



Leaders in compliance and investigation training for the public sector

STUDENT HANDBOOK

Core Area	PSTS Integrated Management System			
Doc ID	PSTS-005-MAN	Doc Rev	1.3	
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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **PSTS** policy may impact on the currency of information included. **PSTS** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **PSTS**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **PSTS**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

PSTS

training@psts.com.au

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This document forms part of the following documentation:

1. Quote or Enrolment Terms and Conditions;
2. Course Outline and Proposal;
3. **PSTS** Website www.psts.com.au;
4. RTO Standard Policies and Procedures.

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1. Welcome to PSTS

Welcome to **PSTS**.

This handbook provides important information about how training is delivered, what is expected of you, and the support available while you are undertaking training with **PSTS**.

This handbook outlines:

- How training and assessment is conducted
- Your responsibilities while undertaking training
- The support available to you
- Key policies and compliance requirements

You are expected to read and understand this handbook prior to or at the commencement of training.

1.1 About Us

PSTS are a specialised nationally registered training organization with a niche focus on public sector compliance and investigations. Our training programs are designed to cater to the unique learning needs of regulators, featuring hands-on scenarios to enhance their knowledge and skills.

We pride ourselves in crafting tailored training material that is customized to the specific requirements of each agency and their respective legislation. Our bespoke training approach is a testament to our commitment to delivering high-quality training that is both comprehensive and relevant to our clients' needs.

Our experienced trainers have worked as investigators, inspectors, police officers, lawyers, or compliance officers, bringing a wealth of real-world knowledge to our training programs.

PSTS is a nationally registered training organisation (RTO) delivering high-quality vocational education and training that meets national standards and industry needs.

- **RTO Code:** 52140
- **ABN:** 95 138 425 126
- **Website:** www.psts.com.au

1.2 How to Contact Us

If you have any questions or need assistance during your training, you can contact us through the details below:

- **Email:** training@psts.com.au

Office hours are Monday to Friday 08:00 – 4:00pm. If you require urgent assistance outside of these hours, please refer to the **"Where to Get Help"** section in this handbook.

1.3 What We Deliver

PSTS delivers training exclusively to the public sector and Government departments and agencies. Students are enrolled through their employer or host organisation, and training is conducted in either in a Face to Face or Face to Video delivery.

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PSTS does not offer direct enrolment to members of the public as their courses are intensive and rely on active involvement in Government Investigations.

All training and assessment is contextualised to the public sector and Government use of legislation as well as any agencies individual legislation if requested while meeting the requirements of the relevant training package.

The qualifications and training products we offer are listed on our official scope of registration.

Our current training products include:

- Certificate III in Government (PSP30122)
- Certificate IV in Government (PSP40122)
- Certificate IV in Government Investigations (PSP40416)
- Diploma of Government (PSP50122)
- Diploma of Government Investigations (PSP50416)
- Advanced Diploma of Government (PSP60122)

To view our complete list of approved training products, visit our profile on training.gov.au:

<https://training.gov.au/organisation/details/52140/summary>

We may update our course offerings over time. You will always be provided with up-to-date information before you enrol in any course.

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2. Getting Started

This section explains what happens before you enrol and what information and documents you'll need to begin your training with **PSTS**.

PSTS operates in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and all applicable regulatory requirements.

This section outlines how training is initiated, including suitability checks, enrolment requirements, and information you will receive prior to commencement.

2.1 RTO and Course Information

Before you enrol, **PSTS** will provide you with key information to help you make an informed decision. This includes:

- An outline of the course you're considering
- How the course will be delivered
- What support is available to you
- Any fees, payment options, or refund conditions
- What's expected of you as a student
- Whether another organisation will be involved in your training

You will receive this information through materials such as:

- This Student Handbook
- Course Guide or Course Information Sheet
- A conversation or written communication with a member of our team

2.2 Advice about suitability

Prior to enrolment, **PSTS** will assess whether the training is appropriate for you based on your role, experience, and the requirements of the workplace in which training is being delivered.

As part of this process:

- We'll review your Language, Literacy and Numeracy (LLN)
- Your digital literacy (technology-related skills) will also be reviewed
- We'll discuss your goals, background and experience
- Based on this, we'll provide advice about whether this course is the right fit for you
- Review your compliance with any pre-requisites that may apply

If it turns out that the course isn't suitable, we'll talk to you about other training options or available support.

Where units of competency have mandatory pre-requisites, students may enrol in and attend training prior to holding those pre-requisites. However, **PSTS** will not assess, determine competency, or issue certification for any unit requiring a pre-requisite until valid evidence of that pre-requisite has been obtained and verified.

Any evidence collected during training prior to meeting pre-requisites will be reviewed by the assessor once pre-requisites are met to confirm it remains valid and sufficient for competency determination.

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Where participants attend training without holding required pre-requisites, evidence of pre-requisite completion must be provided within three (3) months of the training date.

If pre-requisites are not provided within this timeframe, the participant will be deemed not yet competent for the relevant units and their enrolment will be finalised as incomplete. Participants will be required to re-enrol and undertake training and assessment again to achieve competency and obtain certification.

Enrolment with **PSTS** is not automatic and is subject to verification of eligibility, suitability, and any required pre-requisites.

PSTS reserves the right to decline or delay enrolment where required information, documentation, or entry requirements have not been satisfactorily met.

2.3 Enrolment Requirements

Enrolment with **PSTS** is not automatic and is subject to verification of eligibility, suitability, and any required pre-requisites.

