
STUDENT GUIDE

PARTEC

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About PARTEC

PARTEC provides accurate relevant and up-to-date information to students prior to commencement. This includes, but is not limited to:

- Our Code of Practice
- Admissions procedures and criteria
- Our refund policy
- Total costs/fees to students
- Certification to be issued to students on completion or partial completion of the course
- Assessment policies and procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Complaints and appeals procedure
- Facilities and Equipment available
- Trainee support services
- User Choice funding arrangements.
- NATA Accredited Lab to the ISO 17025:2017 standards.

Code of Practice

This code of practice is available to all prospective PARTEC students.

This code of practice details our commitment to our students and indicates the minimum standards set by PARTEC.

Mission Statement

The aims of PARTEC are to:

- Educate and train the Plastics Industry workforce in all aspects of plastics technology and related needs
- Be a supporting resource for High Schools, TAFE Colleges and Universities, for the educational needs of students who elect to include Plastics Technology in their courses.
- The pursuit of continual Quality Improvement in all that PARTEC does.

Education and Training Standards

PARTEC has policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of students. We will maintain a learning environment that is conducive to the success of students. We have the capacity to deliver the nominated course(s). We provide the facilities and use appropriate methods and materials.

Marketing

PARTEC markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements, in the provision of information. We provide this information upfront so that prospective students can make informed decisions.

Quality Standards

PARTEC has in place an internal review process that demonstrates that the Quality Standards are being maintained.

The Quality Standards relate to:

- 1. Financial Management*
- 2. Human and Physical Resource Management*
- 3. Provision of Information to Students Prior to Enrolment*
- 4. Records Management*
- 5. Training Outcomes and Issue of Certification*
- 6. Course Implementation Management.*

Quality Assurance Policy Statement

PARTEC (Qld) Pty. Ltd. provides education, training and some consultancy and testing services to the Plastics Industry.

In order to meet the expectations and needs of our customers, we maintain good communication with the Plastics Manufacturing Industry and ensure that our services are of the highest standard.

The requirements of AS/NZA ISO 9001:2000 and the standards for NVR Registered Training Organisations form the basis of this Company's quality program and the system defines the operating procedures. These procedures ensure that we consistently meet the needs of our customers.

This policy is issued to clearly indicate the attitude of PARTEC with regard to Quality Assurance, which we believe is essential to our long-term success and reputation.

PARTEC's goal is to become recognised as the leading Queensland based education provider for all plastics manufacturing and polymer related courses. To achieve this goal, all employees actively support this Quality Assurance Policy and understand their specific role in the Quality Assurance System.

Student Information

We welcome all students to PARTEC and we hope you enjoy your experience here. At PARTEC you are treated like an employee, our workshop and PARTEC campus is your simulated work environment to best prepare you for your job.

Admission Policy

Students will be advised on course suitability, based on their current knowledge and abilities. Pre-requisites exist for some course units. These may be academic qualifications, specific workplace experience or completion of one or more other units. Pre-requisites for each unit are listed in its Descriptor and in the documents published in the Training Package for the qualification. At PARTEC we ensure that students have the existing skills knowledge and experience required to successfully undertake the course.

Travel and Accommodation Assistance

Apprentices and trainees may be eligible for State Government Travel and Accommodation assistance to attend their training at PARTEC. Details of this information are provided by PARTEC with the Training Plan. At present, assistance is provided when the journey to PARTEC for training is more than 50km from the home or worksite of the student, for petrol or subsidised air flights.

Eligibility for Tuition Fee Discounts

There are several grounds for which PARTEC can grant discounts on User Choice tuition fee charges. These include students under 17 who have not yet completed Year 12 at the end of February during the training year or Aboriginal or Torres Strait Islanders.

Refund Policy for Student Contribution

Apprentices and trainees who are charged a student contribution fee under the User Choice program are usually invoiced every 3 months of their training program. Full and partial refunds are available if a student does not participate in formal training at PARTEC or withdraws from some incomplete units of training. When a student withdraws from training, a proportional refund will be made against the hours not yet completed in the Units of Competency.

