

Platinum Professional Training

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Participant Handbook

Platinum Professional Training Pty Ltd

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Enrolment, records, fees and refunds: support@ppt.edu.au

Course content, assessments and supervised sittings: assessment@ppt.edu.au

Web: www.ppt.edu.au

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Introduction

Welcome to Platinum Professional Training. We are a Registered Training Organisation delivering nationally recognised training in accounting, bookkeeping and tax. Our current programs are listed on our website, www.ppt.edu.au, and our scope of registration is published on training.gov.au.

Our trainers and assessors are highly qualified and have extensive experience. We are here to support you through your program and to make sure you have a good learning experience.

The RTO Standards

You are about to take part in training that can lead to a nationally recognised qualification or statement of attainment. Only a Registered Training Organisation (RTO) can issue these. To be an RTO we must meet the Standards for RTOs 2025, which are made up of the Outcome Standards for NVR Registered Training Organisations 2025, the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025, and the Credential Policy. Our compliance with these Standards is monitored by the Australian Skills Quality Authority (ASQA) through audits and other regulatory activity. The Standards are intended to provide a nationally consistent, high quality vocational education and training system.

Participant and Platinum Professional Training Rights and Responsibilities

As a participant, you have rights and responsibilities, and we, as your RTO, have obligations and responsibilities to you. These are covered in detail throughout this Participant Handbook and are summarised here for your convenience.

Both you and Platinum Professional Training must follow all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is listed in this handbook, but we both have an obligation to follow all legislation that applies in Australia.

We both have an obligation to act safely in all our activities, so that the health and safety of people and property is never put at risk. You have a right to a safe environment, and an obligation to help keep it safe through your conduct and by following our policies and procedures.

We have a right to expect that you apply yourself seriously to the program you have committed to. Until you formally tell us that you are withdrawing, we expect that you will continue to work on your program and meet your commitments. Equally, you have a right, and we have a responsibility, to provide you with the best support, assistance and guidance towards completing your program. We must maintain current, high quality documentation, good service, and trainers and assessors who are current in their knowledge and experience.

We have a right to expect that all assessments you submit are your own work, and are not copied, taken or plagiarised from someone else.

You have a right to reasonable access to our trainers and assessors.

You have a right to access your own records. To request them, email support@ppt.edu.au.

You have a right to expect that what we ask of you is clear, concise and easily understood. We have an obligation to keep our requirements clear and relevant to the qualification you are undertaking.

You have a right to expect that all program requirements comply with the Standards for RTOs, and that the qualification or statement of attainment we issue to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgement of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices. This includes, but is not limited to, all personal, sexual, religious and political practices. We expect that you will give the same freedom of belief, practice and persuasion to all staff, contractors, fellow participants and other people you meet through Platinum Professional Training.

We have an obligation to always act ethically, responsibly, with courtesy and respect, and to be morally and socially responsible. We expect the same from our participants. Bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, and threatening or aggressive behaviour or speech will not be tolerated, and no staff member, contractor or participant is expected to tolerate them.

You have a right to receive the services you have paid for, delivered in the way they were advertised, and we have an obligation to provide them. If the way a program is delivered needs to change, the change must be by mutual agreement.

You have a right to be told about any changes to our program requirements, administrative procedures and rules. We will give appropriate notice of any change, and no change will disadvantage participants who are already enrolled.

We have a right to expect, and you have a responsibility, to follow any reasonable and lawful request from Platinum Professional Training.

You have a right to complain about, and appeal, any decision or action of Platinum Professional Training, whether it concerns you or the way we run the RTO. We have an obligation to deal with complaints and appeals quickly and fairly, following the procedures in this handbook.

You have a right to expect us to comply with the Privacy Act and to make sure information about you is only given to those with a legal and legitimate reason to see it. This is normally only the staff directly involved in your enrolment, training and assessment, or those with a legal right to the information, such as the Police and other legal bodies, and then only after the appropriate process has been followed.

We have an obligation to clearly state all fees and charges for your program before you enrol.

We have an obligation to give you, and you have a right to receive, prompt assessment of your work, with clear feedback on the result and the assessment decision. You have an obligation to give us feedback on our assessment and client services. We have an obligation to consider all feedback and act on opportunities to improve our processes and policies.

We have an obligation to clearly explain to you the policies and procedures you need to know about. You have an obligation to understand the policies and procedures that apply to your enrolment, to any use of Platinum Professional Training facilities, and to any facilities used to assess you.