To finalise your enrolment, you will need to:

- Complete an **enrolment form**
- If you wish to attend our “Intensive” level courses we will require a pre-course information sheet which enables us to review your role, experience and suitability for our Intensive courses.
- Provide a **Unique Student Identifier (USI)**
 - If you don't have a USI, we can help you create one at www.usi.gov.au
- Supply personal information such as:
 - Your full name, date of birth and contact details
 - Emergency contact information
 - Language spoken at home and English proficiency
 - Country of birth and cultural background
 - Whether you identify as Aboriginal or Torres Strait Islander
 - Disability status and any support needs
 - Your employment status and reason for study
 - Your highest level of prior education
- If applicable provide USI transcript or copy of Certificate showing evidence of holding any pre-requisites required.

This information is collected to meet national reporting requirements set out in the AVETMISS (Australian VET data standards) and is handled in line with our privacy policy.

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3. Where to Get Help

PSTS provides support to ensure participants can successfully complete training and assessment requirements.

Participants are expected to raise any issues early so they can be addressed promptly.

Support is primarily delivered through trainers, assessors, and employer representatives within the workplace environment.

3.1 Academic and Study Support

If you're having difficulty understanding course content, completing assessments, staying motivated, or managing your study load, help is available. At **PSTS**, we want you to succeed, and we offer a range of academic and study support services to assist you throughout your training.

Available Support Services

You can access academic or learning support through:

- **Your trainer or assessor** – Your first point of contact for help with course content, clarification of tasks, or assessment questions. For access to additional study materials, guides, videos, and FAQs

Examples of Academic Support You Can Request

Depending on your needs, support may include:

- Explaining course concepts in simpler terms
- Assistance understanding assessment instructions
- Developing study plans to stay on track
- Help with referencing, research or academic writing
- Feedback on draft work (where permitted)
- Accessing digital or language support resources
- Understanding how to resubmit assessments if needed

How to Access Academic Support

You can contact your trainer or assessor:

- During scheduled class or workshop sessions
- By emailing training@psts.com.au

You can also contact our Training Manager for additional learning support at:

 training@psts.com.au

We aim to respond to all support requests as soon as possible, and no later than two business days.

3.2 Wellbeing and Personal Support

Your wellbeing matters to us. We understand that study can be impacted by a range of personal, family, financial, cultural, or emotional factors. **PSTS** is committed to supporting the personal and emotional wellbeing of all students during their training journey.

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You do not need to have a formal diagnosis or provide documentation to seek wellbeing support. We're here to help—whether you're going through something small or more serious.

Wellbeing Support Services Available

At **PSTS**, you can access wellbeing support through:

- **Training Manager** – available to speak confidentially about anything affecting your ability to study
- **Trainers and assessors**, who can refer you to internal or external support services
- **Flexible study arrangements** that may be available to help you manage your course load during difficult times
- **Guidance on managing study-life balance**, coping with stress, or accessing external counselling, housing, financial or crisis services

All discussions are handled sensitively and with respect for your privacy.

 Email: training@psts.com.au

External Wellbeing and Crisis Services

If you need urgent help or would prefer to access an external support service, the following options are available:

- **Lifeline** – 13 11 14 (24/7 crisis support)
- **Beyond Blue** – 1300 22 4636 (mental health, anxiety, and depression support)
- **Headspace** – www.headspace.org.au (mental health support for young people aged 12–25)
- **1800RESPECT** – 1800 737 732 (confidential support for people experiencing sexual, domestic or family violence)
- **Employers EAP helpline (if available)**

If you are unsure who to contact or need help navigating support options, speak to your trainer, site supervisor or employer—they will help you connect with the right service.

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3.3 Disability and Access Support

If you have a disability, health condition, injury or other need that may affect your ability to access or participate in training or assessment, **PSTS** encourages you to speak with us as early as possible.

We are committed to creating an inclusive and supportive learning environment and can work with you to identify **reasonable adjustments** that may help you succeed. This might include adjustments to learning materials, assessment methods, schedules or the physical environment.

You are not required to disclose a disability or condition—but doing so helps us plan support and access arrangements from the beginning of your training.

To talk about access or adjustment needs:

- Contact our Training Manager via email at training@psts.com.au
- Ask your trainer to refer you to the appropriate staff member

More detailed information on how we manage disability disclosure, reasonable adjustments, and access planning is available in **Section 4: Access and Inclusion** of this handbook.

3.4 Cultural and Linguistic Diversity Support

PSTS welcomes students from culturally and linguistically diverse (CALD) backgrounds. We understand that adjusting to new learning environments or systems—especially in a second language—can sometimes be challenging.

If English is not your first language or you come from a culturally diverse background, we can support you with:

- Help understanding training expectations and procedures
- Support in navigating assessment instructions or policies
- Additional explanation or language assistance when needed
- Referrals to language or community services if appropriate

You don't need to struggle alone. If something isn't clear, please let us know. You can speak to your trainer, your employer or contact us on training@psts.com.au.

We are committed to fostering a respectful and inclusive space where all cultures, languages and traditions are valued.

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3.5 First Nations Student Support

PSTS acknowledges the Traditional Owners of the lands on which we live, work, and deliver training. We pay our respects to Elders past and present and honour the ongoing cultural and spiritual connection that Aboriginal and Torres Strait Islander peoples have to Country, culture, and community.