Exemption from tuition fees can be granted by PARTEC for School based Apprentices and Trainees. Exemption is also available when the payment of the fee would cause the participant extreme financial

hardship. This should be discussed upon enrolment, but procedures are in place to allow students to use the Complaint and Appeal procedure detailed in this Guide to have the matter reconsidered by the Manager.

Refund Policy for Short Courses

PARTEC (Qld) Pty Ltd has an accounting system in place, which guarantees that training fees paid by intending students are held in an appropriation account and are not accessed until after training in the course has commenced.

Should a course be cancelled by PARTEC the student will be entitled to a full refund.

Should a student withdraw from a course, PARTEC will consider such withdrawal on its merits. If the reason for withdrawal is considered valid fees may be refunded on a pro-rata basis after allowance for fixed costs incurred.

Valid reasons for withdrawal include (but are not limited to) events which make continued attendance impractical, such as change of shift, relocation away from Brisbane, hospitalisation and injury which prohibits travel.

Under some circumstances PARTEC will consider requests to defer completion of the course to a later date.

In the event of a dispute, which cannot be resolved, a committee from the relevant industry sector shall be called upon to give advice to PARTEC.

Complaint and Appeal Procedures

PARTEC acknowledges the fact that it is possible for students to feel dissatisfied about aspects of a grievance or complaint, or about an assessment outcome, which they may want to appeal. It is PARTEC policy to take these matters seriously and will act upon the subject of any complaint found to be substantiated.

Students who feel that they have a genuine issue of concern have the right to a fair hearing at which they may state their concerns and should bring these matters to the attention of PARTEC training staff as soon as possible. A procedure is in place which allows the Manager of PARTEC to receive, and act on, written notification of complaints or appeals. However, it is recommended that the first approach be by the student (or their company representative) to the trainer concerned.

If the response from the instructor is unsatisfactory, they should put the concerns in writing, which will draw the matter to the attention of the Manager of PARTEC. Each appeal can be presented formally to the

Manager in writing. There is an option of having an independent industry person, or a panel of independent industry people, available in all cases of academic appeal.

Appeals relating to competency assessment should be lodged as soon as possible, but within 21 days of receiving the Statement of Attainment.

If successful in the appeal outcome, the previous Certificate or Statement will be cancelled, and a new one issued. All students have the opportunity of undertaking a reassessment.

PARTEC will notify the student of the outcome of the appeal/complaint in writing, including the reasons for the decision.

On-going Monitoring and Evaluation

On-going review of the course will focus on:

- Relevance of content to any new legislation, technology and work practices
- Effectiveness of delivery and assessment
- Employment of graduates
- Client satisfaction (both graduate and employer).

Records Policy

PARTEC will maintain confidentiality of student records and, in accordance with the Privacy Act of 1988 and its successors, will not disclose outcomes to a third party who is not part of the Contract of Training. Students can access their information upon request. Information about our clients is not divulged to a third party without the written consent of the client.

Work Health and Safety

Workplace Health and Safety is an element of all skills-based courses.

Students are reminded that they have obligations under the Work Health and Safety Act of 2011. Students will be advised of these obligations as part of their PARTEC induction.

Students will receive appropriate WH&S instruction before they are permitted to use the training workshop facilities. PARTEC shall provide all other necessary Personal Protective Equipment (PPE). Students will be advised of appropriate clothing and footwear and they shall not be permitted to enter training workshop areas unless appropriately dressed.

Facilities

Parking is available immediately adjacent to the PARTEC building. PARTEC provides a smoke free environment, with a designated

smoking area. Public transport is available in the form of Brisbane City Council buses, which run along Cavendish Road. There is a bus stop at the main gate of the college campus. Canteen facilities are available on campus, and tea and coffee making facilities, milk and sugar, drink machine, microwave, fridge storage are provided by PARTEC.

What Students Can Expect From PARTEC

PARTEC will provide training in plastics technology which is up to date and relevant to the needs of the industry.

Access, Equity, Anti-Discrimination

PARTEC acknowledges the need for the principles of social justice and fairness to be appropriately addressed in all aspects of training implementation. PARTEC staff are responsible for conducting the business of the organisation in a fair and equitable manner. This will involve:

- The right to equality of opportunity without discrimination
- Equitable access for all people to appropriate quality vocational education, training and employment programs and services
- Increased opportunity for people to participate in vocational education and training, and in associated decisions, which affect their lives.

