



**PUBLIC SAFETY
TRAINING &
RESPONSE GROUP**

STUDENT HANDBOOK

**“We train people to save themselves
And rescue those who can’t”**

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1. About this handbook

1.1 Introduction

Public Safety Training & Response Group (RTO), No.45395 (**"The Company"**) is a Registered Training Organisation delivering Nationally Accredited, specialised industry training for individuals and organisations throughout Australia.

We are a Veteran-owned and operated organisation who have a passion for Public Safety.

We have been approved by the Australian Skills Quality Authority (ASQA) to deliver training nationally in accordance with the Australian Qualifications Framework (AQF).

The Standards for holding these approvals are very rigorous, and The Company has appropriate systems in place to ensure that not only do we meet our compliance obligations, but most importantly, students receive a high-quality training product that equips them for employment in their chosen field.

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.

We acknowledge the importance of adult learning principles in the delivery of effective training.

We believe that all students should be encouraged to take responsibility for their own learning and to understand that, as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure an optimum learning environment. We ensure that all our students receive the in-depth learning and support they deserve.

The purpose of this Student Handbook is to introduce you to the services available to you at Public Safety Training & Response Group.



1.2. Message from the Managing Director

Welcome to Public Safety Training & Response Group!

Congratulations on taking this significant step towards your future.

At Public Safety Training & Response Group, we are proud to deliver Nationally Recognised Training as an Australian Government-approved Registered Training Organisation and accredited Civil Aviation Safety Authority Training Organisation.

We offer world-class facilities and a reputation built on excellence.

Our purpose is to provide skilled and knowledgeable professionals in Australia and beyond. Whether your focus is on First Aid and CPR, Drone and Aviation or Fire, Flood and Rescue, you are starting a learning journey that could take you around the world.

Graduating from Public Safety Training & Response Group means more than earning a qualification. Every skill you master and every lesson you learn today helps lay the foundation for a future where safety, precision and innovation define your career.

Stay curious, stay determined, and embrace every challenge as a step towards excellence. Your commitment to learning is not just an opportunity – it's your promise to yourself and the people around you, you'll work to keep them safe. It is a way of life in which you will be able to work anywhere around the globe.

Welcome to Public Safety Training & Response Group. We are honoured to be part of your journey and look forward to helping you grow to new heights.

Best of luck as you begin this exciting chapter of your career!

Edward Andrews

Managing Director,

Public Safety Training & Response Group Pty Ltd



2. Legislative and Regulatory Compliance

2.1. Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <https://www.austlii.edu.au/> and <https://www.legislation.qld.gov.au/>

The legislation that particularly affects your participation in Vocational Education and Training includes:

2.1.1. Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011



2.1.2. State-Based Legislation:

- Anti-Discrimination Act 1991, and its amendments
- Workers' Compensation and Rehabilitation Act 2003 and attendant regulations
- Child Protection Act 1999
- Work Health and Safety Act 2011
- Civil Liability (Good Samaritan) Amendment Bill 2007*

2.2. Workplace Health and Safety

The Commonwealth and State-based legislation best describes The Company's duty of care to provide a safe and healthy working environment for all employees and students, and the employees and students have a duty of care to take reasonable care for the health and safety of others within the workplace.

This includes the provision of:

- A workplace that is safe to work in, with appropriate procedures that are aligned with current standards.
- Adequate staff training, including topics such as safe work procedures.
- Properly maintained facilities and equipment.
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following documents and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment.
- Implement procedures and practices in a variety of situations in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Always ensure Student safety.
- Ensure procedures for operator safety are always followed.
- All unsafe situations recognised and reported.
- Display first aid and safety procedures for all staff and students to see.
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.



2.3. Harassment and Discrimination

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

2.3.1 Definitions

Staff and students should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another cause of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel – refers to all employees and the students of The Company.

2.3.2. Specific Principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, are



unwelcome, uninvited and unacceptable behaviour that will not be tolerated.

- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

2.4. Privacy and Confidentiality

The Company takes the privacy of our students very seriously and we will comply with all legislative requirements.

This includes the Privacy Act and Australian Privacy Principles (2014).

In some cases, as required by law and as required by the Standards for RTOs, we will need to make your information available to others. In all other cases, we ensure that we will seek the written permission of the student.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that The Company entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with The Company in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information. The Company must not collect personal information unless the information is reasonably necessary for The Company business purposes.

Principle 4 – Dealing with unsolicited personal information. If The Company receives personal information, The Company must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.



Principle 5 – Notification of the collection of personal information. Requires The Company to notify our clients, staff and students of any additional information that we collect about them and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that The Company holds on to an individual that was collected for a particular purpose. The Company must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As The Company holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where The Company discloses personal information about an individual to an overseas recipient, The Company must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government-related identifiers. The Company must not adopt a government-related identifier of an individual as its own identifier of the individual except when using identification codes issued by either the State-based regulators, or the department of Innovation about the Unique Student Identifier.

Principle 10 – Quality of personal information. The Company must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that The Company collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If The Company entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As The Company holds personal information about an individual, The Company must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As The Company holds personal information about individuals, and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information, The Company must take such steps as are reasonable in the circumstances to correct that information.