We are committed to providing a culturally safe, inclusive, and respectful learning environment for Aboriginal and Torres Strait Islander students.

Support for First Nations Students

If you identify as an Aboriginal or Torres Strait Islander student, you are encouraged (but not required) to let us know during enrolment or at any time during your training. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- Access to a **First Nations Liaison Officer** or culturally safe staff member
- One-on-one support, mentoring or regular check-ins
- Flexibility in learning or attendance where cultural obligations arise
- Referral to trusted local Aboriginal and Torres Strait Islander services, such as:
 - **Aboriginal Community-Controlled Health Services (ACCHSs)**
 - **Community Elders or support networks**, where appropriate and with your consent
 - **Indigenous student centres at local education or training providers**

If dedicated in-house support staff are not available, **PSTS** may work in partnership with local community organisations to connect you with culturally appropriate services and advice.

Our Commitment to Cultural Safety

We aim to:

- Ensure your learning experience reflects respect, inclusion and understanding
- Value your lived experience, cultural strengths and knowledge
- Provide a culturally responsive learning environment
- Continuously improve based on feedback from First Nations students and communities

To discuss your support needs, contact your employer or our training manager email training@psts.com.au or speak to your trainer in confidence.

You are welcome here—your culture, your story, and your success matter.

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3.6 Urgent or Escalated Help

Sometimes situations arise that need urgent attention—whether it's a personal crisis, a safety issue, or a problem affecting your ability to continue training.

PSTS is committed to supporting you quickly and appropriately when urgent help is needed. Please don't wait—reach out as soon as something feels serious or unsafe.

When to Seek Urgent Help

You should contact us immediately if:

- You are experiencing a crisis affecting your wellbeing or safety
- You feel unsafe or are concerned about the safety of another student
- You are experiencing harassment, discrimination, or serious distress
- You are unable to continue your training and need urgent support

How to Get Help

You can get help via:

- Contact your employer manager or supervisor;
- Speak to your trainer or another staff member, who can escalate the issue;
- Contact us at training@psts.com.au

We will treat your situation with urgency, respect, and confidentiality. Our goal is to help you get the support you need—either through our internal team or by connecting you to external services.

External Emergency Contacts

If you are in immediate danger or require emergency assistance, call:

- **000** – for Police, Fire or Ambulance (life-threatening emergencies)
- **Lifeline** – 13 11 14 (24/7 crisis support)
- **Beyond Blue** – 1300 22 4636 (mental health support)

If you're not sure who to talk to, **start with us**. We will help guide you to the right support.

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4. Inclusive Learning and Reasonable Adjustment

PSTS is committed to inclusive education and ensuring all students have equal opportunity to access and participate in training and assessment.

If you have a disability, injury, health condition, or other need that may affect your learning or assessment, you may be eligible for a **reasonable adjustment** to support your success.

This commitment is guided by the:

- **Disability Discrimination Act 1992**
- **Disability Standards for Education 2005**

These laws protect your right to access education without discrimination and require education providers, including RTOs, to take reasonable steps to support your learning needs.

4.1 What is a Reasonable Adjustment

A reasonable adjustment is a change to the way training or assessment is delivered that helps remove barriers to learning and participation. It does not alter the core requirements of your course, but it may change how you access content or demonstrate your knowledge.

Examples of reasonable adjustments include:

- Extra time for assessments
- Assistive technologies or accessible formats
- Modified physical environment or resources
- Supportive communication methods

Adjustments are considered on a case-by-case basis and must be reasonable in the context of the course and assessment requirements.

4.2 How to Request an Adjustment

If you think you may need an adjustment, please contact:

Training Manager

Email: training@psts.com.au

You can also raise your needs during enrolment or speak directly with your trainer at any time.

We recommend getting in touch early so we can work with you to plan ahead and ensure everything is in place before training begins.

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4.3 Disability Disclosure

You are not required to disclose a disability or condition—but if you choose to do so, it allows us to plan support that best suits your needs. You can disclose at enrolment or later, and you are welcome to involve a support person if you wish.

You may be asked to provide documentation (such as a doctor's letter or support plan) to help us tailor your support.

All information is treated with respect and confidentiality.

4.4 What Happens After Disclosure

Once you disclose a support need:

1. We'll meet with you to understand your goals and needs
2. We'll explore potential adjustments, based on your course and available options
3. We may ask for supporting documents (only if needed to inform support)
4. Together, we'll agree on what adjustments will be made
5. Your adjustment plan will be documented, reviewed and updated as needed

4.5 When Adjustments Are Not Possible

In rare cases, an adjustment may not be possible—for example, if it:

- Would create safety risks
- Would alter core competency or licensing outcomes
- Would be unreasonable or unfeasible in the training context

If this occurs, we will:

- Clearly explain the reasons
- Explore alternative support options with you
- Respect your decision about how you'd like to proceed

4.6 Confidentiality and Support

Any information you provide is kept strictly confidential and only shared with staff who need to know for the purpose of arranging support.

We are committed to supporting your access to training in a respectful, lawful and culturally safe way. If you have any questions about your rights, or if you'd like to discuss your needs, please contact our Training Manager.

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5. Your Training Journey

5.1 Training Delivery Modes

Training at **PSTS** is delivered in formats aligned to workplace and operational requirements.

Delivery is typically face-to-face and practical, with a strong emphasis on scenario-based learning and real-world application.

