

RTO 122206

# Training policy and procedures manual

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# Code of practice

PSA undertakes the provision of training and education with a commitment to the highest standards.

## Protecting the rights of consumers

- Marketing and advertising to prospective clients is ethical and accurate, they are free of inducements and misleading statements.
- Learners are informed before enrolment of all the costs and charges they will incur throughout the course. Where a course is offered under a funding subsidy information is provided in accordance with contractual requirements.
- Refund policies are fair and are documented and provided to each learner prior to enrolment. In the event that obligations to learners cannot be fulfilled, measures are in place to ensure that they receive either the service from another registered training provider or a refund in accordance with these policies.
- Fees can be paid in a variety of ways, including payment by instalment, and fee protection mechanisms are in place through a bank guarantees.
- Comprehensive information is provided to consumers to enable an informed decision on enrolment and all information is accessible through a range of mechanisms including the PSA website. A pre-training review is undertaken with all applications for qualifications to enable consumers understand their rights, responsibilities and the obligations of the training provider PSA.
- PSA has a complaints and appeals process that supports the communication of any consumer concerns.
- A designated Consumer Protection Officer has been implemented:  
  
PSA RTO Consumer Protection Officer  
*training@psa.org.au*
- Academic, financial and other records are maintained in a manner which ensures they are complete and accurate. PSA manages these records to maintain confidentiality and does not divulge information to third parties unless authorised or under law. Learners may view their own records to confirm accuracy and completeness.

## Ensuring access and equity

- PSA is committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations placed on our staff and learners are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Policies and procedures ensure that learners are treated fairly and receive all reasonable assistance to successfully complete the course once accepted for enrolment.

- PSA will deal fairly and constructively with concerns and complaints about the services provided.

### **Qualifications will reflect the latest industry/profession advice**

- PSA regularly engages with relevant industry representatives to evaluate training and assessment services. This ensures that graduates hold the required skills and knowledge to perform to standard in the workplace.
- PSA develops our training and assessment strategies in consultation with industry to ensure that they are relevant to their needs. Where the training or assessment occurs in a workplace, evidence of learner performance contributes to assessments.
- Teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current practice.

### **The quality of training and assessment is assured across all operations as registered training provider**

- The organisation is committed to continuously improving the services it offers and will seek feedback from learners about the services received.
- The organisation is a Registered Training Organisation (RTO), authorised under legislation to offer nationally recognised training. It ensures that operations comply with relevant legislation and the national registration standards at all times.
- All training and assessment complies with the principles of validity, reliability, fairness and flexibility.

### **Learners' current skills and knowledge are recognised**

- PSA recognises that learners may hold skills and knowledge that are relevant to course outcomes and will assist learners to gain recognition for these skills and knowledge. This process is called Recognition of Prior Learning (RPL).
- If learners have completed relevant units of competency with another RTO, PSA will automatically credit these towards completion of the qualification.

PSA offers learning and assessment services that meet individual learning needs as far as practicable. PSA can tailor training programs to meet learner needs and will offer a range of learning and assessment resources.

## Complaints and appeals

If an individual feels that PSA RTO has breached its obligations in the undertaking of marketing and sales activities or decisions made by PSA RTO they may raise a complaint. We encourage individuals to discuss the situation with their PSA RTO representatives in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible in writing to PSA RTO:

Complaints  
Manager RTO Compliance  
*training@psa.org.au*

2. PSA RTO will investigate the circumstances included in the complaint and respond to the individual as outlined in the Academic or Non-academic Grievance Procedure as soon as possible (and within 30 days) regarding its findings and actions following this investigation.
3. After considering this response, if the individual is still not satisfied they may escalate their complaint directly to the relevant Consumer Protection Agency for investigation.

Jurisdiction	Contact details
New South Wales	<p>NSW Office of Fair Trading 13 32 20</p> <p><i>www.fairtrading.nsw.gov.au</i></p> <p><b>Smart and Skilled Subsidised Learners</b></p> <p>Smart and Skilled Subsidised Learners can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback.</p> <p>13 28 11 or 1300 77 21 04</p> <p><i>enquiries@smartandskilled.nsw.gov.au</i></p> <p>Support is also available in person at a State Training Services Centre:</p> <p><a href="http://www.training.nsw.gov.au/about_us/sts_contacts.html">www.training.nsw.gov.au/about_us/sts_contacts.html</a></p>

1. Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority  
*www.asqa.gov.au*  
Phone 1300 701 801



# Access and equity

## Policy statement

The Pharmaceutical Society of Australia Ltd (PSA) adheres to principles of access and equity and maximises outcomes for its clients

## Access, equity and anti-discrimination

PSA implements access and equity principles for all people through the fair allocation of resources and the right to equality of opportunity without discrimination. PSA abides by all relevant legislation with regard to equal opportunity and anti-discrimination.

## Client service

PSA's comprehensive management and administrative processes ensure efficient client service delivery. Accurate learner information is maintained and learners are monitored through the use of a 'Training and Assessment Plan'.

Learners receive assessment results, Qualifications and Statements of Attainment in a timely manner and PSA records and certifies competencies in accordance with national guidelines.

The commitment to quality client service includes the following procedures:

- Recognition of prior learning (RPL) policy and procedure
- Course credit policy and procedure
- Fair and reasonable refund policy
- Complaints and appeals policy
- Language, literacy and numeracy assistance
- Learner course information and enrolment procedure.

PSA informs learners of these procedures prior to the enrolment process through the course information brochures.

## Engagement of the industry/profession

PSA seeks information and involvement from the pharmacy industry stakeholders in the ongoing monitoring and development of the training programs and to ensure services meet industry requirements.

Engagement includes, but is not limited to:

- Industry Reference Committees
- Australian Health Practitioner Regulation Agency (AHPRA)
- Australian Pharmacy Council – Intern Training Program Provider Liaison Group
- Pharmacy Board of Australia
- PSA Board Subcommittees and Advisory Groups

# Privacy

PSA is committed to protecting the privacy of members and non-members who may also be learners enrolled in PSA courses and ensuring the security of personal information maintained by the organisation. In this regard, it abides by the Australian Privacy Principles (set out in amendments to the Privacy Act 1988) and the Vocational Education and Training (VET) Data Policy and has adopted them in the management of personal information.

