Data Collection maintained by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER manages the collection, analysis, and communication of research and statistics about Australia's VET sector.

We are also authorised under the NVETR Act to disclose personal information to the relevant state or territory training authority. Additionally, from time to time, we may need to disclose your information in response to a court order, subpoena, warrant, legal proceeding, or law enforcement agency request.

PARCOR may share attendance, progress, participation details, and outcome results with the following parties:

- Employers, if your employer has paid for your training
- Regulatory bodies if you are enrolled in a course regulated by another organisation
- Commonwealth and State or Territory government departments and authorised agencies
- National Centre for Vocational Education Research Ltd (NCVER)

If you require results or other information to be released to any third party not listed above, you must complete a *Disclosure of Details Consent Form*. PARCOR will not supply personal information to any other party without your authorisation. You can complete the consent form if you need information about your training to be released to a third party.

PARCOR may also use your personal information to send you direct marketing materials, updates, or newsletters related to current and past course enrolments or inquiries. Media consent and marketing subscriptions are requested in the Participant Agreement, and further media consent may be requested through our *Media Consent Form*.

You may unsubscribe from marketing emails at any time by clicking the unsubscribe link in the email or by sending an email to info@parcor.com.au with the subject 'unsubscribe.' Occasionally, you may also receive an email or SMS from us to confirm or update your course bookings.

Please note, PARCOR does not and will not sell your personal information to any other party.

Privacy Notice

Under the *National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)*, PARCOR is required to include the following Privacy Notice on our enrolment documents:

Why we collect your personal information

As a Registered Training Organisation (RTO), PARCOR collects your personal information to process and manage your enrolment in a vocational education and training (VET) course.

How we use your personal information

We use your personal information to deliver VET courses to you and to comply with our obligations as an RTO.

How we disclose your personal information

Under the NVETR Act, PARCOR is required to disclose the personal information we collect to the National VET Data Collection, managed by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law to disclose your personal information to relevant state or territory training authorities.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)* and the NVETR Act. Your personal information may be used for purposes including:

- Populating authenticated VET transcripts
- VET administration
- Facilitation of research and statistics relating to education, including surveys and data linkage
- Understanding the VET market

The NCVER may disclose your personal information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities, and VET regulators to support functions such as:

- VET program administration, regulation, monitoring, and evaluation
- Research and statistics related to education
- Policy development, workforce planning, and consumer information

Additionally, the NCVER may disclose your personal information to individuals or organisations engaged to conduct research on its behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information on how the NCVER handles personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to access or correct your personal information, please contact PARCOR using the details provided below.

DEWR, in accordance with the *Privacy Act* and the NVETR Act, may collect, use, and disclose your personal information to fulfill specific functions and activities. For more information on how DEWR handles your personal information, please refer to the DEWR VET Privacy Notice at [DEWR VET Privacy Notice](#).

Surveys

You may receive a student survey conducted by a government department, NCVER, or an authorised agent, third-party contractor, or agency. Participation is voluntary, and you may opt out of the survey if contacted.

Contact information

At any time, you may contact PARCOR to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice.

Phone: 1300 666 101

Email: info@parcor.com.au

Responsibilities

The following responsibilities apply to PARCOR employees and participants.

PARCOR Responsibilities

- Review information you have provided to determine the most appropriate training program to meet your needs prior to enrolment
- Provide clear and detailed information about your course prior to enrolment
- Offer support, including reasonable adjustments where possible, to accommodate your individual needs
- Provide transparent information on fees, charges, and refunds as outlined in our Financial Management Policy RTO-PP-004 V2
- Offer access to our Complaints and Appeals Policy and Procedures through the PARCOR website
- Provide you with clear confirmation details, including venue, catering, and parking information
- Employ qualified trainers and assessors who are subject matter experts with appropriate vocational experience
- Supply quality resources to support your learning experience
- Provide written and/or verbal feedback on your assessments
- Assess and provide feedback on submitted assignments within 30 days of submission
- Issue a qualification or statement of attainment for which you have been deemed competent within 30 days of achieving competency
- Provide access to your participant records upon request

