



# Participant Handbook

Version 2.4



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# Participant Handbook (Including Terms and Conditions)

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## Introduction

Progressive Diagnostics Pty Ltd is a Registered Training Organisation (RTO). We deliver both accredited and non-accredited short courses in Workplace Drug and Alcohol Testing to individuals and businesses of all sizes across Australia.

As an RTO we are required to provide information about our policies and procedures to participants before enrolment. The purpose of this handbook is to provide information to prospective participants, employers or other interested parties to ensure they are fully informed about the training and assessment services we provide. All participants and employers are encouraged to provide feedback about any issue. Please contact us if you need further clarification or have any questions.

## Registration

Registered Training Organisation (RTO Code: 41103). As an RTO delivering accredited training, Progressive Diagnostics meets the legislative requirements of the Australian Qualifications Framework for Registered Training Organisations. This framework provides quality assurance, and as an RTO, Progressive Diagnostics is regularly audited by the Australian Skills Quality Authority (ASQA). More information on the Australian Qualifications Framework (AQF) can be sourced at <http://www.aqf.edu.au>

## Progressive Diagnostics Code of Practice

As a responsible member of the VET community, Progressive Diagnostics follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. We are committed to:

- Deliver a learning experience of the highest standard; supported by qualified and experienced Trainer and Assessors and support staff.
- Promote inclusive learning and equitable access for participants.
- Ensure compliance with legislative and regulatory requirements is applied and maintained, relevant to training policies and procedures.
- Provide language, literacy and numeracy assistance to any participants who may require such assistance or refer them to agencies who can provide support.
- Ensure staff will perform their duties in a professional and ethical manner and will be objective, independent and constructive.
- Ensure staff treat all information obtained as part of the training and assessment process as confidential.

A full copy of the Code of Practice can be obtained by contacting Progressive Diagnostics.

## Nationally Recognised Training

Nationally recognised training is governed by the VET Quality Framework (VQF) which provides the Australia-wide system of Vocational Education and Training (VET). That is, outcomes achieved are transferrable and recognised across Australia. More information can be found at <http://www.training.gov.au>.



## Legislation

As a Registered Training Organisation (RTO), Progressive Diagnostics is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Work Health and Safety

Progressive Diagnostics is committed to ensuring the health and safety of its staff and participants at all times. This includes meeting our legislative obligations to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

All participants will participate in an induction at the commencement of their course which will outline the specific work health and safety requirements for their course and the specific training facility where the training is taking place.

If a participant is found to breach any of Progressive Diagnostics work health and safety standards or commit any act which may endanger the safety of themselves, staff, other participants or members of the general public, that participant will be excluded from participating in further training and assessment activities.



## Your Consumer Rights

Prospective participants have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location: [Personal Services a Guide to the Australian Consumer Law](#)

## Target Group for Training

People that would like to be certified to perform workplace drug and alcohol testing.

Employment pathways could also include drug and alcohol testing at mine sites, large industrial sites, transport depots, medical centres and other workplaces or environments where the need for drug and alcohol testing has been identified as an Occupational Health and Safety requirement.

Our training courses are particularly suited to individuals working in collection centres, in hospitals, in other health care environments and workplaces where drugs of abuse testing takes place.

## Training Delivery

Progressive Diagnostics provides a holistic training delivery approach to address the learning styles and needs of participants. Our training courses are conducted either face-to-face onsite at your workplace or at an approved venue and include practical 'hands-on' experiences, as well as group classroom-based activities and discussion, including simulations and scenarios.

Our methodology for training, whilst focusing on 'hands-on and interactive learning', may include a combination of the following methods to engage participants in the learning experience.

- Use of role play, simulation and scenario activities that focus on both cognitive and motor skills.
- Group activities - designed to encourage networking, share ideas, decision making, working in teams, and overcoming conflict.
- Use of Effective learning materials - our expert training team uses learning materials which are designed to ensure that learning is transferred and reinforced.
- Resources appropriate to learning needs - demonstration, use of relevant equipment, role-play, flip charts, and PowerPoint presentations.

Blended training is also available including an online theory component and a separate practical component completed either via a face-to-face practical, via workplace third-party observation or via a one-on-one webinar session with a Progressive Diagnostics trainer/assessor.

## Assessment Process

Our assessment process is in accordance with the National Assessment Principles and conforms to the standards of the Australian Qualifications Framework. Where possible the assessment process is as flexible as possible within the requirements of the units of competency.