PSA is the custodian of a large amount of personal information and relies on its accuracy and integrity when working with members.

The organisation collects information from members and non-members so that it can provide services, manage relationships, communicate effectively and identify the appropriate choice of services.

Robust systems and procedures are in place to protect privacy whenever it is necessary to collect, store, use or disclose personal information.

PSA is committed to best practice in protecting the privacy of the personal information it collects and receives.

In accordance with the VET Data Policy, learners at the time of enrolling into a course under the PSA Registered Training Organisation (RTO) must acknowledge the Privacy Notice and Learner Declaration. This outlines the requirement of the RTO to collect, use and disclose personal information and the purposes of the requirement.

A Privacy Policy explains how PSA collects, uses, discloses and otherwise handles personal information. It also describes how learners can access and correct the personal information held about them or how to make a complaint about any suspected privacy breach.

PSA's full privacy policy is available at: [www.psa.org.au/site/privacy](http://www.psa.org.au/site/privacy)

## Procedures relating to personal information

PSA complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all learners.

PSA will allow a learner to apply for and receive a copy of the VET personal information that is held in relation to that learner.

## Collection of information

Personal information is not collected unless for a purpose directly related to the learner's education program. Personal information is not collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication, PSA at the time of enrolment collects evidence of the learner's consent in relation to

the collection, use and disclosure of information and provides a privacy notice informing the learner of:

- the purposes for which the information may be used; if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required
- with whom the information may be shared (such as the Australian Government, Tuition Assurance Scheme or researchers).

Where PSA solicits and collects personal information for inclusion in a record or in a generally available publication it takes reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the learner.

## **Storage and security of personal information**

PSA ensures:

- that records are protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- that if it is necessary for records to be given to a person in connection with the provision of a service to the PSA, everything reasonably within the power of the PSA will be done to prevent unauthorised use or disclosure of information contained in the record.

PSA maintains a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper
- the purpose for which each type of record is kept
- the classes of individuals about whom records are kept
- the period for which each type of record is kept
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- the steps to be taken by persons wishing to obtain access to that information.

PSA will not use the information without taking reasonable steps to ensure that the information is accurate, up to date and complete, with regards to the purpose for which the information is proposed to be used. PSA will not use the information except for a purpose to which the information is relevant.

## Disclosure

PSA may be required to disclose your personal information and training activity data collected during your RTO course enrolment as per the Data Provision Requirements 2012 for statistical, regulatory and research purposes. Full details of the disclosure is included in the Privacy Notice on the enrolment form. Learner consent and declaration is collected at the time of enrolment.

PSA will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely be aware that information of that kind is usually passed to that person, body or agency
- the individual concerned has consented to the disclosure
- PSA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the learner or of another person
- disclosure is required or authorised by or under law
- disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a monetary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a monetary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

# Fair treatment, equal benefits and opportunity

## Overview

PSA supports the concept of equal opportunity and is committed to providing all staff, learners and potential learners with a working and learning environment which values diversity and respects differences. This environment is also safe, healthy, positive and supportive as well as being free from all forms of harassment, bullying and discrimination.

## Definitions

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

## Fair treatment

PSA treats all learners and potential learners fairly.

## Learner selection

PSA has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among potential learners
- a) the treatment of learners.

Potential learners seeking to enrol in a VET unit or course of study with the PSA are assessed for entry to study through the same published entry requirements and through the same process, regardless of their background, circumstances or eligibility for State government subsidised training.

PSA applies merit based principles when selecting which potential learners to enrol. Industry experience, referee reports and assessment at interview will determine final selection where limited places are available.

Learners undertake a pre-training review prior to commencing studies. If they have not achieved an Australian qualification at Certificate IV level or above they will undertake an English Literacy and Numeracy assessment to ensure they are academically suited for their chosen program of study.

The outcome of the pre-training will be provided to the learner as soon as practicable and they will be notified with an offer for enrolment or an explanation as to why it has been determined that they are not a suitable candidate for the course they wish to enrol into.

Where learning support has been identified and if the enrolment is to proceed, this will be documented in the learner records and discussed with the learner.

Entry requirement evidence and outcome of entry requirements documentation is retained in the learner records for a period of 5 years.

Course*	Entry requirement(s)
<b>Graduate Diploma of Applied Pharmacy Practice (10737NAT)</b>	<ul style="list-style-type: none"> <li>• Hold a <i>Bachelor of Pharmacy</i> or an equivalent or higher pharmacy qualification recognised in Australia</li> <li>• Eligible for registration with the Pharmacy Board of Australia under APHRA requirements</li> <li>• Be employed in a pharmacy industry context.</li> </ul>
<b>Graduate Certificate in Applied Pharmacy Practice (10797NAT)</b>	<ul style="list-style-type: none"> <li>• Hold a <i>Bachelor of Pharmacy</i> or an equivalent or higher pharmacy qualification recognised in Australia</li> <li>• Eligible for registration with the Pharmacy Board of Australia under APHRA requirements</li> <li>• Be employed in a pharmacy industry context</li> <li>• Where the enrolment into this qualification is to meet Intern Training Program requirements, additionally the following must be met: <ul style="list-style-type: none"> <li>▪ Pharmacist Provisional Registration;</li> <li>▪ Approved Supervised Practice.</li> </ul> </li> </ul>
<b>Diploma of Leadership and Management (BSB51918)</b>	<ul style="list-style-type: none"> <li>• Working in a leadership role within workforce</li> <li>• Has suitable LLN results set by the AQF level</li> </ul>
<b>Certificate IV in Community Pharmacy (SIR40116)</b>	<ul style="list-style-type: none"> <li>• Must be currently employed in a community pharmacy</li> <li>• Have achieved Certificate III in Community Pharmacy, or</li> <li>• Have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 Certificate III in Community Pharmacy, <b>and</b></li> <li>• Have a statement of attainment in the unit SIRCIND002 <i>Support the supply of Pharmacy Medicines and Pharmacist Only Medicines</i>.</li> </ul>
<b>Certificate IV in Community Pharmacy Dispensary (SIR40216)</b>	<ul style="list-style-type: none"> <li>• Must be currently employed in a community pharmacy.</li> </ul>
<b>Certificate III in Community Pharmacy (SIR30116)</b>	<ul style="list-style-type: none"> <li>• Must be currently employed in a community pharmacy.</li> </ul>

\*Prerequisites may also apply to unit(s) within the courses listed.