Participant Responsibilities

- Carefully review the information provided before attending your chosen course to ensure it meets your needs
- Inform PARCOR prior to attending your course of any factors that may affect your ability to complete the course, such as physical limitations, literacy issues, or language difficulties. This will help us advise on the suitability of the course and discuss possible adjustments to enhance your learning experience

- Provide all required details on the enrolment form, including a Unique Student Identifier (USI). Further information on obtaining a USI is available in this handbook
- Thoroughly read your confirmation letter, which includes important details about your course, venue, parking, and catering arrangements, as well as start and finish times
- Ensure timely payment of course fees as per the information provided in this handbook
- Attend the course during the required hours and participate actively and enthusiastically in all training activities
- If you are unable to attend or need to leave early, notify your Trainer or PARCOR admin team as soon as possible
- Behave respectfully and courteously towards your Trainer, PARCOR staff, and fellow participants at all times
- Take responsibility for your own learning and progress
- Raise any concerns with PARCOR Admin Team or your Trainer and Assessor
- Seek support from PARCOR and/or your employer as appropriate when completing assessments

Enrolment

Enrolment into some of PARCOR's courses is subject to meeting certain prerequisite conditions. Specific details of the prerequisites for these training programs are outlined in the individual course information, which will be made available prior to enrolment.

Enrolment can be initiated by:

- Contacting PARCOR on 1300 666 101 or emailing info@parcor.com.au
- Enrolling online through our website – www.parcor.com.au
- Initiated by your employer

Enrolment applications are assessed to ensure that the participant meets any prerequisites for their selected course. Participants will receive a detailed confirmation letter regarding their chosen course.

Please Note: It is important to read your confirmation email carefully as it contains critical information related to your course and its venue. Pay special attention to parking requirements, as these vary by venue. You will be required to complete a participant agreement on the first day of your course and provide photographic identification at that time.

Employer-Initiated Enrolments

Enrolment in a course may be initiated by an employer; however, the final decision to enrol rests with the participant. If the participant disagrees with the course their employer has selected, it will be up to the employer and participant to resolve the matter.

Entry Requirements

Please contact PARCOR to confirm any prerequisites that are required for entry into the course in which you are interested. Entry requirements may relate to factors such as:

- Previous workplace experience
- Completion of another qualification that is specified as a prerequisite for the course
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and effective performance in the workplace
- Physical or psychological ability to undertake the tasks involved for the course
- Access to a relevant workplace and job role where the required competencies can be learned and practiced
- Access to a computer with appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection)
- Access to course-specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required for all Australians undertaking nationally recognized training. It enables participants to link to a secure online record of all qualifications gained, regardless of the provider.

This system was implemented by the Australian Government in 2015, so it will show participant achievements from 1 January 2015 onwards.

As an RTO, PARCOR cannot issue AQF Certificates or Statements of Attainment without a USI. Therefore, it is mandatory for all participants to supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information and instructions on how to apply.

Access and Equity

PARCOR is committed to meeting the needs of the community, including individuals and groups who may face disadvantage. This includes providing fair allocation of resources and ensuring equal opportunity to access our training services.

PARCOR prohibits discrimination based on the following factors:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

PARCOR strives to ensure that all participants have access to the necessary resources to successfully complete course requirements. This includes offering flexible delivery and assessment arrangements where needed, as well as providing Language, Literacy, and Numeracy (LLN) support.

It is the responsibility of all staff at PARCOR to uphold our commitment to Access and Equity principles. If you have any questions or concerns, please contact us at 1300 666 101 or via email at info@parcor.com.au.

Participant Support

PARCOR provides ongoing support to participants throughout the duration of their chosen program via email, telephone, and face-to-face communication.

For those enrolled in self-paced or blended programs, each participant is entitled to 30 minutes of one-on-one coaching free of charge. Additional one-on-one coaching is available at an hourly rate for those requiring further assistance.