Successful completion of all assessment criteria requires all responses to be correct within two attempts. If the first attempt is incorrect, the trainer will re-address the question with you and provide further training if required. You will then have the opportunity of a second attempt.

Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Progressive Diagnostics supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

Progressive Diagnostics' aim is to provide all participants with the support that they need to complete the course. It is at the discretion of Progressive Diagnostics if any further charges would be required for further attempts.

## Competency-Based Training and Assessment

Nationally endorsed Units of Competency are the core of the competency-based training system for Vocational Education and Training. Individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education, but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

- **Competency** (also competence) - the ability to perform tasks and duties to the standard expected in employment.
- **Competency-based assessment** - the gathering and judging of evidence in order to decide whether a person has achieved a Unit of Competency.
- **Unit of Competency** (Competency standard) - an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. It is an endorsed document which provides a description of the outcome required to be achieved (it does not include how it is to be achieved).



Competency standards include elements of competency, performance evidence, knowledge evidence, and assessment conditions. Competency standards are an endorsed component of a National Training Package.

## Enrolment into a Course

The enrolment process may vary depending on the type of training course you intend to study. Course Information will be supplied for you to read and understand.

An enrolment form must be completed. Enrolments can be processed via the online registration or by requesting a hard copy enrolment form via email. It is the responsibility of the participant to ensure they have provided all the required enrolment documentation.

Once an enrolment form has been received and accepted by a participant, or if a client/employer has accepted and agreed to the conditions of the training proposal, an invoice is issued to the participant and/or employer with instructions. It is only when either payment or a purchase order is received that a participant's enrolment is confirmed.

There are no specific entry or pre-requisite requirements for our drug and alcohol testing related training courses, however, participants will be required to complete the course using the English language, both spoken and written in a legible manner, read and interpret results. Participants are required to be able to work autonomously and to make judgements within the responsibility of their job role working in collection centres, various industry environments and workplaces where drugs of abuse testing takes place. Participants also need to have the ability to provide solutions to both predictable and unpredictable situations.

Contact us for more information on 1300 711 116 during office hours or [Click Here](#) to email us.

## Unique Student Identifier (USI)

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

As an RTO, Progressive Diagnostics cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all participants supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/participants/create-your-usi> for more information, and instructions on how to apply.

It is free and easy for participants to create their own USI's online. For more information, please visit: [www.usi.gov.au](http://www.usi.gov.au) or contact via email at: [usi@industry.gov.au](mailto:usi@industry.gov.au).



## Course Requirements

Participants are to wear normal work clothes, including covered foot wear, participants who do not comply with the required dress code may be refused admission to their course. Progressive Diagnostics trainers reserve the right to suspend from training courses participants who are dressed inappropriately for the training they are undertaking.

Courses will commence at the listed time. Due to the nature of the training participants shall be in attendance for the full duration. Participants who arrive after the scheduled start time may not be admitted. If a participant is running late they are to contact Progressive Diagnostics to notify of estimated time of arrival. Training participants are required to sign a Course Attendance Sheet and will need to provide photo identification (e.g. Drivers Licence, Passport). In the event this is not signed participants may be classed as Not Yet Competent (NYC).

## Catering and Dietary Requirements

Depending on the course undertaken, a light lunch and/or refreshments may be included. Participants are notified at the time of enrolment if catering applies to their chosen course. Where catering is provided, please advise Progressive Diagnostics staff at time of enrolment of any specific dietary requirements.

## Drugs and Alcohol in the Workplace Policy

Progressive Diagnostics is committed to ensuring the health, safety and welfare of all employees, visitors and participants by providing a safe working environment. Participants who are adversely affected by drugs and alcohol are deemed not fit for work. They pose a hazard to themselves, other participants and our trainers. In line with this any participant who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Participants are to comply with their employer stated Fitness for Work policy whilst attending any training course. In the event a participant is turned away from training because of "Fitness for Work" concerns the participant's employer will be contacted. Progressive Diagnostics shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to "Fitness for Work" issues.

## Fees, Charges and Refunds

All stakeholders including clients, employers and participants, are provided with information on the fees and charges relating to the required services or training prior to enrolment either via phone contact, website, email, training proposals or marketing material. Payment terms and methods will be agreed upon.





## Payment of Fees

Payment is made by direct bank transfer or credit card. Payments for invoices must be made within seven days from the date of invoice, or prior to course commencement if less than seven days, or as per supplier agreement. A receipt will be provided upon payment clearance on request.