Where the chosen VET unit or course of study has entry requirements the learner must provide the applicable evidence e.g. copy of a certificate, USI transcript, etc.

When making these decisions, the above does not prevent the PSA taking into account educational disadvantages that a particular learner or potential learner has experienced or the fact that the learner or potential learner may be enrolled via a VET restricted access arrangement.

# Disability Policy

## Pharmaceutical Society of Australia commitment

PSA is committed to adhering to the:

- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Equal Opportunity Act 1995*
- Relevant PSA policies.

To do this, PSA provides learners with disabilities reasonable and appropriate academic adjustments, as well as educational support and/or auxiliary aids which are determined on a case-by-case basis.

Where gaps in support are identified, PSA is committed to providing a willingness and understanding to meet learners' needs as quickly as possible.

## **The *Disability Discrimination Act 1992***

The Act defines a disability as any of the following:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
  - presently exists
  - previously existed but no longer exists
  - may exist in the future (including because of a genetic predisposition to that disability)

- is imputed to a person.

The United Nations' *'Convention on the Rights of Persons with disabilities'* states that 'disability is an evolving concept'. Therefore, whilst PSA uses the aforementioned definitions in this policy, it will broaden these definitions where required.

## **Register for assistance**

To access the PSA's disability support services, learners are required to submit a 'Disability Verification Statement' via email to [training@psa.org.au](mailto:training@psa.org.au)

When PSA receives the Disability Verification Statement from the learner, a Learner Support Team Member will contact the learner to discuss the support services required. .

The learner should ensure that they copy and retain a photocopied version of the original document. The document needs to be completed in full and submitted six weeks before the official course commencement date.

# Enrolment Policy

Enrolment into any course with the PSA Registered Training Organisation (RTO) requires submission of an enrolment form.

PSA has rolling enrolments for all courses which means there are no specified start and end dates and learners are able to submit their enrolment form at any time and commence their training once their enrolment has been accepted and processed. Where face to face components are present in a learner's chosen course, there may be some limitations with training start dates and learners will be advised where this is applicable.

## The enrolment process

1. Learner accesses the enrolment form via PSA website for their specific course
2. Learner submits an enrolment form to PSA.
3. A RTO administration team member will contact the learner on receipt of the enrolment form to conduct a pre-training review and an upfront assessment of needs, to confirm the chosen course is suitable for the learner and to determine if there are any additional learning needs of the learner.
  - a) This may include a language, literacy and numeracy assessment.
  - b) The outcome of the pre-training review will be provided to the learner via email as soon as practicable.
4. Eligibility criteria is discussed for enrolment into a State government subsidised placement (where applicable) and eligibility evidence is collected where the learner is eligible for a State government subsidised placement.
  - a) In addition to information that a learner supplies on the enrolment form, for a State government subsidised placement the required eligibility evidence\* may require PSA to request from the learner:
    - i. Completion of additional forms (as per State government contractual requirements of the particular funding program)
    - ii. Evidence of Australian Citizenship, Australian Residency or visa (where applicable)
    - iii. Confirmation of residence or place of work
    - iv. Evidence of any previously attained qualifications.
5. The learner is offered an enrolment placement into their chosen course if it is determined they are academically suitable for the course – the learner must indicate their acceptance before their enrolment may be processed.

6. Enrolment is processed when the fee is confirmed and processed. (Refer also to the section *Enrolment fees policy*.)
7. Once payment has been received or a payment plan has been set up (where available), the learner will be provided with course access.
8. Enrolment form, pre-training review documents and eligibility evidence will be stored securely in an electronic format (and hard copy where there are state contractual requirements) in learner records. (Refer also to the section 'Privacy'.)

\*Required eligibility evidence is dependent upon the state government funding program and may vary between programs. The list provided is not exhaustive and is for general information.

## Eligibility information – State government subsidised programs including Australian traineeships

Some qualifications may be available in some states as a State government subsidised enrolment, where learners meet the applicable State government subsidised program eligibility criteria. This may mean that the learner pays reduced enrolment fees. The table below provides an overview of State government subsidised programs PSA may have access to from time to time and where you may seek further information about eligibility.

State	State government program(s)	Eligibility information
ACT	Traineeship (new worker)	<a href="https://www.australianapprenticeships.gov.au/eligibility">https://www.australianapprenticeships.gov.au/eligibility</a>
NSW	Smart and Skilled Traineeship (new worker)	<a href="https://smartandskilled.nsw.gov.au/are-you-eligible">https://smartandskilled.nsw.gov.au/are-you-eligible</a> Pricing policy information: <a href="https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/ee_administration_policy_2018.pdf">https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/ee_administration_policy_2018.pdf</a>
QLD	Traineeship (new worker)	<a href="https://www.australianapprenticeships.gov.au/eligibility">https://www.australianapprenticeships.gov.au/eligibility</a>
	Certificate III Guarantee	<a href="http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent">http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent</a>
	Higher Level Skills	<a href="http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent">http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent</a>
SA	Traineeship (new worker)	<a href="http://www.skills.sa.gov.au/training-learning/check-your-eligibility">http://www.skills.sa.gov.au/training-learning/check-your-eligibility</a> <a href="https://www.australianapprenticeships.gov.au/eligibility">https://www.australianapprenticeships.gov.au/eligibility</a>
TAS	Traineeship (new worker)	<a href="https://www.australianapprenticeships.gov.au/eligibility">https://www.australianapprenticeships.gov.au/eligibility</a>
VIC	Traineeship (new worker)	<a href="https://www.australianapprenticeships.gov.au/eligibility">https://www.australianapprenticeships.gov.au/eligibility</a>
	Skills First	<a href="https://www.skills.vic.gov.au/victorianskillsgateway/Learners/Pages/eligibility-assessment.aspx">https://www.skills.vic.gov.au/victorianskillsgateway/Learners/Pages/eligibility-assessment.aspx</a>

Information in the above table is subject to change without notice.