When the Training Delivery Team at PARCOR identifies that a participant's needs for education and support services exceed PARCOR's support capabilities and expertise, we will refer the participant to appropriate external support groups for assistance.

Other Support

Participant Welfare

PARCOR is committed to the welfare of our participants and acknowledges that, at times, some may require additional support.

If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well-equipped to offer assistance. These include:

Headspace

1300 737 616
www.headspace.org.au

Beyond Blue

1300 224 636
www.beyondblue.org.au

Reading and Writing Hotline

1300 655 506
www.readingwritinghotline.edu.au

Lifeline

13 11 14
www.lifeline.org.au

Please do not hesitate to reach out to these services if you need help.

Fees, Charges, and Refunds

PARCOR ensures that all fees, charges, and refunds are clearly documented and reasonable. Individual circumstances may vary, and a flexible approach to fees, charges, and refunds may be taken at the discretion of the Managing Director.

Course Fees

A number of factors will determine the cost of your course, such as:

- The course you are studying
- Course duration
- Study load and mode (full-time, part-time, face-to-face, online, etc.)
- Any credits applied through direct credit transfer, recognition of prior learning (RPL), or recognition of current competency (RCC)

Costs will be discussed with you and/or the third party (such as an employer or school) responsible for paying the tuition fees prior to enrolment. Please contact PARCOR if you have any questions related to course fees.

Other Fees

Other fees may include:

- RPL application
- Replacement of transcript
- Admin fees (if applicable)
- Replacement of training materials
- Any fees associated with course withdrawal
- Course cancellation

Replacement of Training Materials

A fee will be charged to replace any lost training and/or assessment materials previously issued. Please contact your Trainer and Assessor or PARCOR if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50 (plus GST) applies for the re-issue of a hard copy Certificate or Statement of Attainment.

Electronic copies are provided free of charge.

Refunds

- **More than 7 days' notice** prior to the commencement of a program: Participants are entitled to a full refund of fees paid.
- **Less than 7 days' notice** prior to the commencement of a program: Participants are entitled to a 50% refund of fees paid. Where fees have not been paid in advance, 50% of the fee remains payable.
- **Less than 1 days' notice** prior to the commencement of the training program: Participants are not entitled to a refund. Where fees have not been paid in advance, 100% of the fee remains payable.
- **Deferment of training** can be negotiated.
- Once training has commenced, no refund is available to participants who leave before finishing the course unless a medical certificate is provided, or extreme personal hardship is demonstrated.
- Participants who wish to finalise incomplete competencies in a future course may apply the original fee payment as credit toward that course within six months of the initial payment.
- If **PARCOR cancels the course**, participants or employers are entitled to a full refund (or a pro-rata adjusted refund) or to transfer to another or future course.

All requests for refunds must be made in writing, and PARCOR will respond in writing. Records of all communication will be kept.

Additional Charges

- Additional fees may apply if an Assessor is required to travel to a client site for reassessment.

Course Information

At the commencement of your course, you will be given access to training materials in hard copy and/or digital format.

A welcome email will be sent with log-in details to access PARCOR's Learner Management System - aXcelerate. This will allow you to update your details, access course materials and your previous PARCOR certificates.

Duration

The duration of your course will depend on several factors, including:

- The level of qualification you are undertaking
- Your own efforts and commitment to submitting assessments regularly and on time
- Your study load (full-time or part-time)
- The number of units eligible for credit transfer and/or recognition of prior learning (RPL)

The Australian Qualifications Framework (AQF) provides guidelines on the expected time required to complete qualifications based on complexity, depth of achievement, knowledge, skills, and autonomy. This is expressed as the **Volume of Learning**, which estimates the amount of time a full-time student would need to achieve the qualification, assuming no prior competencies are held.

Volume of Learning

The Volume of Learning for qualifications in the VET sector is as follows:

AQF Level	Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 for some apprenticeships/traineeships)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

More details can be found on the AQF website: [AQF Qualifications](https://www.aqf.gov.au/).