Common delivery modes include:

- **Face-to-face** classroom-based learning
- **Face to Screen (via MS Teams)** or blended learning
- **Self-paced** or flexible study options
- **Workplace-based** or on-the-job training

Your course outline will explain which delivery mode applies to you and what you can expect.

For enterprise delivery, training is typically conducted at client workplaces using site-specific facilities, equipment, and procedures. In these cases, the employer is responsible for providing a safe and suitable training environment, and **PSTS** will verify that the environment is appropriate for delivery and assessment prior to commencement.

5.2 Structured Learning Approach

Training is structured to ensure participants develop the knowledge and skills required to meet the competency requirements of each unit.

This includes:

- Instruction and demonstration
- Practical application
- Scenario-based exercises
- Assessment against defined criteria

Training is sequenced to reflect operational tasks and workplace expectations.

5.3 Training Plans

Currently due to the high skill and intensity of our Courses we do not offer Apprenticeship or vocational placement training.

Apprenticeships and Traineeships

PSTS does not currently operate any pathways for Apprenticeships and Traineeships.

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5.4 Work Placements (if applicable)

If any of our training products require you to complete a **work placement** or other form of **community-based learning** as part of your course the following will apply:

- **PSTS** will explain the requirements before you enrol
- You will be supported to find a suitable host organisation or employer, or you may be able to nominate your own (subject to approval)
- A **work placement agreement** will outline your responsibilities and the responsibilities of your workplace supervisor and **PSTS**

To make sure the placement helps you achieve your required skills and knowledge:

- We ensure the workplace setting is **fit-for-purpose**, safe, and relevant to your qualification
- You will only be placed in environments that allow you to access **the resources, tasks, and supervision** needed to complete your course
- A **trainer or placement coordinator** will check in with you regularly during your placement

Safety and Risk

While you're on placement:

- The RTO works with host organisations to identify and manage any **risks to your safety or wellbeing**
- You will be informed of any risks identified and how to manage them
- You should immediately report any safety concerns or issues to both your supervisor and your employer

If you're unsure about a task, don't proceed—reach out for support first. Safety is a shared responsibility.

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5.5 Learning Resources, Facilities and Equipment

To successfully complete your course, you need access to the right tools, technology, and spaces for learning. **PSTS** is responsible for making sure that all students—whether training is delivered in a classroom, online, in a workplace, or through a third party—have access to:

- Safe and suitable learning environments
- Sufficient facilities and industry-relevant equipment
- The technology and tools needed for training and assessment
- Accessible online learning systems (if studying online or in a blended model)

We ensure that:

- All training environments meet **health, safety and accessibility standards**
- Any facilities or equipment provided by **third parties** (e.g. employer sites, partner organisations) are evaluated to ensure they are appropriate for your training
- There are procedures in place to assess ongoing suitability and safety of facilities and resources

Equipment or Facility Issues

If you notice:

- Faulty, broken or unsafe equipment
- A lack of necessary tools or resources
- Issues with access to learning systems or facilities
please report it immediately to your trainer or site supervisor. Your feedback helps us keep the learning environment safe and effective for everyone.

Resource and Equipment Costs

Before you enrol, **PSTS** will inform you **if** there are **any additional costs** associated with your course—such as fees for textbooks, tools, uniforms, software, or other equipment.

These costs may vary depending on the course and the delivery method. If additional items are required:

- You will be provided with an **indicative list of costs**
- Any **essential equipment or resources** you are expected to purchase will be clearly explained to you

We are committed to making sure you have the information you need to plan ahead and avoid unexpected expenses. If you're unsure about what's included in your course fees, please ask before enrolling.

Currently as per the revision date of this document all courses have no additional cost on top of the course fee.

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6. Assessment and Progress

6.1 Assessment Types and Expectations

Assessment is how you demonstrate that you're competent in each unit of your course. Types of assessment may include:

- Written questions or tasks
- Practical demonstrations
- Projects or case studies
- Workplace observations
- Portfolios or journals

Each assessment will be clearly explained to you, including what you need to do, when it's due, and how you will be marked. You will be assessed as **Competent** or **Not Competent** based on the performance criteria outlined in the unit.

All assessments are conducted in accordance with the requirements of the relevant training package, including Principles of Assessment and Rules of Evidence.

Assessment may be conducted in simulated environments or real workplace conditions, depending on the unit requirements. Students must demonstrate competency under the conditions specified in the unit of competency.

Assessment in **PSTS** programs is rigorous and aligned to real workplace conditions. Participants are expected to demonstrate consistent performance and the ability to apply skills in realistic scenarios.

If you're unsure about what's expected, please ask your trainer—they are here to help.

6.2 Feedback and Reassessment

After each assessment, you'll receive feedback on your performance. If you're assessed as **Not Yet Competent**, you'll have the opportunity to:

- Receive guidance on areas for improvement
- Be reassessed at a later date (conditions apply)
- Discuss your next steps with your trainer

PSTS encourages open discussion about feedback. If you disagree with your result, you may request a review or appeal (see the section on Feedback and Complaints).

6.3 Progress Monitoring

Your progress will be monitored throughout your course to help you stay on track. This includes:

- Trainer check-ins
- Assessment outcomes
- Attendance (if applicable)
- Online participation (if relevant)

If you're falling behind, we'll work with you to create a support plan. Early intervention is key, so please reach out if you're struggling.