General information about traineeships is available at: <https://www.aapathways.com.au/about-australian-apprenticeships-traineeships>

## Recognition of prior learning (RPL)

The RPL process identifies and matches existing skills and knowledge which the learner may have, to the elements and performance criteria of the qualification the learner is enrolled in.

Existing skills and knowledge may have been obtained through:

- previous work experience including paid and volunteer work
- life experience including skills attained through leisure pursuits
- previous training or education.

Learners may apply for RPL where they:

- are enrolled in a course or unit
- are enrolled in a course/unit which is an accredited course/unit that is competency based
- believe they are able to demonstrate competence in all of the learning outcomes before studying the module.
- The learner should email their intention to apply for RPL to the PSA RTO Team at [training@psa.org.au](mailto:training@psa.org.au) or indicate their intention on their enrolment form.

## How does the RPL process work?

There are two types of applications:

- Standard exemptions/credit transfers for previous formally recognised training.
- Recognition of work and life experiences, including non-formally recognised training.

### Context

Assessors are drawn from the pharmacy industry and are able to understand the candidate's workplace context; including the conditions under which the candidate must apply their competencies.

RPL guides have been developed to reflect the pharmacy workplace context.

Candidate's workplace location and workplace support is gathered from the candidate in the initial discussions on RPL assessment.

The qualification and units of competency are assessed to ascertain their appropriateness for the candidate and their workplace.

## Information

Information is provided on the RPL process to the candidate, including what they can expect in terms of response and support.

The types of evidence that may be able to be gathered are outlined in the qualification evidence guide and discussed with the candidate.

The candidate confirms with the assessor the units of competency that they consider they will have previous learning and are confident they can demonstrate competence

## Evidence gathering

The candidate gathers evidence as guided by the Assessor that can be assessed as:

- Relevant
- Sufficient
- Current
- Authentic

The candidate completes the application form and submits evidence for assessment.

## Assessment

The assessor reviews the evidence and documents their initial assessment against the UOC performance standards.

RPL applications will be assessed within four weeks of submission.

If further evidence is required the assessor contacts the candidate and discusses the gaps in the evidence.

The additional evidence will be processed within two weeks of submission.

## Assessment decision

The assessment decision is discussed with the candidate

If RPL has been denied possible future steps for the candidate are discussed including gap training

If the application has been successful results will be arranged to support the issuance of the appropriate credential.

The candidate is asked to provide feedback on the RPL process and suggest improvements.

To apply for RPL you can email the PSA RTO team who will send you an RPL form and evidence guide to prepare. *training@psa.org.au*

# Language, literacy and numeracy assistance

## Overview

Arrangements for language, literacy or numeracy (LLN) assistance are made where necessary to assist learners. Learners complete a LLN assessment as a part of the enrolment process to determine current LLN levels and identify gaps.

## Policy statement

Prior to enrolment, learners will complete a pre-training review which may be in the form of an interview and/or survey. The pre-training review which is conducted by a PSA RTO Team Member will include a review of qualification pre-requisites and includes determination of LLN levels to confirm suitability of the learner's chosen course of study.

The pre-training review also provides an opportunity to identify if the learner requires additional support. Where this has been identified, it will be discussed and documented so that reasonable adjustments made be made with regards to learning and assessment where practicable.

Where LLN skills are not at the appropriate level to be able to complete the learner's chosen course, PSA may refer to the learner to an LLN course provider where they may complete a foundations skills course to bridge any gaps.

Trainers/assessors:

- observe, identify and immediately act when a learner has needs with language, literacy or numeracy
- make every effort to maintain the confidentiality of the learner's needs
- will not make discriminatory or judgemental statements about any learner based on the level of language, literacy or numeracy skills
- offer counselling about their particular skill deficiency to learners with language, literacy or numeracy needs , and explain the possible impact on the proposed the PSA training program
- present recommendations for assistance to the learner to overcome the skill shortage. However, no learner will be disadvantaged because they decline the advice unless they cannot meet the basic requirements of the units of competency.

# Plagiarism and Collusion

## Definitions

Plagiarism: The practice of taking someone else's work or ideas and passing them off as one's own<sup>1</sup>.

Collusion: Unauthorised collaboration and the resubmission of work that has already been assessed in another module/unit without disclosing that fact.

## Policy and procedures

PSA is committed to upholding standards of academic integrity and honesty. Cheating in any form is unacceptable and will be treated seriously by PSA. Plagiarism and collusion are both considered to be forms of cheating.

Where evidence has been obtained to indicate potential cheating, the Manager of Training Delivery will discuss the matter with the applicable learner(s) suspected of cheating and the learner(s) will be provided with the opportunity to respond.

The evidence collated and the outcome from discussions with the applicable learners will provide basis for the Manager of Training Delivery (or nominee) to determine whether or not they believe that cheating occurred, or whether plagiarism was likely to have been intentional or unintentional.

If the failure to acknowledge the ideas of others was not intentional, the only offence the intern has committed is the academic misdemeanour of failing to reference a source correctly. Assessment tasks deemed not properly referenced must be resubmitted.

Where the Manager of Training Delivery determines that plagiarism/collusion was done with the intention to obtain an unfair advantage in assessment, this will lead to disciplinary action and will be recorded against the applicable learner records. All learners identified as being involved in a plagiarism/collusion incident will be required to resubmit the required assessment or complete an alternative assessment as determined by the Manager of Training Delivery.

Where a learner has been detected of plagiarism/collusion on more than one occasion consideration may be made for the cancellation of the learner's enrolment from PSA's training.

Refer also to the policy on *Cancellation of enrolment* within this document.

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1. As defined by *Oxford Dictionaries* at [www.oxforddictionaries.com](http://www.oxforddictionaries.com)

# Quality training and assessment

## Policy statement

PSA provides quality training and assessment across all of its operations.

## Training and assessment strategy

To ensure PSA meets the requirements of the training package, PSA has developed a training and assessment strategy document. For each qualification a training and assessment strategy outlines:

Target group	Learning outcomes	Evaluation
Duration	Resources	Legislative requirements
Entry requirements	Delivery and assessment strategy	Pathways
Code and title of qualification	Training and assessment plan	Customisation
Units of competency	Moderation of assessment	Assessment validation process

PSA maintains completed documents for each course listed on the RTO scope of registration and provides copies of these to each trainer for the courses they deliver.