Competency-Based Training (CBT)

Competency-Based Training (CBT) focuses on developing the ability to perform specific tasks to a workplace standard. Each qualification consists of Units of Competency, which outline the skills and knowledge required to perform effectively in the workplace. CBT assessments measure whether a participant has achieved the required outcomes for each unit.

Competency-Based Assessment

In a CBT system, participants are either deemed **Competent** or **Not Yet Competent** based on their ability to meet the performance criteria in each unit. Assessment methods include:

- Observation of tasks and activities
- Responses to verbal and written questions
- Role plays, case studies, or projects
- Submission of reports, portfolios, or work samples

If a participant does not demonstrate the required competency, they will receive feedback and can resubmit assessments or receive further training to become **Competent**.

Training and Assessment Strategies

PARCOR staff are fully qualified and have relevant industry experience to train and assess courses. Occasionally, a subject matter expert may assist with assessments, but a fully qualified assessor will oversee the process.

PARCOR is responsible for ensuring that training and assessment complies with the National Vocational Education and Training Regulator Instrument 2025 and for issuing AQF certification.

Flexible Learning and Assessment

PARCOR promotes flexibility in learning and assessment. We aim to work with you to accommodate individual needs and maximize learning outcomes.

Traineeships and Training Plans

If you are enrolled in a traineeship or your course includes workplace placement, a training plan will be developed. This plan outlines how and when training will occur and is agreed upon by all parties involved.

Recognition Processes

Recognition of Prior Learning (RPL):

RPL is an assessment process that considers your previous study or work experience. You will need to provide evidence that demonstrates your competency. The evidence must be:

- **Validity:** assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product;
- **Sufficiency:** the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product;
- **Authenticity:** the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student;
- **Currency:** the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.

You may be eligible for RPL for certain units. Please contact us at 1300 666 101 to discuss your options.

National Recognition and Credit Transfer:

PARCOR recognizes AQF qualifications and Statements of Attainment from other Registered Training Organisations (RTOs). If you have previously completed units relevant to your course, you may apply for credit transfer by providing certified copies of your qualifications.

Assessment Information

Assessment is the process of collecting evidence and making judgments to confirm that a participant can perform to the required standard. Each assessment will include detailed instructions on the requirements, context, and purpose of the task.

Submitting Assessments

You are expected to complete and submit assessments by the due date. If you receive feedback that you are **Not Yet Competent**, you will need to provide additional evidence or resubmit parts of the assessment.

Stage 1: Participant undertakes in-class assessment task

- Participants will be notified of their performance following the completion of the assessment task.

Stage 2: Participant deemed Not Yet Satisfactory in their FIRST attempt at an assessment task

- Participants who are deemed to be Not Yet Satisfactory are to be provided with information identifying the areas in which they failed to achieve a satisfactory result. Participants will then have the opportunity to repeat the assessment task as soon as can be arranged with your trainer. Ideally, this would be on the same day as course timing allows. Alternative timing arrangements for reassessment may be made.

Stage 3: Participant deemed Not Yet Satisfactory in FIRST re-sit/re-submit of an assessment task

- If the Participant is again deemed Not Yet Satisfactory, they will be provided with information identifying the areas in which they failed to achieve a satisfactory result.
- The Participant must then participate in a new assessment task within 7 days of notification. An administration fee may be charged to cover the cost of supplying new resources in this case.

Stage 4: Participant deemed Not Yet Satisfactory in SECOND re-sit/re-submit of an assessment task

- If the Participant is still unable to demonstrate competency satisfactory result, then the Participant will be required to repeat the unit of competency.
- Re-enrolment fees may be required to be paid to your trainer prior to arranging the repeat of the unit of competency.

Extensions

PARCOR recognises that participants may be impacted by unforeseen circumstances that prevent them from completing all course requirements within the specified duration. Each participant will receive a course start and end date, indicating the time required to complete their course or qualification. This will be stated in the formal confirmation email, and the duration of your course is supported by the AQF Volume of Learning.