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6.4 Reasonable Adjustment to Assessment

If you have a disability or support need, **reasonable adjustments** may be made to assessment processes to ensure equal opportunity. This might include:

- Alternative formats
- Extra time
- Modified assessment methods (where valid)

For more information, see the **Inclusive Learning and Reasonable Adjustment** section earlier in this handbook.

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7. Recognition and Credit

7.1 Recognition of Prior Learning (RPL)

If you've gained relevant skills or knowledge through work, volunteering, life experience or formal/informal training, you may be eligible to have that learning recognised through **Recognition of Prior Learning (RPL)**.

RPL is an assessment-only pathway that allows you to demonstrate your competency **without having to complete the standard training and assessment** for those units. It's a great way to gain credit for what you already know and can do.

What Can Be Recognised?

You may be able to gain RPL for:

- Skills gained through past employment or work experience
- Informal learning (e.g. self-directed study, community work)
- Previous formal training that is not eligible for credit transfer
- Skills developed through volunteering, caregiving, or life experience

RPL is not a shortcut— you must provide valid, sufficient and current evidence to show that you meet the requirements of the unit(s) of competency.

How the RPL Process Works

1. You'll first have a conversation with an assessor or RPL advisor to discuss your goals and experience
2. If suitable, you'll complete an **RPL application form** and supply evidence
3. You may be asked to participate in:
 - Interviews
 - Skills demonstrations
 - Third-party reports (e.g. from employers)
4. Your assessor will review all evidence against national competency standards
5. You'll receive a written outcome outlining any units granted and any gaps identified

RPL can be granted for **one or more units**, or even contribute toward a full qualification.

What Kind of Evidence Might I Need?

Evidence must show:

- What you've done
- How recently you've done it
- That your skills meet current industry standards

This might include:

- Work samples

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- Position descriptions
- Performance appraisals
- References or third-party reports
- Certificates or prior learning not eligible for Credit Transfer
- Photos, videos, or other records of relevant work

Your assessor will guide you in selecting suitable evidence.

How to Apply

If you're interested in pursuing RPL:

- Contact your employer or our Training Manager
- You'll be supported to determine whether RPL is right for you
- You may request an RPL Information Pack or book an RPL eligibility interview

✉ training@psts.com.au

We're here to help you get credit for what you already know and move forward with confidence.

7.2 Credit Transfer

If you have already completed one or more nationally recognised units of competency through another Registered Training Organisation (RTO), you may be eligible for Credit Transfer.

Credit Transfer allows you to have those completed units recognised within your current course, so you don't need to repeat the same learning or assessments. This helps you progress efficiently while ensuring your prior achievements are respected.

How Credit Transfer Works

- Credit Transfer is available for any **equivalent units of competency** in your course
- There is **no cost** to apply for Credit Transfer
- A small administration charge will apply
- You are **not required to complete further assessment** for the credited units
- Credit Transfer is intended to contribute toward your overall qualification—not replace it in full

Important: If all your training was completed at other RTOs through Credit Transfer or Recognition of Prior Learning (RPL), **PSTS** will not issue a qualification or Statement of Attainment based solely on that prior training. You must undertake some training or assessment with us to be awarded a certificate.

What Evidence Do I Need?

To apply for Credit Transfer, you must provide:

- A copy of an official **Statement of Attainment** or **Testamur** issued by another RTO, **or**
- Give **PSTS** permission to access your **USI Transcript** through the USI system

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All submitted evidence **must be verified**. This is a national compliance requirement.

PSTS will verify your records by:

- Accessing your **USI Transcript** with your authorisation, or
- Contacting the issuing RTO directly to confirm authenticity

How to Apply

1. Talk to your trainer or enrolment officer
2. Complete a **Credit Transfer Application Form**
3. Submit it along with your certified documents or USI access consent

You will receive written confirmation of any credits granted and how they affect your training plan.

Need Help?

For more information or to apply for Credit Transfer, contact:

Training Manager

Email: **training@psts.com.au**

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8. Your Rights and Responsibilities

At **PSTS**, your rights, safety, and wellbeing are our priority. We are committed to providing a respectful, safe, and inclusive learning environment where everyone is treated with dignity and care.

This section outlines your rights, your responsibilities, and how we protect your privacy and wellbeing while you're undertaking training with us.

8.1 Respectful Behaviour and Student Conduct

All students are expected to contribute to a safe and respectful learning environment—whether in person, online, or in the workplace.

You have the right to:

- Learn in a space free from bullying, harassment, and discrimination
- Express your views respectfully
- Be treated fairly and with dignity
- Have any concerns taken seriously

In return, you are expected to:

- Follow all relevant codes of conduct and policies
- Communicate respectfully with staff and other students
- Avoid any disruptive, unsafe, or discriminatory behaviour
- Act in a way that supports a safe and inclusive space for all

PSTS has a Student Code of Conduct that outlines these expectations in more detail.

This can be found on our website under Insights > Training Resources.

If inappropriate or unsafe behaviour occurs, it will be addressed in line with **PSTS's** student conduct and complaints policies.

Where training is conducted on a client site, all site rules, safety procedures, and behavioural expectations apply at all times.

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8.2 Academic Integrity – Cheating and Plagiarism

PSTS is committed to ensuring that your assessment results are a genuine reflection of your own learning. To maintain fairness and integrity in the assessment process, all work you submit must be **your own**.