2.5. Enrolment of School-aged students

While the majority of our courses and students are tailored for Adults Over 18.

We do conduct programs and include students under 18 in our training.

That meet the following criteria:

- Parental consent forms have been signed and provided to The Company for records under the “students” profile.

We will comply with all the Federal and State working with Children legislation, such as the Queensland Child Protection Act 1999

A list of all relevant requirements: [Pre-employment and volunteer screening checks | Australian Institute of Family Studies](#)

In addition, we run specific programs for school groups and ensure our trainers have appropriate working with children checks.



3. Code of Conduct and Behavioural Expectations

3.1. Code of Conduct

The Company Code of Conduct describes the ways in which students participate and grow within the Public Safety Training & Response Group.

This community includes all students, trainers and staff, visitors and volunteers, and industry partners who may offer our students opportunities for vocational practical placement.

All students should ensure they are familiar with this Code and apply these principles during their studies at The Company.

3.2. Student Conduct

Just as The Company has a responsibility to meet the expectations of students, legislation and regulations, so too do the students have obligations they are expected to meet.

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

The Company views student misconduct seriously. Consequences of student misconduct vary up to and including expulsion from the course.

3.2.1. Examples of Misconduct

Examples of student misconduct include, but are not limited to:

- Academic misconduct, including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information.
- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety and well-being of others.
- Intentionally damaging equipment and/or materials belonging to The Company and/or a partner organisation, such as a school or workplace.

3.2.2. Consequences for Misconduct

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Students are to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the Police, students found guilty of misconduct have a right to lodge an appeal by following our Complaints & Appeals document.



3.3. Forms

The below forms can be accessed via our Student Management Systems via our Resources tab in your student portal.

Please refer to Student Management System (SMS), Learner Management System (LMS), and aXcelerate to find the below documents and forms.

- Student Grievance Resolution.
- Admission and Enrolment.
- Complaints and Appeals.
- Fees and Payments.
- Credit Transfer (CT) or Recognition of Prior Learning (RPL).
- Refund.

3.4. Smoking, Drugs, and Alcohol

The Company is a smoke-free environment. Smoking is prohibited in all buildings and is only permissible at designated locations away from building entrances; there is to be no smoking within four (4) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on The Company premises, or equipment, or to engage in any activity at The Company.

People taking prescription medication have a duty to ensure that their own safety and that of others, is not affected.

3.5. Dress Code

Students are expected to dress in a manner that is neat, clean, not offensive and safe at all times and in a manner that you would be expected to wear in the workplace.

As a guide:

- Shorts or trousers.
- Sleeved presentable shirt.
- Enclosed shoes.
- **Reminder:** First Aid courses, you will be required to kneel; please wear appropriate clothing.
- Sunscreen should be used to provide protection for exposed skin in outdoor activities.
- A sunhat should also be used to provide protection for outdoor activities.

3.6. Personal Study and Learning Materials

Students should supply their own:

- Basic Stationery needs (Notebook, pen, pencil, etc).
- Appropriate footwear.
- Laptop or tablet.



3.7. Change of Personal Details

If you change any personal details (such as your name, phone number, email address or address, their party authority and emergency contact information), it is the responsibility of the student to update their student portfolio in our Student Management System, aXcelerate.

3.8. Lost Property

The Company will not accept responsibility or liability for any personal property.

Students are advised to keep personal belongings with them at all times. If any item of personal property is lost or found it should be reported to a staff member of The Company.

3.9. Discipline Process

The Company attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of an applicant, the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the training venue, without refund or acceptance into another course, or
- Immediately cancel the course

The Company has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, please discuss this with your trainer prior to attendance.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students.

Any breach of our disciplinary Standards will be discussed with the trainer and The Company Director of Services, and appropriate action will be taken.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

4. Financial Information

4.1. Fees and Refunds

Forms can be found in our Student Management System, aXcelerate, under your student portal.

Our training and assessment programs do attract fees.

4.1.1. Course Deposits

A course deposit fee may be required to secure your position on Full Qualifications. Full course fees are payable as noted on your Enrolment Confirmation letter and may include an option of a payment plan.

Fees are subject to change during your course duration.

4.1.2. Additional Fees

Your enrolment documentation will provide details on any course specific additional fees that may be payable during your course enrolment. Standard additional fees include, but not limited to:

- The Company charges for a replacement Statement of Attainments, should a replacement certificate be required, the Employer/Organisation or the Student will be charged \$25 including GST for a replacement Statement of Attainment.

(subject to change – current on 1st July 2025)

4.2. Financial Appeals

In cases of extreme hardship, an appeal can be made to our Director of Services, who can amend our policies.

The Director of Services will review your circumstances and make a decision based on individual circumstances.