Matters concerning being treated fairly in all areas of life are governed by the Queensland Anti-Discrimination Act of 1991, and includes

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

The Human Rights Commission in Queensland can be contacted on 1300 130 670, and information can be accessed on their website at www.humanrights.gov.au.

Instruction

PARTEC is committed to:

- Provide an environment which is conducive to learning
- Provide appropriate learning resources (physical resources and information)
- Provide appropriately skilled and experienced instructional staff encouraging students to use their full potential.

All required information such as study guides and course notes are provided to the student within the standard course fee.

Physical resources as prescribed for each course will be available as necessary.

Assessment Policy

In accordance with the principles expressed above, PARTEC will make efforts to ensure that assessments are fair, reasonable, reliable, valid and flexible. Assessments will be constructed with the workplace outcome in mind and can be varied to suit special needs of students (e.g. Oral questioning instead of written exams), when this does not contradict the other assessment principles.

Assessment Results

A student who does not achieve the learning outcomes of a course will be given six (6) weeks to undertake a supplementary assessment. Assessment results can be appealed (See complaints and appeals procedures section).

Information for Apprentices and Trainees

Apprentices and trainees are people employed in industry who are party to Training Agreements, or Contracts of Training, and are registered with the State Government. PARTEC is contracted by the State Government to provide training for several apprenticeship and traineeship areas, under a system that is referred to as 'User Choice'.

Training and employment for apprentices and trainees is governed by the Further Education and Training Act of 2014 (*current Oct 2019*).

Your local departmental office can be contacted on 13 74 68 regarding any aspect of your apprenticeship or traineeship, or you can access the Department of Employment and Training website on <https://desbt.qld.gov.au/training> Wages and entitlements are usually governed by the Industrial Relations Act, and advice on these matters can be obtained from Wage-line on 1300 186 278 or at <https://fairworkhelp.com.au/>

What is User Choice?

User Choice is defined as the system whereby an employer and student are free to choose which registered training organisation is to provide training to the student, and what approved deliver mode will be used.

User Choice is a national initiative, referring to policies and funding mechanisms for apprenticeship and traineeship training, and implemented by the Queensland Government through contracts with selected training providers throughout the apprenticeship and traineeship system.

How does User Choice Affect You?

There are two main impacts of the User Choice system. The first is that PARTEC will assist employers and their apprentices or trainees to develop a training plan, which will be as flexible as possible to suit the needs of the employer, the student and the qualification structure of the apprenticeship or traineeship.

The second major factor is that the State Government covers the majority of the cost of training under this system. However, there is a student contribution fee which PARTEC must charge under its User Choice contract. Most PARTEC students covered by a User Choice contract complete between 250 to 350 nominal training hours each year towards their qualification. This means that a student contribution fee of approximately \$450 to \$550 per year will be payable to PARTEC by the employer. The Queensland Government sets the fee per hour and is currently \$1.60 per training hour. This amount can be paid for in instalments, usually monthly or quarterly.

Workplace Health and Safety, and Workplace Harassment

Workplace Health and Safety is an element of all skills-based courses. Students will be advised of appropriate clothing and footwear and they shall not be permitted to enter training workshop areas unless appropriately dressed.

Workplace Harassment and bullying is not acceptable at PARTEC. Information about bullying in the workplace can be accessed through this Queensland Government page on workplace rights:

<https://fairworkhelp.com.au/workplace-bullying>

National Recognition

Students who have achieved training outcomes of Units of competency, which are parts of their PARTEC training program can ask for their study elsewhere to be recognised by PARTEC, which can be

arranged after production of a Certificate or Statement of Attainment that can be verified by PARTEC.

Credit Transfer and Articulation Arrangements

Almost all courses taught at PARTEC articulate into Nationally Recognised Qualifications for the Plastics Industry. Production of appropriate certificates from other Training Organisations will assist in the credit transfer process. Students can achieve full Certificate qualifications, or Units listed on statements of attainment, depending on their enrolment choices. Applications for credit transfer will be considered.

Recognition of Prior Learning (RPL)

Students who consider that they can satisfy the requirements of a course, or unit in a course as a result of previous training, practical experience or both may apply to be granted exemption from, or credit for, either a whole qualification or a unit of competency. Substantiation of this must be made and an RPL kit is available upon request.