Progressive Diagnostics has a refund policy to establish a system for ensuring that participants:

- Are made aware that Progressive Diagnostics has a Refund Policy and eligibility criteria
- Can make a claim in the event that they withdraw from a unit/s of competency or from their course before successful completion, providing they meet the eligibility criteria.

## Rescheduling and Cancellations

Cancellation Type	Refund Type
If you <b>withdraw</b> at least one week prior to course commencement.	Full refund of course fees paid, less an administration charge of 10% of course fee.
If you <b>withdraw</b> less than one week but greater than 2 working days.	Refund of course fee paid, less an administration charge of 20% of course fee.
If you <b>reschedule</b> less than one week but greater than two working days.	Allowable once at no charge. Each subsequent request to reschedule will incur an administration charge of 10% of course fee.
If you <b>withdraw or reschedule</b> less than two working days from course commencement date.	No refund.
<b>'No show'</b> after course commencement.	No refund.
If Progressive Diagnostics cancels a course.	Transfer to another course date at no charge or full refund.

### Other conditions:

1. All requests for refunds need to be made in writing to Progressive Diagnostics and accompanied by supporting documentation.
2. The course refund will be made directly to the party who made the initial course payment.



3. Client specific and customised courses will have terms and conditions listed in the proposal.
4. Notification of scheduling to a new course date MUST be received within 1 month of the cancelled date, and the new course date must be within 3 months of the cancelled course date or the above fees and charges apply.
5. Progressive Diagnostics cannot accept responsibility for changes to work commitments or personal circumstances within the timeframes in the above table.
6. If you have any special requirements (e.g. access requirements, language or literacy) please contact us at least 5 days prior to the commencement of the course.
7. Learning / training material, certificates will only be issued on receipt of payment.
8. Progressive Diagnostics reserves the right to cancel or postpone a program to an alternative day. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available program.
9. Progressive Diagnostics reserves the right to amend its cancellation policy at any time and may amend its registration forms and processes accordingly.
10. In the event any participant is turned away from training as a result of being adversely affected by drugs or alcohol in the trainer's opinion, there shall be no refund.

## Access and Equity

Access and equity is about everyone being treated fairly without discrimination within the bounds of the training courses provided. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources.

Progressive Diagnostics will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support. If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track.

See also: [Disability Supplement](#)

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the recognition of skills and knowledge (competencies) held by an individual as a result of formal and informal, work experience, and/or life experience.

Progressive Diagnostics aims to ensure that its RPL process is valid, reliable, flexible and fair. We also ensure that the RPL process is structured to minimise the time and cost to applicants by providing guidelines, information and access to resources, including assessors.

If participants believe they already possess the learning outcomes contained in their chosen course and can demonstrate current competency, RPL documentation can be provided on request.

## Credit Transfer

Credit Transfer will be provided by Progressive Diagnostics where:

- A direct equivalence is documented in the Training Package between the Unit of Competency held and the Unit of Competency being claimed (same unit code and name).
- A direct correlation can be made between the Unit of Competency held and the Unit of Competency being claimed which can be established by mapping the competencies of both Units against each other.

To register for Credit Transfer contact us for more information on 1300 711 116 during office hours or [Click Here](#) to email us.

## Productive Participation

We expect participants to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously. Progressive Diagnostics considers the following (but are not limited to) are examples of inappropriate behaviour that will not be tolerated under any circumstances:

- Taking, possessing, trafficking, or being affected by illegal substances or alcohol;
- Engaging in physical violence or threats of violence, bullying or other harassment using abusive language, or possessing illegal weapons;
- Acting in any way that could cause any loss, damage or harm to other participants, staff, property and equipment; and
- Academic misbehaviour which may be defined as cheating, plagiarism or the distraction of others.

Definitions of cheating and plagiarism are:

- Cheating – violation of the assessment rules to gain an advantage
- Plagiarism – the copying of the language, ideas or thoughts of another author, and representation of their work as participant's original work.



Cheating and plagiarism is unacceptable at Progressive Diagnostics. Trainers will actively monitor participants for cheating and plagiarism. Consequences for cheating and plagiarism are the same and will result in:

- The participant will be required to re-do another equivalent assessment task
- The participant will be given a final written warning outlining the details which will be signed by the Training Manager, trainers and the participant. This will be kept in the participant file.

Any further infringements will result in the participants being expelled from the training course with a cancellation fee. A letter will be given to the participant explaining the situation and will be kept on the participant file.

These examples are what we consider to be serious misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome. In less serious situations, our trainers will counsel participants about the required behaviour.