5. Rights and Responsibilities

As a student in our RTO, you have certain rights and responsibilities as do we, the RTO have certain obligations and responsibilities to you:

These rights and responsibilities are:

- **Both** the Student and The Company have a responsibility to adhere to all relevant legislation.
- The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both The Company and you, the student, have an obligation to adhere to ALL legislation applicable in Australia.
- **We** have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities and that at no time will the safety and health of any person or property be risked.
- **You** have the right to a safe environment; you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.
- **We** have a right to expect that you seriously apply yourself to undertaking the course that you have committed to and until you formally tell us that you are withdrawing from the program, we have an expectation that you will work on the process and meet your commitments.
- **We** have a responsibility to provide you with the very best support and assistance by guiding you to the completion of the course. We will maintain a high standard of current documentation, good service, and qualified trainers/assessors who are current in their knowledge and experience in the relevant qualifications being undertaken.
- **We** have a right to expect that all assessments provided by you are your own work, not copied, taken or plagiarised from someone else.
- **You** have a right to reasonable access to our trainers/assessors. You have the right to access your own records. The form request can be accessed via your student profile in our Student Management System, aXcelerate or you can approach your trainer.
- **You** have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the Qualification being undertaken.
- **You** have a right to expect that all course requirements are compliant to the principles defined in the Standards for RTOs, and that the Qualification issued by us to you will be receive in good standing.
- **You** have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgement of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.
- **We** have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow students and other people whom you meet and come in contact with at The Company.
- **We** have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect. We will be morally and socially responsible at all times. We expect the same from our students.
- **You** have a right to be provided with the services for which you have paid. If you have paid for a course, you have a right to expect to be delivered in the manner it was advertised. We have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.



- **You** have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled students.
- **We** have a right, and you have a responsibility, to adhere to any reasonable and lawful request by The Company.
- **You** have a right to complain and appeal about anything or any decision we make at The Company, be it about you or about how we conduct the business of the RTO. The form request can be accessed via your student profile in our Student Management System, aXcelerate or you can approach your trainer.
- **We** have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
- **You** have a right to expect us to adhere to the Privacy Act and the Freedom of Information Act and ensure that information about you is only conveyed to those with legal and legitimate reasons for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police or other legal bodies, but only after appropriate process has been undertaken.
- **We** have an obligation to clearly state all fees and charges associated with the course requirements.
- **We** have an obligation to provide, and you have the right to receive, prompt evaluation of your course work with clear and unambiguous feedback on the results and assessment decision.
- **You** have an obligation to provide feedback on our assessment and on the Client Services we have provided. This will be auto emailed to you at the completion of your course/Qualification, via our Student Management System, aXcelerate.
- **We** have an obligation to evaluate all provided feedback and act on opportunities for improvement to our process and policies.
- **We** have an obligation to clearly convey to you the policies and procedures that you must be aware of. You have an obligation to understand those policies and procedures concerning your application, any use to The Company facilities and any property or facilities used by The Company to assess your application.
- **The Company** has a responsibility to its students and Partners to provide quality training and assessment services, compliant to the Standards for Registered Training Organisations, in a competent manner through the provision of quality resources and staff, resulting in the issuance of the AQF Statement of Attainment and Certificates.
- **The Company** has a responsibility to its clients and students to keep them informed of any changes in the service delivery, including trainers, our ownership, the engagement of third parties or any other aspect of the students' training experience. The above is restrictive; the clients do not need to know who the trainers are unless it has been specifically promised.
- **The Company** guarantees that in the event that The Company cannot deliver a course, a full refund of all monies paid to The Company will be refunded to the purchaser.
- Students who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be in written warning, an interview with the Director of Services, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.



6. Student Entry and Progression

6.1. Induction and Orientation

At the commencement of each new course, students participate in an induction to provide detailed information relating to:

These will either be emailed to you upon enrolment or in your student profile/resources for any online courses:

- Course outline, outcomes, and Qualifications.
- Assessment procedures.
- Payment of fees.
- Policies and procedures.
- Facilities and amenities.
- Online access – aXcelerate.

Your enrolment documentation will contain details regarding applicable course fees and charges, along with any payment terms and conditions.

6.2. Student Documentation and Record Keeping

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our students' privacy.

Individual hard copies of student records will be stored in a lockable, secure office area.

Our electronic records are stored in our Student Management System, aXcelerate, which is protected by a password and backed up to the cloud.

Student Management Systems and our internal IT systems are responsible for conducting a backup of our computer systems to a Cloud-based backup system.

Our software and hardcopy systems will retain Student results for a period of not less than 30 years.

Issued qualifications will be generated from our Student Management System, aXcelerate and stored in our system as PDF versions stored by the name of the student and cross-referenced against identifying metrics such as date of birth or USI should need to be reproduced.

In the event that we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records, including training records, taxation records, business and commercial records, will be retained for a period of at least seven years.

We are required to submit statistical data on our students to the AVETMISS standard. We will use our aXcelerate software package to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf, is safeguarded.

Access to individual Student training records will be limited to those required by the Standards for RTOs.

Such as:

- Trainers and assessors, to access and update the records of the students whom they are working with.



- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the standards for registered training organisations.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. Subpoena / search warrants / social service benefits / evidence acts).

Or

- Students authorising releases of specific information to third parties in writing.
- The students themselves, after making application in writing. For example, students seeking a replacement copy of their certificate.

We are required to ensure that we issue our statements of attainment to a student within thirty days (30 days) where the student has:

- Completed the course.
- Been found competent in that unit(s) of competency.
- And met their financial obligations to us.