A request for RPL is provided by PARTEC with the Training Plan, however, a copy of the following is available:

- PARTEC Recognition of Prior Learning policy
- Course and Learning outcomes
- Request for RPL Assessment form
- Advice for RPL Candidates.

Fees for this service vary, but for apprentices and trainees they will remain at the compulsory nominal hour tuition fee. Other students may be required to contribute between \$1 to \$2 a nominal hour, depending on the number of people in similar areas, seeking RPL, and on the quality of the evidence submitted with the RPL application.

SUPPORT SERVICES

Library Services

PARTEC students can join the Queensland TAFE Mt. Gravatt Campus lending library, on the same campus, and use the library facilities.

Support and Progression

Student needs are assessed by the trainers as the student training progresses, in liaison with the employer. Training plans are sent out at the start of the apprenticeship and monitored throughout the training to ensure progression and completion.

Remedial Services and Disabilities

Students may be offered informal additional assistance depending on the student's specific needs and the availability of resources suitable for those needs.

It should be noted that PARTEC has a history of providing extra tuition to students who require it, and of referring students to local providers of literacy and numeracy assistance.

PARTEC has trained people with mild disabilities and have facilities to cater for the needs of mildly disabled people. Due to the nature of the work within the Polymer Processing industry there has been little demand for tuition from severely disabled persons. People with a disability should discuss their options with PARTEC prior to enrolment, so relevant arrangements can be made. There is wheelchair access most areas at PARTEC.

Counselling Services

PARTEC can refer students to appropriate agencies, including Department of Education, Training and Employment, for counselling if required.

What PARTEC Expects from You

As a teaching and training facility PARTEC has some simple common-sense rules to ensure the well-being of all students.

Unique Student Identifier (USI)

Commonwealth legislation requires students to have a USI for any nationally recognised training. A USI Student Information Fact Sheet is available from PARTEC administration or visit www.usi.gov.au for further information and to apply for your USI. Students provide this number upon completing the enrolment form, so PARTEC can issue any certifications.

Attendance

A minimum of 80% attendance is recommended for off-the-job training, and for courses held at PARTEC.

Behaviour

All students are expected to behave in a manner that is acceptable for other students and PARTEC staff. Apprentice and trainee behaviour come under the jurisdiction of the Further Education and Training Act of 2014, and the accompanying Regulations. These allow for fines, stand

downs, or even termination of training contracts for serious misconduct.

In the first instance, poor behaviour will be dealt with by the classroom instructor, and if the behaviour persists the employer will be advised of the issue, so that the student can be assisted in a co-ordinated manner. If the problems persist, the employer can put disciplinary procedures in place, usually in conjunction with the advice of officers of the Department of Employment, Small Business and Training; and in liaison with the employer.

COURSE SPECIFIC INFORMATION

Course Entry Requirements

Course entry requirements will be stated in the specific information brochure for each course.

Course Fees and Additional Cost

Most PARTEC courses are subsidised by the State Government. PARTEC is required to charge a standard student contribution fee, charged for government subsidised courses. These fees and the course price will be specified in the information brochure for the individual courses.

Unless otherwise stated the stated course- fees will be all inclusive and no additional charges will be payable for that course.

Course Outlines

Most PARTEC courses are compiled from the Nationally Recognised qualification structure and assembled according to the requests of industry sectors (for specialised training courses) or against the set Qualification Outlines for a specific Certificate outcome for an industry sector.

Students can achieve full Certificate qualifications, or some individual Units, which will be listed on Statements of Attainment, depending on their enrolment choices. Outline of course content for specific offerings are contained in the course specific brochures.

Assessment Requirements

The assessment requirements will be referred to in the information brochure for each course and explained as part of the first session of each course.

Course Facilities

PARTEC is a purpose-built facility, equipped for training the wider plastics industry workforce. There are four well-equipped workshops set up for five of the major technology streams.

Classrooms, a laboratory, and a range of teaching aids are available on site in Brisbane, and in Townsville. This enables the majority of plastics training to occur in a safe, controlled environment. PARTEC training is also available off-site, usually at company premises, if advance arrangements are made.