## Training Materials

During the conduct of Progressive Diagnostics training participants will be issued or be given access to equipment. This equipment is to be used in accordance with the instructions given by the trainer. In the event a piece of equipment is not used in the appropriate manner, this may result in equipment becoming unserviceable and more importantly become unsafe for the participant or next user.

All equipment will be inspected prior to, during and after use. In the event a piece of equipment is found to be faulty or damaged the item shall be removed from service and the trainer is to be informed immediately.

If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

## Accessing Participant Records

At any time, participants can ask their trainer for access to records of their participation and progress. At any time after completing training, participants may request access to their academic records and can do this by contacting the Progressive Diagnostics if they wish to do so.

If an employer requires access to their current or future employee's training records they are required to firstly obtain permission from the participant (and provide evidence of this) in order for the employer to receive records or information for that participant/employee.



## Complaints and Appeals

Progressive Diagnostics endeavours to provide participants with quality customer service, quality training and assessment, experienced trainers and a management environment of best practice, there may be, from time to time, issues that management and staff need to be made aware of.

Our Complaints and Appeals Policy enables us to investigate and address any areas of concern, complaints or appeals in relation to Progressive Diagnostics or any assessment decision.

A participant can lodge a complaint against a process that is adopted or followed by Progressive Diagnostics or a complaint against the service provided by Progressive Diagnostics. If you have any concerns or issues with the quality of the service, or the way the service is delivered or managed please contact us on 1300 711 116 or [Click Here](#) to email us. We will deal promptly, fairly and confidentially with your complaint or appeal.

## Certification Documents

On the completion of accredited Units of Competency, the participant will be issued electronically with a nationally recognised Statement of Attainment within 30 days of completion.

On the completion of a non-accredited course the participant will be issued with a Statement of Attendance.

If a certificate is not received within 30 days from the course completion date, contact Progressive Diagnostics on 1300 711 116 during office hours or [Click Here](#) to email us.

### Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Progressive Diagnostics. Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs. To have either your Certificate or Statement of Attainment reissued you will need to provide valid photographic ID.

### Re-issuing Certificates

If your Certificate or Statement of Attainment is lost or stolen and you wish Progressive Diagnostics to issue another certificate, the cost is \$25.00 per certificate.

## Participant Support Services

Progressive Diagnostics is committed to providing support services or referral for participants within its scope of operations. The nature of the support depends on an assessment of the individual's needs. If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy.

If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Progressive Diagnostics may not be able to provide the support or assistance required.

Support services may include the following areas:

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where participants require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Participants can be referred to external agencies for support.
- **Disability Support:** Progressive Diagnostics can refer participants to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the participant, unless other arrangements are made with Progressive Diagnostics.

Most training conducted at Progressive Diagnostics involves small classes run over a short time frame. As a result the trainers will provide individual support and guidance to the participant. Depending on the individual location of where training is being conducted the level of support services available may be affected. Progressive Diagnostics will at all times assure the safety and security of its participants.

## Privacy and Confidentiality

In providing services we will gather and record information and maintain its confidentiality in line with our Privacy Policy and Record Keeping Policy and Procedures.

Progressive Diagnostics is committed to ensuring the privacy of all its participants. Progressive Diagnostics will not publish or make available any participant information to third parties unless required by law or with the consent of the participant.

Under the Data Provision Requirements 2012, Progressive Diagnostics is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Progressive Diagnostics for statistical,



regulatory and research purposes. Progressive Diagnostics may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing a VET Statement of Attainment or VET qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Where your place of employment has registered you for specific training your Statement of Attainment cannot be sent to them directly. It is the responsibility of each participant to provide a copy to the employer if requested unless Progressive Diagnostics has received written authority to provide the specified copy to a third party.

If an enquiry is made regarding a participant's file, other than by the participant, permission will be obtained from the participant prior to the release of information.

Except for some special circumstances, participants have a right to access their personal information held about them and to have the information corrected or annotated if the information is incorrect, out-of-date or incomplete. Should participants wish to access their personal information they can contact us on 1300 711 116 during office hours or [Click Here](#) to email us. Proof of identity will be required at the time of enquiry.

All participant information is kept in a secure database with password protected electronic files. Information is only accessed by approved staff members and for the sole use of training/assessment, internal and external audit/review, retention and the issuance of certificates. At all times Progressive Diagnostics will abide by the Privacy Act 1988 and the Australian Privacy Principles.

## Participant Feedback

Progressive Diagnostics is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from participants regarding their experiences whilst enrolled in their course. We welcome feedback at any time.

## Contact Details (RTO Head Office)

Progressive Diagnostics Pty Ltd

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