6.3. Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, The Company cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit [Get your USI | Unique Student Identifier](#) for more information, and instructions on how to apply. To obtain your USI, you will need to:

- Obtain it yourself from www.usi.gov.au by providing information about yourself similar in content to that on your driver's licence, or
- Provide us with one of the following forms of unique identification:
 - Driver's Licence.
 - Medicare Card.
 - Australian Passport
 - Visa (with Non-Australian Passport). ***Please note:** We cannot enrol applicants on Student Visas – however there are a few exceptions, and you will have to meet the Visa requirements for course entry. Please refer to [Explore visa options for studying in Australia](#)
 - Birth Certificate (Australian). *** Please note** a Birth Certificate extract not sufficient
 - Certificate of Registration by Descent.
 - Citizenship Certificate.
 - Immicard.

Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.



Once your USI has been generated, you should:

- Write down your USI somewhere safe or enter it into your phone for safe keeping.
- Activate your USI account at some stage in the near future.
- If you do not activate your account, your USI still works.
- When you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates.

Any USI provided to use by a student will need to be verified as being accurate; to achieve this, our staff will visit the USI website: www.usi.gov.au

If the USI is not provided, is identified as not being correct or “rejected”, we are not permitted to issue a Statement of Attainment or Qualification.

Please also be aware that any copies of student personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

6.4. Recognition of Qualifications

The Company will accept and provide credit to learners for units of competency. Students can make such an application at any time during the training program.

Such an application may reduce the amount of training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or The Company Director of Services.

Where an application is to proceed, the student will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or

Authenticated VET transcripts issued by the Registrar, such as ASQA

6.4.1. Credit Transfer (CT)

Credit Transfer is available to all students enrolling in any of our training programs on our scope of registration. Forms can be found in our Student Management System, aXcelerate under your student portal.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.

6.4.2. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency of a RPL Applicant by reviewing the acquired knowledge and skill of the applicant. This acquired skill and knowledge may have been acquired through formal, non-formal and informal learning to such an



extent that the individual has attained skills and knowledge to meet the requirements specified in the training package or a VET accredited course.

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree).
- Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Thus, students who feel that they have already attained the required skills and knowledge covered in our courses are able to make an application for Recognition of Prior Learning.

Students seeking RPL will be able to undertake the course assessments without the training component as a “Challenge Assessment,” i.e., an assessment without the prior revision or training.

Students can apply for RPL at any time. These forms can be found on our Student Management System, aXcelerate under your student portal.

The course information flyer details the costs associated with an RPL.

Students who fail to demonstrate their skills and knowledge in the RPL process will be able to re-enter the course.

Enquiries about the RPL process can be made to the Trainer or to The Company Student Support Admin.

6.5. Access to Student Records

To ensure students are fully informed of their right to access personal and academic records held by Public Safety Training & Response Group.

This process applies to all currently enrolled students, former students, or their authorised representatives who wish to access records such as:

- Enrolment details.
- Assessment results.
- Qualifications or Statements of Attainment issued.
- Attendance records.
- Correspondence and communication records.
- Records of complaints, appeals or other formal submissions.

Under the Australian Privacy Principles (APP 12) and ASQA Standards, students have the right to access:

- Personal identifying information.



- Records of training and assessment outcomes.
- Completed assessments (unless retained solely for moderation purposes).
- Progress reports.
- Copies of Statements of Attainment and Qualifications (subject to reissue policy).
- USI verification and status records.

Note: Access to records is limited to ensure security, confidentiality, and compliance with legislative requirements. Some records may be partially redacted where other individuals' privacy may be affected.

Step 1: Submit a Formal Request

Students must lodge a formal request to access their records through one of the following methods:

- Via the Student Management System (SMS) – aXcelerate
 - Navigate to the “Forms” section.
 - Select “Student Record Access Request Form”.
 - Complete and submit the form with correct identification.
- Alternatively, submit a written request to:
training@pstrgroup.com with the subject line: "Request for Access to Student Records"

Step 2: Identification Verification

To ensure the request is legitimate and to protect personal information, the student must verify their identity. This may include:

- Supplying their full legal name.
- Providing USI or student ID number
- Submitting one form of photo identification (e.g. driver’s licence, passport, student card).

If the request is submitted by a third party (e.g. legal guardian, employer), a signed authority form and certified identification from both parties must be included.

Step 3: Confirmation of Receipt

Upon receipt of a valid request, The Company will issue written confirmation within 2 business days acknowledging the request.

Step 4: Processing the Request

- Records will be retrieved and reviewed for eligibility of disclosure.
- Access will be granted within 10 business days, or students will be notified of any delays with reasons.



Records are typically made available in PDF format via the aXcelerate Student Portal under the “Documents” or “Communication History” section. Hard copy requests may take longer and incur administrative fees.

Students can access the following records directly, without needing a formal request:

Record Type	Access Path in aXcelerate Learner Portal
Assessment Results	Dashboard > Courses > Results
Certificates / Statements	Dashboard > Certificates
Attendance / Enrolment History	Dashboard > Enrolment > Course Summary
Communications & Forms	Dashboard > Communications > Sent/Received
Feedback / Evaluations	Dashboard > Surveys

Note: Assistance in accessing this system can be obtained from Student Support at training@pstrgroup.com or 1300 396 570.