Equipment to be supplied by Students

Students will be expected to supply equipment as detailed in the specific information for each course. Usually this is restricted to pens, pencils, calculators and such items.

Feedback

At PARTEC, we are very interested in your feedback. At the end of units of study, you will be asked to respond in a few short questions so that we can know how your experience was in training at PARTEC; we thank you in advance for your feedback.

Replacement of Lost Certificates and Other Awards

Replacement for lost Certificates or Statements of Attainment are possible and can be arranged for a \$30 fee (+GST) and the awards will be watermarked as duplicate or as replacement and \$20 fee for a replacement trade card (+GST).



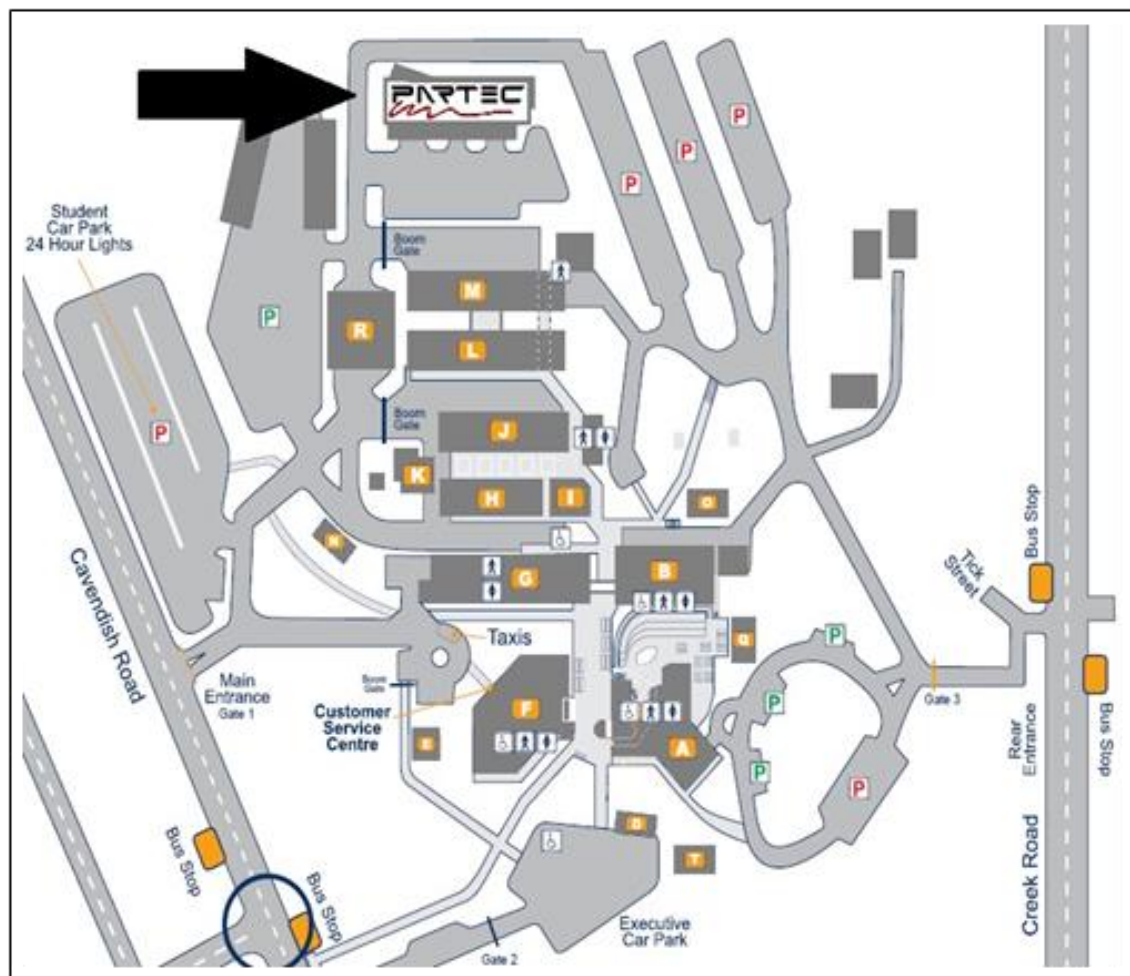
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