## Trainer and assessor qualifications

All training and assessment staff must have at least two years relevant industry experience and hold the vocational qualification(s) to at least the level being trained and assessed or demonstrate vocational competence\*, relevant to the training products and services being offered. In addition to evidence of vocational competency, trainers and assessors must hold the appropriate training/assessment qualification to deliver training and/or conduct assessment.

Trainers and assessors must hold the training and assessment qualification *TAE40116 Certificate IV in Training and Assessment* (or its successor), or a diploma or higher level qualification in adult education, or TAE40110 plus TAEASS502 and TAELLN411.

Where a person is only conducting assessment, they are required to hold at a minimum the *TAESS00001 Assessor Skill Set* (or its successor).

Trainers who only hold the *TAESS00007/ TAESS00008/ TAESS00003 Enterprise Trainer Skill Set* (or its successor) will not determine assessment outcomes and must deliver training under the supervision of a qualified trainer.

The direct supervision of a trainer procedure requires the:

- trainer to hold as a minimum, the level of qualification in which they are training and have appropriate vocational experience
- trainer to undergo staff induction

- trainer to attend a quarterly meeting with the supervisor
- supervisor to be available (via email or phone) to the trainer at all times
- supervisor to contact the trainer once a month for planning and regular monitoring
- trainer to participate in moderation and validation of the training program on an annual basis
- Trainer to utilise PSA developed session plans and assessment tools.

## Staff

All staff will undergo staff induction which includes an introduction to the policies and procedures for PSA, the requirements of them as PSA trainers/assessors and the PSA training and assessment strategies for the qualifications which they will be teaching. A staff induction is conducted with each new staff member.

Staff files are held at PSA and may include:

- copies of vocational and/or training qualifications
- current resume:
  - vocational and/or training experience mapped against units of competency
  - Professional development activities undertaken.

All copies of staff qualifications or similar documents held on file will be correctly verified.

At all times, the PSA provides adequate facilities, equipment and material to create an environment which is safe and conducive to successful learning. The specifics are documented in the training and assessment strategy for each qualification.

## Assessment standards

Assessment is conducted in accordance with the requirements of the National VET Regulations Australian Quality Training Framework and the relevant National Training Packages.

A mapping which aligns the performance criteria, the assessment activities and the qualifications of the trainer and assessor was completed for each qualification on scope to ensure the assessment processes meet the requirements of the individual competency units.

Assessor moderation is documented as part of the training and assessment strategy for individual qualifications.

Assessment evidence will be judged according to the rules of evidence:

- Sufficiency – consistent performance to the required level over a period of time
- Currency – evidence should prove that the intern is competent now.
- Validity – evidence should be appropriate and relevant to the competency/standards it is addressing.

- Authenticity – evidence must reflect the knowledge/skills/understanding of the learner. The work of another person must not be submitted as that of the learner. Other sources can be used in certain circumstances as long as the learner references these.

The chosen format and method of assessment must be appropriate to the qualification and any conditions specified by an awarding body. Assessment materials must be presented in clear and unambiguous language and must differentiate only on the basis of a learner's knowledge, skills and understanding. Such materials must be free from any overt or covert discrimination against an individual, either in wording or content.

## Validation and moderation

### Policy statement

PSA uses a systematic validation and moderation approach to continually improving assessment tools, processes and judgements in order to provide high quality services to assessment candidates.

Assessment including RPL:

- meets the requirements of the relevant training package or VET accredited course
- is conducted in accordance with the principles of assessment and the rules of evidence
- meets workplace and, where relevant, regulatory requirements
- Is systematically validated.

### Definitions

#### Validation – quality review

Validation is a quality review process. It involves checking that the assessment tool produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. (*National Quality Council. A code of professional practice for validation and moderation 2009. Commonwealth of Australia; 2009. p.7.*)

#### Moderation – quality control

Moderation is a process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. (*National Quality Council. A code of professional practice for validation and moderation 2009. Commonwealth of Australia; 2009. p.8.*)

## Continuous improvement

PSA is committed to provide quality services and focuses on the systematic continuous improvement of its systems, products and processes. We actively seek feedback from learners and staff and value their contribution towards improving our programs and services. The following mechanisms are used to collect data:

- regular informal monitoring and communications
- learner feedback received through the enrolment process
- learner feedback questionnaires completed at the end of course
- trainer feedback questionnaires completed at the end of course
- feedback from moderation, validation and professional development activities
- feedback received through the recognition of prior learning process
- Information from the complaints and appeals process.

Feedback is collated and tabled at regular training meetings. A standard agenda applies to this meeting. Action resulting from any feedback will be documented in the continuous improvement register.

Internal audits are conducted annually on the management system and the resultant findings dealt with through the same continuous improvement processes.

## Learner support

PSA will provide the following support to learners who are studying online, during business days/times between Mondays–Fridays, 9:00AM–5:00PM AEST:

### Trainer/assessors

- For each course, a full-time trainer/assessor will be allocated a maximum of 300 learners
- A request for trainer/assessor contact may be made via email to:  
*learnersupport@psa.org.au*
- Email enquiries will be responded to within 72 hours (during business days/times).
- Learners will also be contacted by their Learner Support Team Member for additional support and/or assessment queries.

### Administration

- Support for issues relating to online learning portal access, assessment submission issues, accessing assessment feedback
- Please email: *learnersupport@psa.org.au*

- Email enquiries requesting administration support will be responded to within 48 hours (during business days/times).

## Support services

Where a learner has identified a requirement for additional support due to personal circumstances, PSA may refer the learner to appropriate counselling services. Learners should contact their Learner Support Team Member to discuss additional support for their studies.

## Learner entry requirements and induction

A pre-training review is conducted prior to acceptance of enrolment into a course to confirm learner suitability to their chosen course, including confirmation of digital literacy where a course contains an online delivery component(s).

PSA uses *Moodle* as their learning management system, which is the online learning portal that learners will access for learning and assessment materials.