You must not:

- Copy work from another student or source without permission or acknowledgement
- Use artificial intelligence tools or other external assistance in a way that misrepresents your own skills and knowledge, unless explicitly permitted by **PSTS** for specific assessment tasks
- Submit someone else's work or falsified evidence
- Allow someone else to complete your assessments for you
- Resubmit the same piece of work for multiple units without approval

These behaviours are considered **cheating** or **plagiarism**, and may result in:

- Your work being marked as **Not Yet Competent**
- A warning or formal investigation

If you're unsure about what's expected, please speak with your trainer. We are here to support you and help you succeed.

8.3 Student Misconduct

PSTS views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. 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 wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **PSTS** and/or a partner organisation such as a school or workplace

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
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

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Students found guilty of misconduct have a right to lodge an appeal by following our **['Complaints and Appeals']** process.

8.4 Health and Safety Obligations

PSTS delivers training in environments where safety is critical. Participants are expected to approach all training activities with the same level of care and responsibility as they would in a live operational environment.

We comply with relevant **Work Health and Safety (WHS) legislation** and all client site policies and procedures and take proactive steps to ensure that risks are identified, managed, and minimised.

For training undertaken at our premises the following applies:

Our responsibilities include:

- Providing safe facilities, equipment, and training environments
- Informing you about safety procedures and emergency protocols
- Maintaining up-to-date policies and risk controls
- Responding promptly to any safety concern

For all training the following applies:

Your responsibilities include:

- Following all safety instructions and training provided
- Taking reasonable care of your own health and safety
- Not endangering the safety of others
- Reporting:
 - Hazards, spills or unsafe conditions
 - Faulty or damaged **equipment**
 - Issues with **facilities** (e.g. lighting, air quality, access, cleanliness)
 - Any injuries or incidents, no matter how minor

If you are unsure about a process or believe something is unsafe, notify your trainer or site supervisor as soon as possible.

Health and safety is a shared responsibility—please don't ignore risks or concerns. Acting early helps keep everyone safe.

8.5 Privacy and Information Protection

PSTS collects and holds personal information about you so we can deliver your training, meet regulatory obligations, and support your learning experience.

We are committed to protecting your privacy and managing your information in accordance with:

- The **Privacy Act 1988 (Cth)**

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- The **Australian Privacy Principles (APPs)**
- Any other applicable state or territory privacy laws

These laws and principles guide how we collect, store, use, and disclose your personal information.

What information we collect

We collect personal and educational details, which may include:

- Your name, date of birth, and contact information
- Emergency contact details
- Education history and enrolment records
- AVETMISS data required for national reporting
- Evidence of identity (e.g. for USI verification)
- Information related to your support needs, if you choose to disclose

Why we collect this information

We use your personal information to:

- Process enrolments and maintain student records
- Deliver and assess your training
- Report to government bodies such as the **National Centre for Vocational Education Research (NCVER)**
- Meet the requirements of our regulators (e.g. ASQA)
- Provide you with support and services during your training

How we protect your privacy

Your information is stored securely and only accessed by authorised staff who need it to carry out their work.

We will:

- Only use or share your information for training and compliance purposes
- Not disclose your information to anyone without your consent, unless required or authorised by law
- Give you access to your records if you request them
- Not use your information for marketing unless you've given permission

To learn more about how we manage your information, please see our **Privacy Policy** or contact:

Training Manager

Email: training@psts.com.au

For further information on your privacy rights, visit: <https://www.oaic.gov.au/privacy/your-privacy-rights>

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8.6 Smoking, Drugs and Alcohol

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

Any student under the influence of drugs and/or alcohol is not permitted on **PSTS** premises, to use **PSTS** facilities or equipment, or to engage in any **PSTS** activity.

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

Where the training is undertaken on a client or employer site their policies and procedures take precedent.

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9. Feedback, Complaints and Appeals

At **PSTS**, we value your input and want to make sure your experience is fair, supportive, and positive. You have the right to provide feedback, make a complaint, or appeal a decision—and we are committed to handling all matters respectfully, confidentially, and in a timely way.

We have clear processes in place for:

- Providing feedback
- Making a complaint
- Requesting a review or appeal of a decision
- Seeking support from external organisations if needed

9.1 Providing Feedback

Your feedback is one of the most important tools we have for improving the quality of training and support services at **PSTS**.

We encourage you to share your thoughts at any time—whether it's something positive you'd like us to continue, or something you think we could do better. You don't have to wait for a formal survey; your feedback is welcome throughout your course.

Why your feedback matters:

- It helps us understand how well we're meeting student needs
- It highlights areas where our training, assessment or support services can be improved
- It informs decisions about course design, resources, facilities, and staff development
- It contributes to our **continuous improvement system**, which is a key part of how we maintain quality under national standards

Ways to provide feedback:

- Talk to your trainer or assessor
- Use the feedback or suggestion form (online or in person)
- Contact the student support or admin team
- Complete course evaluation surveys or national student surveys

We treat all feedback respectfully, and if you choose to provide it anonymously, we'll still use it to help improve our services. Major themes or issues raised through feedback are reviewed by our management team as part of our quality assurance processes.

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9.2 Making a Complaint

If you have a concern about your experience—such as unfair treatment, course delivery, assessment processes, facilities, safety, or the behaviour of a staff member, student or third party—you can make a complaint.