Access may be denied in cases where:

- The request poses a security or privacy risk to another individual.
- The information is involved in legal proceedings.
- The request is incomplete or lacks proper verification.

In such cases, students will receive written reasons for the denial and may appeal the decision through the Complaints and Appeals

Public Safety Training & Response Group complies with APP 10 and 11, ensuring all student data is:

- Accurate, up to date and complete.
- Stored securely in a password-protected, backed-up system (aXcelerate).
- Retained for 30 years as per ASQA requirement.
- Student records may be accessed by:
 - ASQA or Commonwealth/State Government representatives.
 - Legal authorities (upon subpoena or warrant).
 - With written student authorisation.

Students will be notified where permissible.



7. Systems and Technology

7.1. Student Management System (SMS) and Learning Management Systems (LMS)

The SMS/LMS is the digital platform where all your course information / portfolio / forms / handbooks / resources will be stored. It is interactive and your instructors will assist you with the full functionality of the system. In addition to online timetabling, during induction, or prior to commencement, we will assist you with accessing aXcelerate. aXcelerate can be accessed via the aXcelerate line on The Company website.

Electronic Devices – Students will need to provide their own device to access aXcelerate, smart phones are not appropriate for learning utilising the SMS. A tablet with a keyboard or a laptop computer will be required.

- The aXcelerate Learner App is available to download on the iOS and Android App Stores. You can find it by searching for “aXcelerate Learner”.
- [aXcelerate Learner - Apps on Google Play](#)
- [aXcelerate Learner on the App Store](#)
- <https://youtu.be/dNZhUyY8FBU>

Once you have downloaded the App to either your Android or Apple, you then proceed to signing into the Learner Portal - <https://app.axcelerate.com/learner/>

After signing up you will receive an email prompting you to create your login credentials, this is the personal email address you used to register.

The below link is more information on how to look at our calendar of course you can enrol into.

- View your current course enrolments.
- View resources.
- View Assessments.
- Access your Certificates.
- View any course announcements.
- View and access your course learning materials.
- Contact your trainer or student support.
- [Using the Learner Portal – aXcelerate Support](#)



8. Student Lifecycle

8.1. Client Selection Criteria

There are prerequisites to enrolling in our training programs.

Specific course pre-requisites are contained in individual courses on our website and in our course flyers.

If you have any questions, please do not hesitate to discuss the course with your trainer or the RTO Administrator.

8.2. Student Engagement Before Enrolment

It is vitally important that our mandatory pre-course information is provided to the applicant so that they can make an informed decision about studying with The Group.

Our Mandatory Information consists of:

- Relevant The Company Course Brochure.
- Student Handbook.
- Relevant Enrolment Agreement.

These documents can be emailed, mailed, or handed to the applicant before enrolment. They contain vital information for the applicant.

8.3. Enrolment Process

The enrolment process may vary depending on the type, of course, you intend to study and any applicable subsidies or loans that may be available to you.

During the enrolment process, information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

An application must be submitted, together with any required identity documents. A Public Safety Training & Response Group's Admissions Officer will then step you through the enrolment process, including Recognition of Prior Learning or credits that you may use towards your course and other special training needs.

Once all admission processes have been completed, you will be issued with an email from our Student Management System, aXcelerate, which you can then log in and complete your enrolment and other details.

Enrolment is not confirmed until fees have been paid as agreed. Once the Enrolment Process is finalised, you will receive information regarding your course commencement.



8.4. Proof of Identity

The Applicant will need to provide as Proof of Identify:

1. Provide a minimum of 100 points of identification see:

Primary Document List	Required on Document N=name P=Photo A=Address S=Signature	Point Value
Foreign Passport (Current)	N - P	70
Australian Passport (current or expired <6 months)	N - P	70
Australian Citizenship Certificate	N	70
Full Birth Certificate	N	70
Australian Driver Licence	N – A - P	40
Certificate of identity Issued by Australian government	N	40
Photo ID issued by Aviation or Maritime Security Id	N - P	40
Defence force Identity Card (with Photo & Signature)	N - P - S	40
Tertiary Student Card (Australian)	N – P	40
Any other form of government ID	N	40
Secondary Document List	Required on Document N=name P=Photo A=Address S=Signature	Point Value
Department of Veterans Affairs Card	N - A	40
Centrelink Card	N - A	40
Birth Certificate (Extract)	N	25
Any other birth type certificate	N	25
Medicare Card	N	25
Credit Card / Bank type card	N	25
Marriage Certificate	N	25
Bank Statement	N - A	25
Any utility (power, gas, phone, land) or rate bill	N – A	20
Property Lease	N - A	25
Taxation assessment notice	N - A	25
Any other ID document issued outside of Australia	N - P	20

2. Documents from the primary document list, must add to 100 points or more.

- Or combination of at least 1 primary document and 2 or 3 secondary documents is a minimum. (must add up to 100 Points).



Note: Other documents can be considered on a case-by-case basis.