Online course delivery may include:

- video and audio recordings
- digital learning resources
- online assessment quizzes and/or submissions
- online classroom discussion, presentations and collaboration
- online discussion forums.

To ensure you are able to access the full functionality of the online learning components, please refer to the minimum equipment requirements list:

- Access to a desktop computer or laptop running applicable operating software, e.g. Windows 7, 10, Mac OSX Sierra, iPad IOS10.
- You will require a stable internet connection, slower speeds will affect your learning experience.
- On a mobile device you log in to the learning portal using the web browser, if you are completing an assessment or activity that has a grading component we recommend that you use Moodle through a desktop browser.
- Web browsers – you will need to access Moodle using a web browser. Below are some examples of web browsers with applicable version and advice :
  - Google Chrome: 50 or later
  - Mozilla Firefox: 50 or later
  - Safari: 10 or later
  - Internet explorer: 9 or later
  - Use the *help* option on browsers to update your browser to the latest version.

- We also recommend you enable Cookies, Pop-ups and Javascript.
- We also recommend you use the latest version of the Flash player.
- Email application: learners must have a personal email account as communication from Learner Support Team Members or trainer/assessors may be via email communications direct to the learner.
- Applications on the computer to view and create documents should include at a minimum: *MS Word, MS Excel, MS Powerpoint, Adobe PDF Reader.*

Learners will be provided with online learning portal access instructions with their course welcome letter/email.

Where learners have issues with the online learning portal, they may request support by emailing [training@psa.org.au](mailto:training@psa.org.au)

## Learning materials

PSA provides learning materials in a variety of formats including but not limited to:

- Guided content
- Graphics
- Video
- Interaction through discussion forums and/or online class discussion/presentation sessions, or webinars
- PDF documents.

Accessibility for vision impaired: All web content is able to be read using a text reader. All icons included in any web content has text behind it ensuring it can be picked up by a text reader.

## Learner engagement

PSA provides a learning environment in which learner progress is monitored, along with regular contact between the Learner Support Team Members and learners.

Opportunities for collaborative learning to allow interaction with peers and trainer/assessors is provided through discussion forums, online class discussions/presentations and/or webinars.

Assessments are marked according to a set schedule where the course publishes assessment due dates, otherwise are marked within 2–4 weeks from date of submission, depending upon the course assignment.

Assessment results and assessor feedback is provided directly to the learner via the learning portal.

PSA will contact learners who have not logged into the learning portal within 1 month of unit commencement. Learners who have not logged on within the 1 month of unit commencement

and do not re-engage after 5 attempts of communication between PSA and the learner, may be withdrawn from the course.

## **Mode and method of assessments**

A minimum of 2 forms of assessment will be used for each unit of competency, which may include:

- Knowledge questions (MCQ, short answer)
- Case studies
- Projects/reports
- Demonstration of practical skills
- Observer reports.

Demonstration of practical skills may include use of video technology, audio technology or face-to-face assessment workshops (where applicable for blended-learning courses).

## **Trainers and assessors**

All trainers and assessors delivering online courses at PSA are experienced in online delivery and have undertaken professional development in online delivery, including:

- Online facilitation techniques
- Participation in applicable PSA staff reference groups
- PSA staff development sessions.

# Fees, Refunds and Charges Policy

Enrolment fees are reviewed on an annual basis by the Chief Financial Officer

Where there are changes to enrolment fees a continuing learner's fees will remain unchanged.

Course fees are provided in the PSA fee schedule. This is found here:

<https://www.psa.org.au/career-and-support/qualifications/rto/>

Payment options available:

- Full enrolment/tuition fees paid upfront (credit card or direct debit)
- Payment by instalments may be available to PSA members for some courses\*

Access to learning and assessment materials will be provided once payment has been received, or where payment is by instalments, the first instalment amount has been received and a payment plan has been established.

Where a learner is paying by instalments and they default on an instalment payment, PSA will contact the learner to discuss the issue. If subsequent payment instalments are defaulted, PSA may suspend course access until such time an instalment can be made.

\*Payment by instalments is limited to monthly or quarterly payment options across 12 months, except for the *Intern Training Program* which has a payment plan of 6 instalments.

Please note, for all instalment plans, the first instalment is deducted upon receipt of a completed Direct Debit Authority form and the following instalments are deducted on the 10<sup>th</sup> of each month thereafter.

## Prepaid fees

- For tuition fees paid up-front greater than \$1500, the Pharmaceutical Society of Australia has in place a bank guarantee.
- For tuition fees paid up-front below \$1500, learners should be aware that there is no formal protection in place and learners will be responsible to seek a refund for these fees directly from the Pharmaceutical Society of Australia if the Pharmaceutical Society of Australia fails to provide the agreed services.

## Fee exemptions and concessions

Where a learner is eligible for a State government subsidised placement, fee exemptions or concessions may apply to the enrolment fee depending upon the State government subsidised program. This will be discussed with the learner during the pre-training review interview prior to an enrolment offer where applicable, to ensure acceptable evidence is provided to PSA.

In any circumstance where a learner is seeking fee exemptions or concessional rates for enrolment fees, the learner must supply acceptable evidence of their exemption/concessional status. Enrolment fees will be adjusted accordingly (as per the State government subsidised program requirements) and the learner notified of the adjusted fee, when the learner has supplied the required evidence.

The type of circumstances for fee exemption or concessional fees varies between the State governments' subsidised programs. This is a general outline of where fee exemptions or concessions may apply:

- The learner or their dependant(s) holds a Health Care or Pensioner Concession card;
- The learner identifies as an Aboriginal or Torres Strait Islander;
- The learner has a disability; or
- The learner is an adult prisoner.

## Refunds

Refunds may be applicable to specific learners. Refund arrangements are detailed in the refund arrangements table below.

### Non Refundable Enrolment fees

Enrolment fees are paid for any training service, cover administrative components of service provision, and are often mandatory fees for publicly funded course services. In these cases enrolment fees are non-refundable once the learner has enrolled into the training service.