What happens when you make a complaint:

- You can raise your concern verbally or in writing
- You will receive confirmation that your complaint has been received
- Your complaint will be handled fairly and confidentially
- You will be informed of the outcome

 To make a complaint, contact:

Training Manager

 training@psts.com.au

9.3 Appealing a Decision

You have the right to request a formal review of a decision that affects you. This could include:

- An assessment result (e.g. Not Yet Competent)
- An RPL or Credit Transfer outcome
- A disciplinary action or cancellation of enrolment

The appeals process:

- Start by discussing the issue with the trainer or assessor involved
- If not resolved, submit a formal appeal request
- An independent review will be conducted
- You'll receive a written outcome within a reasonable timeframe

 To appeal a decision, contact:

Training Manager

 training@psts.com.au

9.4 External Resolution Options

If you're not satisfied with the outcome of your complaint or appeal, you can contact an external organisation for assistance.

These include:

- **National Training Complaints Hotline:** 13 38 73 or <https://www.dewr.gov.au/national-training-complaints-hotline>

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- **Australian Skills Quality Authority (ASQA)** – for RTO-related concerns:
www.asqa.gov.au/complaints

We will support you in accessing external help if needed and respond appropriately to any findings.

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10. Certification, Records and Course Completion

At **PSTS**, we follow national requirements to ensure that records are accurate, secure, and accessible, and that certification is issued fairly and promptly when you complete your training.

Certification issued by **PSTS** reflects demonstrated competency against nationally recognised standards and is based on evidence collected under defined assessment conditions.

This section explains how we manage your training records and what you can expect when you complete your course or withdraw early.

10.1 Issuing Qualifications and Statements of Attainment

When you successfully complete a full qualification, you will be issued:

- A digital **Testamur** (certificate showing the qualification name)
- A digital **Record of Results** (listing the units you completed)

If you partially complete a course or withdraw, and have met the requirements for one or more units of competency, you will be issued a **Statement of Attainment** for the units you've achieved.

We will only issue certification where:

- All course requirements have been met
- All fees due have been paid (see Section 11)
- A valid **Unique Student Identifier (USI)** has been provided and verified

Certification will be issued within 30 calendar days of the student being assessed as competent, provided all required documentation has been submitted, the USI has been verified, and all fees have been paid.

10.2 Requesting Replacement Certificates

If you lose your certificate or need a replacement, you can request a reissue by contacting:

Training Manager at training@corehs.com.au

A fee of \$50 will apply for re-sending a certificate. You may be asked to provide identification and confirm your USI.

10.3 Accessing Your Student Records

Your training records—including completed units, assessment outcomes, and certificates—are stored securely and retained for the period required under national regulations.

You can request access to your records by contacting:

Training Manager at training@psts.com.au

We will respond to your request within a reasonable timeframe. Access is limited to you or someone you authorise in writing.

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10.4 Withdrawals and Early Exits

If you choose to withdraw from your course before completion, we recommend that you:

- Notify us in writing as soon as possible
- Participate in an exit process (optional, but helps us understand your experience)
- Request a Statement of Attainment for any units you have completed

Our team can also provide information about re-enrolment options or transitioning to another course if you decide to return in the future.

Note: PSTS does operate a Cancellation Policy outlined in Section 11.5.

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11. Fees and Refunds

Before you enrol at **PSTS**, it's important that you understand the fees associated with your training, how payments are handled, and the circumstances under which you may be eligible for a refund.

We are committed to providing transparent, fair, and timely fee and refund processes.

11.1 Overview of Fees

Fees for your course may include:

- **Tuition fees** – for training and assessment services
- **Resource or materials fees** – for textbooks, equipment, or access to digital platforms
- **Incidental fees** – for optional services (e.g. reissue of certificates, late resubmissions)

You will receive a **Course Fee Schedule** outlining:

- The total cost of your course
- Any instalment options or payment plans
- Any additional costs you may incur (e.g. equipment, uniforms, placement-related expenses)

11.2 Payment Options and Terms

Payment Options

Payment of course fees can be made to **PSTS** via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **PSTS** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us via training@psts.com.au to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, **PSTS** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **PSTS** as early as possible to discuss options.

Payment Terms

Payment arrangements will be discussed with you during enrolment and may include:

- Scheduled instalments
- Direct debit or third-party billing

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Failure to pay fees as agreed may result in:

- Suspension of access to training and assessment
- Withholding of results or certificates
- Referral to a debt recovery service (if applicable)

11.4 Refund Eligibility and Processes

PSTS has a fair and reasonable refund policy. Your eligibility for a refund may depend on:

- Whether you withdraw before or after the course has commenced
- Whether you have accessed course materials or participated in training
- Any government funding or fee support attached to your enrolment

A full or partial refund may be available in cases such as:

- **Withdrawal within a specified period** (e.g. cooling-off or census date)
- **Course cancellation** by **PSTS**
- **Exceptional circumstances** (supporting evidence may be required)

To apply for a refund:

1. Complete a **Refund Request Form**
2. Submit it to training@psts.com.au
3. We will review and notify you of the outcome within 7 business days

✦ *Refer to our full Refund Policy for complete terms and conditions.*

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11.5 Withdrawals

If you choose to withdraw from your course, please notify us in writing. This helps us:

- Finalise your enrolment and records
- Assess your eligibility for a refund
- Issue any Statement of Attainment for completed units

✦ *If you're receiving government funding or assistance, your withdrawal may also need to be reported to the relevant funding body.*

Course Withdrawal

If you wish to withdraw from a course, you must advise **PSTS** in writing of your decision within 7 days. Send your notification to request a refund to training@psts.com.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request (if applicable)

Your application will be reviewed and you will be advised of the outcome within 7 business days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course in excess of 14 days from the commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$500. This is because **PSTS** will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- If the course has already commenced the full course fee is charged
- If the course is under 14 days from commencement the full course fee is charged

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$1,000 will be deducted from any eligible refund
- The non-refundable administration fee won't apply if you transfer to another course
- Any refund will be at the discretion of **PSTS**

Cancellation of Course by PSTS

In the event that a course is cancelled by **PSTS** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been

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assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

12. Changes That May Affect You

Sometimes, changes occur that may impact your training. At **PSTS**, we are committed to keeping you informed and ensuring that any changes are managed fairly and with as little disruption to you as possible.