- Copies of this identification is to be taken and recorded in the student file, which will be secured on the Student Management System, aXcelerate. This is especially important for the correct spelling of legal names.
- Provide documentary evidence that they are over the age of 18years. A copy of this evidence is also to be retained in the student file in our Student Management System, aXcelerate.

9. Learning support and inclusion

9.1. Language, Literacy, Numeracy & Digital (LLN&D)

All applicants must have met The Company Language Literacy Numeracy and Digital policy; this policy requires that all students have attained an ACSF Level 2 competency in English or equivalent.

Suitable methods of determination are:

- Completion of our LLN&D Assessment, or
- Demonstration of having attained.
- An Australian HSC Qualification.
- An Australian Certificate IV Level Qualification delivered in English or Higher.
- An Australian Higher Education Qualification deliver in English.
- A recognised English language testing result of IELTS 5.5 or higher
- Satisfactorily complete the LLN&D Assessment (or be recognised as exempt as indicated below in our LLN&D Policy). This LLN&D Assessment must be completed in “Exam Conditions” in front of The Company Staff member but must be marked by a Trainer/Assessor, before the applicant can be accepted into the course. A copy of this is also to be retained in the Applicant’s file.
- If undertaking a “Refresher Course”, provide evidence of relevant pre-requisite course. A copy of this is to be retained in the student file.
- Appear to be physically able to complete the course (where requiring CPR) if applicable.

Our Course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations or digital understanding to be the same standards. We will endeavour to help you where we can accommodate anyone with difficulties with Language, Literacy, Numeracy and Digital.

If a student’s needs exceed our skills, we will refer the student to complete a TAFE LLN&D course before commencing the training.

9.2. Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or career responsibilities.

All students who meet our entry requirements will be accepted into any of our



training programs. Any issues or questions regarding access and equity can be directed to The Company's Director of Services.

9.3. Student Support and Welfare

We will assist all students in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer or another member of The Company Staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with The Director of Services, who will assist you as best as they can and if your needs exceed our support capacity we will refer you to an appropriate external agency.

You can seek support immediately by contacting:

Interpreting Services:

TIS: 13 14 50

Lifeline: 13 11 14

Literacy and Numeracy Support:

National: Australian Council of Adult Literacy email: info@acal.edu.au

The Company has an obligation to support our students in the completion of their courses. This support commences before acceptance into the course.

Thus, The Company "screens" its applicants in an effort to identify those who appear not to be able to complete the course.

This screening is often undertaken by The Company Administration Staff, but can be undertaken by any RTO staff member, this screening involves:

- Reviewing the Enrolment application for stated learning difficulties, evidence of low LLN&D capabilities in English or other indicators of learning issues.
- Reviewing 100 points of ID.
- A face-to-face interview where the applicant's cognitive ability.
- Understanding of the course and physical ability to complete the course is rudimentarily assessed.
- Completion of an LLN&D Assessment, if required by The Company LLN&D Assessment Policy, which determines if the candidate is exempt from the assessment or is required to undertake it.
- Physical Assessment, i.e. during the interview the student is asked if they are physically able to complete the course.

If any of the applicants appear to be unable to meet the entry requirements, then the applicants are referred to The Director of Services who will make further enquiries into the applicant's abilities, and potentially determine if:

- Is extra support required, or
- There are permissible avenues of "reasonable adjustment", or
- The applicant is not suited for the course



9.4. Reasonable adjustment

If extra support or reasonable adjustment is determined, the nature and extent of this should be determined, discussed with the trainer/assessor, and ultimately set in place BEFORE the commencement of the class.

Examples of extra support may include:

- Additional training time in a one-on-one basis.
- Print that is provided in larger fonts.
- Print that has been converted to audio.
- Print that is provided on coloured paper.

Examples of Reasonable Adjustment may include:

- Providing a verbal assessment.
- Providing additional time for assessment.

9.5. Screening and Early Intervention

If the applicant is determined not to be suitable for the course, they should be patiently and sympathetically explained the reasons they are not suitable at the moment, and the changes that may need to be undertaken before they are deemed suitable.

Thus, the screening process intends to accept students into the course who are expected to be fully capable of completing the course, or who have been assessed as needing support, and that support has been identified, arranged and implemented before the course commencement.

It is, however, possible that unidentified issues may arise that were not identified before enrolment.

Accordingly, the trainer/assessor is required to look for signs of student difficulty by:

- Monitoring the student's behaviour.
- Assessing comprehension.
- Assessing rate of learning engagement.
- Assessing commitment to the course.
- Assessing participation.

If any are identified, the trainer assessor is to intervene and identify the issue.

And while many reasons are possible, the trainer/assessor may decide to implement:

- Extra support.
- Reasonable Adjustment.
- Re-enrol the student in another course.

At all times student welfare and support takes precedence on all other matters.



The welfare of each student is very important to us. Our student services team provide support to all students across all site locations.

Our student services team can assist with things such as:

- Personal counselling – confidential counselling to help resolve personal problems that are affecting study.
- Our student services team can be contacted using the details below:

Email: training@pstrgroup.com

Phone: +61 1300 396 570

Mobile: 0408 306 959

10. Training and Assessment

The Company recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

The Company will make any necessary adjustments to meet the needs of a variety of students. the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students or they may include having someone record the student’s spoken responses to assessment questions.