PSA RTO's general refund arrangements for all training services, including the provision of refunds to employers/industry for additional charges paid beyond the learner and government contributions, are as follows:

Refund Arrangements	Conditions
<p><b>PSA initiated cancellation or deferral</b></p> <p>PSA reserves the right to cancel or defer a course or event or make changes to the program.</p>	<p>If PSA cancels or defers a course or event, the registrant may receive 100% refund of the course/registration fee to be used for a future enrolment or registration.</p> <p>PSA bears no responsibility for any costs incurred (such as flights, accommodation, travel or other expenses) or loss of income if a course or event is cancelled or deferred.</p>
<p><b>Learner withdrawal before training course commencement and/or the 'withdrawal with no educational penalty cut-off date.'</b></p> <p><b>This is applicable for training courses or events with a face-to-face or digital start date.</b></p>	<p>Cancellation more than fourteen (14) days prior to course or event start date are permissible but will incur a registration service charge of \$110 excluding GST or the entire course/registration fee if the fee is less than \$110. This registration service charge does not apply for events offered free to members.</p> <p>Cancellation Within seven (7) to fourteen (14) days prior to course or event start date are permissible but will incur</p>

<p>Learners are advised that written advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.</p>	<p>a charge equivalent to 50% of the course/registration fee or \$110, whichever is higher.</p> <p>Cancellation less than seven (7) days prior are not permissible and will not be refunded.</p> <p>No refund will be applied if a learner has accessed the course materials.</p> <p>If the registrant does not cancel or withdraw and does not attend the course/event, the registrant will incur the entire course/registration fee.</p> <p>No refund will be provided to registrants if the requirements of the course or event have not been completed within the timeframe required by the course or event.</p> <p>Note: In cases for subsidised Learners in specific jurisdictions where a mandatory government enrolment fee is required, these fees are non-refundable once the course services have commenced.</p>
<p><b>Learner is unable to continue in the training course as they do not meet employment obligations</b></p>	<p>If a learner enrolls in a course prior to meeting employment obligations and makes a payment of enrolment fees and withdraws due to not being able to meet the employment obligations PSA will not provide a refund of any enrolment fees paid. This will be held to services administrative costs.</p>
<p><b>PSA RTO is unable to continue to deliver the course as agreed.</b></p>	<p>Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.</p>
<p><b>Learner withdrawal after unit commencement.</b></p>	<p>No refund payable for units of competency beyond the 'withdrawal with no penalty cut-off date.</p>
<p><b>Learner changes their mind</b></p>	<p>If a learner enrolls in a program and is not given access to the course and subsequently changes their mind, a full refund will not be applied.</p> <p>An administration fee will be retained by PSA. Administrative fee is \$110.00 excluding GST. If the course fee is less than \$110.00 the full course fee will be retained</p> <p>Learners may transfer their enrolment to a new training course within 3 months of the initial enrolment. Transfer limit is 1 per student per enrolment. Transfer is only applicable before the enrolment is commenced.</p>
<p><b>Learner enrolls into incorrect course</b></p>	<p>If a learner enrolls into the incorrect program the enrolment fee may be transferred to the correct program however if the new enrolment fee is less no refund will be applied. This will be held as an administrative fee by PSA.</p> <p>Learners may transfer their enrolment to a new training course. Transfer limit is 1 per student per course.</p> <p>If the Learner enrolls into the incorrect course and does not wish to enrol in a different training course then a full refund will not be applicable. PSA will retain an administrative fee of \$110.00 excluding GST. If the course fee is less than \$110.00 the full course fee will be retained</p>

<b>Learner subsequently becomes a member</b>	PSA offers member discounts for many of its educational products. The learner must be a PSA member at the time of enrolment to qualify for the member discount. Where a learner enrolls in a program and subsequently becomes a member, the difference between the member and non-member price will not be refunded.
<b>Learner is a member but enrolls as a non-member</b>	PSA offers member discounts for many of its educational products. The learner must be a PSA member at the time of enrolment to qualify for the member discount. Where a learner enrolls in a program and is a current PSA member at the time of the enrolment but purchases the program at the non-member cost PSA will refund the difference in the course less an administration fee of \$110.00 excluding GST.
<b>Financial Hardship</b>	PSA will review all refund requests relating to financial hardship and assess on a case by case basis. Learners will be required to submit evidence of financial hardship to PSA.

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the learner and government contributions.

## Non Refundable Event or CPD Fees

CPD or Event fees are paid upon registration. The following non-refundable arrangements are in place

Refund Arrangements	
<b>PSA initiated cancellation or deferral</b> PSA reserves the right to cancel or defer a course or event or make changes to the program.	If PSA cancels or defers a course or event, the registrant will receive 100% refund of the course/registration fee.  PSA bears no responsibility for any costs incurred (such as flights, accommodation, travel or other expenses) or loss of income if a course or event is cancelled or deferred.  Or, placement in an appropriate alternate course, as per the clients' preference.
<b>Registrant initiated cancellation, withdrawal or transfer of registration</b>	More than fourteen (14) days prior are permissible and will incur a registration service charge of \$110 excluding GST or the entire course/registration fee if the fee is less than \$110. This registration service charge does not apply for events offered free to members.  Within seven (7) to fourteen (14) days prior are permissible and will incur a charge equivalent to 50% of the course/registration fee or \$110, whichever is higher.  Less than seven (7) days prior are not permissible and will not be refunded.

	Registrant may transfer their enrolment to a new course date within 3 months. Limit one transfer per enrolment fee.
<b>Registrant subsequently becomes a member</b>	PSA offers member discounts for many of its CPD and Event products. The registrant must be a PSA member at the time of registration to qualify for the member discount. Where a registrant registers in a program and subsequently becomes a member, the difference between the member and non-member price will not be refunded.

## Refunds due to non-provision of services

All fees levied are refunded in full if PSA RTO is unable to commence the course service as agreed due to a lack of minimum learner numbers, a course or unit is cancelled or re-scheduled to a time unsuitable to the learner, a learner is not given a place due to maximum number of places being reached, where a learner withdraws from training not of their own accord, or any unforeseen circumstances.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining learner numbers, no available training personnel, PSA RTO is no longer approved to deliver government supported courses in the relevant jurisdiction, where PSA RTO closes or due to other unforeseen circumstances caused by PSA RTO.

Where there is an instance of PSA RTO default due to unforeseen circumstances, PSA RTO will endeavour to arrange for another course, or part of a course, to be provided to learners at no (extra) cost to the learner as an alternative to a refund. Where the learner agrees to this arrangement, PSA RTO will not refund fees paid.