- All participants are granted up to a 12-month enrolment period, depending on transition arrangements.
- Participants may request up to **two** three-month extensions.
- Participants must submit an **Extension Request Form** one month prior to the course end date or within the 12-month enrolment period. The Extension Request Form can be requested by emailing info@parcor.com.au.
- All decisions to grant extensions will be made by the PARCOR Operations Manager.
- The first three-month extension, once approved, will be free of charge.
- The second three-month extension will attract a fee of \$300 plus GST upon approval.
- Participants will be notified by email of the decision and provided with information on support services available to assist in the completion of the course or qualification.

No further extension requests will be accepted beyond the two allowed, and participants will be required to re-enrol in their course or qualification with course fees charged.

- If no extension request is made, the participant's enrolment status will be changed to **withdrawn** if one month after the initial course completion date has passed without any request.
- Participants who have applied for two extensions will not be eligible for additional extension requests and will be required to re-enrol if they wish to continue.

Participants are encouraged to attend post-course support workshops or book a 30-minute session with a Trainer Assessor. One-on-one support with a Trainer Assessor can also be booked for a fee of \$300 for two hours. To arrange support sessions, contact info@parcor.com.au.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed **Competent** against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism and Cheating

Participants must submit their own work. It is not permissible to pass off another person's work and ideas as your own. This constitutes plagiarism and will result in penalties, including exclusion from units or cancellation of enrolment. PARCOR treats all instances of plagiarism seriously.

Participants must sign a declaration in their assessment books stating that the assessment is their own work and that no content was written by any other person.

Complaints and Appeals

PARCOR has a **Complaint and Appeals Policy and Procedures** accessible on our website.

If you wish to make a complaint or disagree with an assessment decision, you are encouraged to first speak with your Trainer and Assessor. If you are not satisfied with the outcome, follow the process outlined in the policy.

Where to Get Help

Talk to your Trainer and Assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office at 1300 666 101.

Participant Code of Conduct

Just as PARCOR has a responsibility to meet participants' expectations, legislation, and regulations, participants also have obligations. It is expected that participants will engage in their studies with commitment, regularly submit assessments, and behave respectfully towards others and in accordance with workplace health and safety principles.

PARCOR views misconduct seriously. Misconduct includes but is not limited to:

- Cheating or lying about assessments
- Impairing others' ability to study
- Bringing PARCOR into disrepute, or slandering other participants, staff, or the institution
- Plagiarism
- Failure to comply with reasonable instructions or supervision
- Behaviour that puts others at risk
- Verbal, physical, or threatening behaviour
- Discrimination, harassment, or disruptive and anti-social behaviour
- Destruction of property or theft
- Persistent lateness or disruption
- Use of profanities, drunkenness, or influence by illegal substances
- Breaches of the **Privacy Act 1988**

Consequences for misconduct will depend on the severity and frequency of the breach and may include:

- Formal reprimand (warning)
- Suspension from the course
- Reimbursement for damage caused
- Cancellation of the course without refund
- Referral to the police

Participants found guilty of misconduct have the right to lodge an appeal through the **Complaints and Appeals** process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at PARCOR. All staff, participants, and visitors must ensure the workplace is safe and that their actions do not put others at risk. Please report any incidents or hazards immediately.

Smoking, Drugs, and Alcohol

PARCOR is a smoke-free workplace. Smoking is prohibited in all buildings and is only permitted in designated areas away from building entrances. There is to be no smoking within four meters of a building entrance.

Participants under the influence of drugs or alcohol are not permitted on PARCOR premises or to engage in any PARCOR activities. Those taking prescription medication must ensure their own and others' safety is not affected.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued within 30 calendar days of you being assessed as meeting all course requirements. You will receive an electronic copy of your Statement of Attainment or Qualification.

If for any reason PARCOR ceases to operate while you are still enrolled, a Statement of Attainment will be issued for all successfully completed units.

Participant Feedback

PARCOR is committed to continuous improvement and values input from participants regarding their experience. Feedback is welcome at any time and will also be specifically requested upon completion of your course. To provide feedback, visit www.parcor.com.au or email info@parcor.com.au.