The Company undertakes to assist students in achieving the required competency standards where they are within our ability.

Where we cannot assist a student, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or The Company Director of Services.

10.1. Training and Assessment Strategies

Students may be assessed in several ways, including (but not limited to):

- Online multiple-choice examination.
- Short answer responses.
- Case studies.
- Paper based essays.
- Practical observations and simulated tasks.
- Challenge tests.

Deferment of assessments – In compassionate/compelling circumstances, a student may apply for deferment of an assessment.

Applications to defer assessments must be received at least five (5) working days prior to the examination date.



Results – You can view your results and access your report following your examination via your student portal in our Student Management System, aXcelerate. (Please allow 3 business days for processing.)

Re-sits – Students who are deemed “Not Yet Competent” in an examination/assessment within their course are able to undertake a resit of the examination/assessment. As required by the relevant Regulations, examinations require a minimum waiting period of thirty days (30) before re-sit, provided the student attends enough remedial training. Should the student choose not to attend remedial training, a ninety (90) day waiting period applies, and re-sit costs apply.

Cheating – If the student is caught cheating, the examination will be declared void, and the student will not be permitted to sit any examinations for twelve (12) months from the day of the declaration. This may also result in suspension or cancellation of the student's enrolment.

10.2. Assessment Standards

All assessments conducted on behalf of The Company will:

- Comply with the assessment guidelines defined in the relevant Nationally Endorsed Training Package. In the case of our Qualifications, we will ensure that the Competency Assessment is determined by a Vocationally Competent Assessor who holds a relevant Training & Assessment Equivalent (TAE) assessment unit of competency or equivalent Qualifications.
- All our assessments within our RTO will lead to the issuing of a Statement of Attainment or to the issuing of a Qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All our Assessments will be:
 - **Valid** – Assessment methods will be valid, this is, they will assess what they claim to assess.
 - **Reliable** – Assessment procedures must be reliable, that is they must result in consistent interpretation of evidence from the student and from context to context.
 - **Fair** – Assessment procedures will be fair, so as not to disadvantage any student. Assessment procedures will:
 - Be equitable, culturally and linguistically appropriate.
 - Involve procedures in which criteria for judging performance are made clear to all students.
 - Employ a participatory approach.
 - Provide students to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** – Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments.
- Validation and moderation of the assessment materials conducted in our review processes.
- An understanding of the definition and practical application of the above definitions.



10.3. Assessment Criteria

All our assessments will inform applications of the context and purpose of the evaluation and the assessment process.

This will include information regarding assessment tools, alternative assessment methods if required to accommodate special needs or circumstances, and information will also be included at the start of each unit or course as to the assessment process, types of assessment and the individual weighting in each evaluation.

10.4. Assessment Methods

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (doing the job).
 - Task management skills (managing the job).
 - Contingency management skills (what happens if something goes wrong).
 - Job role environment skills (managing your job and its interaction with others around you).

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues; cultural issues or any other individual needs related to the assessment.

10.5. Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

10.6. Resubmissions

If you receive feedback that says your submission was “Not Yet Competent”, you will need to provide more evidence to support your claim for competency. This may mean re doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, after three submissions your work is still “Not Yet Competent”, you will be required to re-enrol in, and re-do the work for the unit, to achieve the Full Qualification. Talk to your trainer/assessor for more information. All the staff at The Company will take every reasonable effort to help you succeed in your course.

10.7. Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed “Competent” against a Nationally Accredited Unit, you must meet all the requirements for all elements that comprise that unit.

10.8. Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating, and it is taken seriously at The Group.

The following examples constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple “cut and paste” sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (text, designs, ideas, etc). and not citing the original author(s).
- Unintentionally failing to cite where information has come from.

If plagiarism is discovered, then the offending assessment involved will be deemed as being “Not Yet Competent”, you will be instructed to resubmit a completed and compliant assessment and may be provided with formal counselling, a verbal and written warning and cancellation of your enrolment if required.

10.9. Referencing

When it comes to properly acknowledging where information has come from, students should be aware of and be able to properly use, referencing protocols. The Company expects that you use the Returning to Learning guide. In this guide, referencing requirements for students to work on the APA referencing style are preferred. [APA Style Referencing](#).

10.10. Use of Artificial Intelligence (AI) in Training and Assessment

The Company acknowledges that Artificial Intelligence (AI) tools—such as language models (e.g., ChatGPT), grammar assistants, and digital productivity apps—are becoming increasingly integrated into both education and industry. As a forward-thinking RTO committed to educational integrity and compliance, we permit the use of AI within clearly defined boundaries that uphold the authenticity, validity, and fairness of assessment outcomes, in accordance with of the ASQA 2025 Standards.

AI may be used by students in the following limited and transparent contexts:

AI Use Is Acceptable When:

- Used for research or idea generation to support personal understanding of content.
- Employed as a writing assistant for spelling, grammar, or formatting, provided final work is the student’s own.