You will be notified as soon as reasonably practicable if any of the following changes affect your course.

12.1 Training Product Updates

All nationally recognised training products—such as qualifications, skill sets and units of competency—are periodically updated to reflect current industry standards and job requirements. This means that the course you are enrolled in may be **superseded**, meaning a new version of the qualification has been released.

If this happens while you're still enrolled, **PSTS** will contact you and explain what it means for your training.

What happens when a course is superseded?

- The national register will list a **replacement qualification** (called a superseding training product).
- You cannot be newly enrolled into the old version once one year has passed from the release of the new version.
- If you're already enrolled, we must ensure that you either:
 - **Complete** your current course, and receive your certificate, or
 - Are **transferred** to the updated course version in a **timely manner**

What does transition involve?

If you are transferred into the updated qualification, you'll be:

- Provided with advice about any differences between the old and new versions
- Given credit for units you've already completed, where appropriate
- Supported with any **gap training** if needed to meet new or changed requirements
- Issued with an updated training plan

There is no charge for transitioning to the new course version (unless additional resources or materials are required, which will be discussed with you in advance).

✦ If your course is affected by a training product change, we'll always keep you informed and help you understand your options.

If you have any questions about your course or a possible transition, please contact **training@psts.com.au**

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12.2 Delivery or Location Changes

Occasionally, we may need to make changes to how or where your training is delivered. These changes could be temporary (e.g. due to unexpected circumstances) or permanent (e.g. to improve the learning experience or accommodate new delivery arrangements).

We will notify you as early as possible if there are any changes to:

- The **physical location** where your training takes place (e.g. campus, classroom, workplace)
- The **delivery mode**, such as moving from face-to-face to online learning, or switching to a blended model
- The **schedule** of your classes, including changes to days, times, or term dates
- The **structure** of your course—such as how units are grouped or delivered over time

Our commitment to you:

- We will explain the reason for the change
- We will provide advance notice whenever possible
- We will offer support to help you adjust to the change
- If the change causes difficulty, we will discuss options with you—such as alternative arrangements, deferral, or withdrawal

Your learning experience matters to us. If a proposed change is likely to affect your ability to continue, please talk to us so we can work with you to find a solution.

✦ You can contact our Training Manager for further information or assistance.

12.3 Changes to Ownership or Structure

Occasionally, **PSTS** may undergo a change in its business structure—for example:

- Merging with another training provider
- Being sold to new owners
- Restructuring operations in a way that affects how training is delivered

If such a change occurs and it affects your training or enrolment, we will:

- **Notify you in writing**, as soon as the change is confirmed
- **Clearly explain** how the change will affect your course, access to support, or future certification
- **Offer options** that may include continuing your course, transferring to a different provider, or withdrawing with a Statement of Attainment for any units you've completed

If you are impacted by such a change, we will provide you with clear information and work with you to determine suitable options to support the continuation or completion of your course.

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13. If Another Organisation Is Involved in Your Training

Sometimes, **PSTS** may engage another organisation to provide certain services related to your training. This is called a third-party arrangement.

Under the *Standards for RTOs 2025*, we are required to have a formal written agreement with any third party that delivers services on our behalf. Even when a third party is involved, **PSTS** remains fully responsible for your training and assessment, and for ensuring your rights are protected.

13.1 What Is a Third Party?

A third party is any person or organisation (other than our own staff) that provides services on behalf of **PSTS**. These services may include:

- Delivering all or part of your training or assessment
- Providing facilities, equipment or learning environments
- Supporting work placements or structured workplace learning
- Assisting with student recruitment, marketing or enrolment
- Collecting fees or conducting induction activities

This does **not** include:

- **PSTS** employees or contracted trainers
- Guest speakers or consultants engaged by us directly
- Government agencies that refer students (without receiving a fee)

13.2 What You Will Be Told

If a third party is involved in any part of your course or support services, you will be:

- Notified before you enrol (or as soon as practicable if arrangements change)
- Given the name and contact details of the third party
- Told exactly what services they are providing
- Informed that **PSTS** remains your primary training provider and support contact

13.3 Who Is Responsible

Even when a third party provides services, **PSTS** is still responsible for:

- The quality of your training and assessment
- Maintaining your enrolment and progress records
- Issuing your certification
- Managing any complaints, appeals or refunds
- Providing appropriate support, guidance, and access to resources

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PSTS is responsible for ensuring that any third party engaged complies with the Standards for RTOs and all applicable regulatory requirements.

Students will not be required to enter into any agreement with a third party that conflicts with their rights as a **PSTS** HSstudent.

If you have any concerns about a third party or aren't sure who to speak to, contact **PSTS** directly. We're here to support your training journey.

✦ For more information, contact the Training Manager- ✉ training@psts.com.au

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact **PSTS** for clarification prior to your training on training@psts.com.au.

End of Handbook