## Refunds due to request hardship application

Learners may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or learner believes a special circumstance refund is warranted, the client may apply for a refund by writing to the General Manager – Education and Training Delivery via email at:

PSA RTO General Manager – Education and Training Delivery

Training@psa.org.au

PSA RTO may approve a pro rata refund of fees and charges at any time during the course of delivery if learners withdraw for reasons of personal circumstances beyond their control, such as

- serious illness resulting in extended absence from course activities
- injury or disability that prevents the Learner from completing their course

- Other exceptional reasons at the discretion of PSA RTO.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

This decision of assessing the extenuating circumstances rests with the PSA RTO General Manager - Education and Training Delivery and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

PSA RTO does not provide a refund in cases where a learner has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower learner fee.

All clients have the right to appeal a refund decision made by PSA RTO. Please refer to the Complaints section for further information.

## **Third Party refunds**

If course services fees have been paid to PSA RTO by a Third Party, any refunds payable will be remitted to that Third Party.

## **Treatment of learners seeking review**

PSA RTO's processes and procedures ensures that a learner is not victimised or discriminated against for:

- seeking a review or reconsideration of a decision;
- using PSA RTO grievance processes or procedures; or
- PSA RTO is satisfied that "special circumstances" prevented, or will prevent, the learner from completing the requirements of the course or the part of the course.

## **Fee records**

All training services fees, relevant invoices and receipts for each learner course enrolment are recorded and maintained in PSA student management system. This system acts as the official accounts receivables system for PSA RTO and is maintained as the official and auditable records for all fees, charges and refunds.

## Debt recovery

Where payment has not been received within the prescribed payment terms PSA will contact the learner (or employer where the employer has indicated they are paying enrolment fees) to discuss the matter.

Learners will be contacted by PSA where the debt remains unpaid by more than 30 days and again if debt remains unpaid by more than 45 days. Where the debt is overdue by more than 60 days PSA will contact the learner and advise that the debt will be referred to a debt collection agency if it remains unpaid by more than 90 days from the due date.

PSA will refer debts owing to a debt collection agency if it remains unpaid by more than 90 days.

Where the learner is eligible to request payment by instalments (payment plan) for enrolment fees and an automatic debit has a declined payment, PSA will contact the learner to discuss the matter in order to:

- Confirm the payment details (e.g. expired credit card or change of bank account details);
- Make arrangements for an alternative payment method.

## Financial hardship

PSA will consider alternative payment arrangements where a learner provides written notice outlining financial distress. PSA will negotiate with the learner an alternative payment plan which will be put forward to Senior Management for approval.

PSA will notify the learner by email if an alternative payment plan has been approved.

Where an alternative plan cannot be negotiated, course access will be suspended and continuation/withdrawal of enrolment will be discussed.

# Extension, deferment or withdrawal policy

## Extension

Where a learner is absent on the due date (e.g. attendance at a workshop) as a result of unforeseen circumstances, it is the responsibility of the learner to ensure that the PSA is informed of this absence.

Some examples of unforeseen circumstances are illness, injury, a car accident or a death in the family.

Evidence is required to substantiate the unforeseen circumstance, in the form of a medical certificate (for illness or injury).

Instances whereby the PSA is satisfied that the learner has met the above criteria, and grants the learner deadline transfer to another workshop or an extension to a deadline, the PSA will inform the learner (and associated trainer/assessor, if applicable) of the extension approval.

Request for changes of an immunisation workshop date that are received up to 14 days before the face to face workshop date are allowed without penalty, after that changes are subject to availability and will attract an additional 50% of the total course fee.

## Deferment

At any point throughout the course a learner may choose to **defer** from their course:

- Intention to defer must be made in writing to the PSA. This can be done via email to [training@psa.org.au](mailto:training@psa.org.au)
- Where deferral is for a State government subsidised enrolment placement (such as a traineeship), there may be limits imposed on the timeframe allowed for the deferment according to the applicable state government agreement terms.
- Course materials distributed to the learner, but yet to be used, must be returned to PSA.

## Withdrawal

At any point throughout the course learners may choose to **withdraw** without penalty from their course entirely:

- Intention to withdraw must be made in writing to the PSA outlining the circumstances for withdrawal and the effective date. This is done via email: [training@psa.org.au](mailto:training@psa.org.au)
- Refunds after withdrawal, refer to the section *Refund policy* for information regarding the eligibility of the provision of a refund.

- **Partial completions:** Where any units of competency have been successfully completed towards a Vocational Education and Training qualification, a *Statement of Attainment* listing the completed unit(s) will be issued.

Any queries about course extensions, deferment or withdrawals may be submitted to PSA via email: [training@psa.org.au](mailto:training@psa.org.au)

Learners who wish to re-enrol into a course following withdrawal must complete a new enrolment form and submit it. PSA will not re-enrol learners who chose to withdraw without the learner's permission and without submission of a new enrolment form.

## Cancellation of enrolment

PSA may cancel an enrolment:

- Where a learner has submitted assessment work which has been confirmed as being plagiarised or has involved collusion.
- Where there has been no training activity and the learner has been non-responsive to repeated contact from PSA over a six month period from enrolment commencement.

PSA will not cancel an enrolment without prior notification to the learner.

The following processes will be undertaken with consideration to cancellation of enrolment:

1. PSA will notify the learner of the proposed cancellation 28 days prior to the effective cancellation date via email, to the email address supplied by the learner in our records.
2. Learners will be given the opportunity to initiate grievance procedures up to 28 days prior to when the cancellation takes effect.
3. Where grievance procedures have been initiated the cancellation will only take effect after the grievance procedures have been completed.
4. Where learners fail to respond to any communications from PSA regarding the cancellation of their enrolment, the cancellation will take effect as per the initial notification.
5. Refunds to any course fees paid upfront will be determined by the refund policy – refer to the *Refund policy* in this document.

## Publication

This policy and the procedure are published on PSA's website to ensure learners have up to date and accurate information publicly available to them.

PHARMACEUTICAL SOCIETY OF AUSTRALIA LTD  
ABN 49 008 532 072

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