- Applied for accessibility or support (e.g., reading tools, digital prompts) as part of a reasonable adjustment for LLN&D or learning support needs.
- Utilised in simulation or industry-relevant tasks where AI reflects current industry tools (e.g., drones, mapping, data automation) and is explicitly permitted by the unit's assessment criteria.

Note: All acceptable use of AI must be acknowledged in the assessment submission (e.g., “This response was informed using AI-based tools for grammar review”).

AI Use Is Not Acceptable When:

- AI is used to generate full answers for assessments intended to evaluate the student’s own knowledge, skills, and competency.
- Submissions contain content copied from AI tools without modification, personal interpretation, or application.
- Students use AI to bypass assessment requirements, including challenge tasks, practical demonstrations, or case studies.
- AI is used in closed-book assessments, verbal demonstrations, or observed simulations unless explicitly allowed by the trainer/assessor.
- No acknowledgement of AI tool use is provided, constituting a form of academic dishonesty or plagiarism.

Violation of this policy may result in the assessment being marked ‘Not Yet Competent’, formal warning, disciplinary review, or cancellation of enrolment in accordance with the Student Misconduct Policy.

In line with the Standards for RTOs 2025:

- Assessment outcomes must reflect the student’s own performance, not that of a digital assistant.
- Trainers and assessors are required to verify authenticity of student submissions, particularly in formative and summative written assessments.
- AI-generated responses do not meet the standard of evidence for competency unless they are verified, contextualised, and practically demonstrated by the student.

11. Certification

11.1. Issuing Certificates and Statement of Attainments

Upon successful completion of your course and provided all fees are paid, a Certificate or Statement of Attainment will be issued within thirty (30) days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for The Company and other RTOs in the Standards for RTOs 2025. If for some reason The Company ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the Qualification for which you have successfully met requirements.

11.2. Re-issue of Certificates

The Company will re-issue the Certification to a student if requested and the correct form has been submitted for the request.

This form can be found on your student profile in our Student Management System, aXcelerate, along with photographic identification. This will be charged out at a cost of \$25.

(subject to change – current as of 1st July 2025)

12. Third-Party Arrangements

When The Company enters a third-party arrangement whereby the third party provides training and assessment on behalf of The Group, you will be informed of:

- Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on The Company's behalf; and
- Student's rights, including if The Company or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in; and remains responsible for the quality of the training and assessment in and for the issuance of the AQF Certification documentation.

13. Complaints and Appeals

The Company treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and we will deal with these in an effective and timely manner. Complaints can be made about The Company, its staff, other learners or third parties and are typically aiming to resolve all complaints within three weeks.

The Company will act upon any substantiated complaint or appeals; these will be recorded in our RTO Management System and will lead where appropriate to continuous improvement activities.

The data entry responsibility, including maintaining security of these complaints and appeals, lies with The Director of Services.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact The Director of Services.

Students should contact their trainer. The trainer should be the first point of contact for students; the aim of this first contact is to resolve the issue quickly.

If the students' complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact The Director of Services.

If the complaint is about The Director of Services, then the alternative contact is the Managing Director.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form the appellant or complainant can find the complaints or appeals for on our Student Management System, aXcelerate under their student portal, but this should be returned within 48 hours so the matter can be promptly investigated.



This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of The Director of Services, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by The Director of Services.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, The Company will, with the permission of the student, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate.

Student confidentiality will be maintained at all times as is consistent with relevant State and Australian Law.

At all times the principles of Natural Justice be upheld, the complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

The Company will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, The Director of Services will be responsible for resolving the issue.

This will involve at least a formal interview with the student, the Trainer, The Director of Services and the Managing Director if appropriate. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of The Director of Services.

The suitable independent person or panel will need to be agreed upon by the student and The Company, this could include another external Trainer Assessor, or it could include an independent commercial mediator such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Phone: +61 2 9251 3366

Suite 602, Level 6

Tower B, Zenith Centre,

821-843 Pacific Hwy,

Chatswood NSW 2067

Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs. Engagement of the external assistance will be the responsibility of The Director of Services.

Once the need for Independent Mediation is agreed upon with the student, The Company will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the student.

For the process to proceed, both the student and The Company will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.



Should a compromise position be determined by the mediator, both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

At all times we will keep our students informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will ascertain the course of the delay and keep the student informed of these reasons through written correspondence.

Students are also able to lodge a complaint about The Company with ASQA. However please be aware that ASQA is not an advocacy institute for Students.

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at [National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government](#)



14. Assessment Appeals

In rare circumstances, the student may object to decisions made by The Company, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in Error.
- The material assess was not covered in learning materials.
- The response provided by the student was the response provided in class.
- Or any other reason.

In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the complaint and appeal section.

- Discuss the issue with your Trainer/Assessor and seek their opinion.
- If you are still dissatisfied, completed the appeals form that can be found on our Student Management System, aXcelerate, under your student profile and submit it to The Director of Services who will:
- Provide written receipt of your case within one business day.
- Review your case and if desired, you will be able to present your case to The Director of Services. The Director of Services will review your case with you and provide you with a written response, including the reasons for the response.
- At all times, the student is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times we will keep our students informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the student informed of these reasons through written correspondence.



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