Participants who do not follow these rights and obligations may be subject to disciplinary action, as set out under Discipline in this handbook.

Legislative Requirements

We are subject to a range of legislation covering training and assessment, general business practice, and the industry we train for. This legislation changes over time, and the CEO is responsible for making sure all staff are aware of changes. Current legislation is available at www.legislation.gov.au, www.legislation.nsw.gov.au and www.austlii.edu.au.

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

Commonwealth legislation

- National Vocational Education and Training Regulator Act 2011
- Standards for RTOs 2025
- Student Identifiers Act 2014
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992 and the Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988, including the Australian Privacy Principles
- Competition and Consumer Act 2010, including the Australian Consumer Law
- Copyright Act 1968

New South Wales legislation

- Anti-Discrimination Act 1977
- Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017
- Workers Compensation Act 1987 and Workplace Injury Management and Workers Compensation Act 1998

Work Health and Safety Policy

Work health and safety legislation sets out Platinum Professional Training's duty of care to provide a safe and healthy environment for staff and participants, and everyone's duty to take reasonable care for the health and safety of others. This includes providing:

- a workplace that is safe to work in, with safe working procedures
- adequate staff training, including in safe work procedures
- properly maintained facilities and equipment
- a clean and suitably designed workplace, with safe storage of goods such as chemicals

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

- Maintain a safe, clean and efficient working environment
- Follow State and Local Government health regulations
- Store and dispose of waste according to health regulations
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Use safe lifting and carrying techniques
- Ensure participant safety at all times
- Follow procedures for operator safety at all times
- Recognise and report all unsafe situations
- Display first aid and safety procedures for all staff and participants to see
- Report any work health and safety hazard to the appropriate staff member

Harassment and Discrimination Policy

We are required under Australian law to provide a workplace free from all forms of harassment and discrimination, including victimisation and bullying, so that staff and participants feel valued and respected and are treated fairly. We make sure all staff understand their roles and responsibilities in creating such a workplace, through training, communication, mentoring and example, and that all staff know the processes for addressing harassment or discrimination.

Staff and participants should be aware of the following definitions:

- **Bullying** is unwelcome and offensive behaviour that intimidates, humiliates or undermines a person or group. Bullying involves a persistent pattern of behaviour over time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work by withholding vital information and resources.
- **Confidentiality** refers to information kept in trust and shared only with those who need to know.
- **Discrimination** is treating someone unfairly or unequally because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as a ground of discrimination.
- **Harassment** is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.
- **Personnel** refers to all employees of Platinum Professional Training.
- **Racial harassment** occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- **Sexual harassment** is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails or messages, offensive noises, or displays of sexually graphic or suggestive material.
- **Victimisation** includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, or denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- When management is told of any harassment or discrimination, it is responsible for taking immediate and appropriate action.
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained.
- Wherever possible, complaints should be resolved through discussion, cooperation and conciliation.
- Both the person making the complaint and the person the complaint is about will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or helping with the investigation of a complaint, should be victimised.

- Harassment or discrimination should not be confused with legitimate comment and advice, including feedback, given appropriately by management or trainers.
- Staff and participants should not make frivolous or malicious complaints. Everyone is expected to take part in the complaint resolution process in good faith.

Privacy

Platinum Professional Training takes the privacy of our participants seriously and complies with the Privacy Act 1988 and the Australian Privacy Principles. In some cases, as required by law and by the Standards for RTOs, we must make your information available to others, as described under Participant Documentation Policy. In all other cases we will ask for your written permission.

The thirteen Australian Privacy Principles are summarised below.

- **Principle 1: Open and transparent management of personal information.** We manage personal information in an open and transparent way.
- **Principle 2: Anonymity and pseudonymity.** Where it is practical, you may deal with us without identifying yourself or by using a pseudonym. This is not possible for enrolment, because we must identify you to issue a qualification or statement of attainment.
- **Principle 3: Collection of solicited personal information.** We only collect personal information that is reasonably necessary for our functions and activities as an RTO.
- **Principle 4: Dealing with unsolicited personal information.** If we receive personal information we did not ask for, we will decide within a reasonable time whether we could have collected it under Principle 3. If not, and if it is lawful and reasonable to do so, we will destroy it or de-identify it.
- **Principle 5: Notification of the collection of personal information.** When we collect personal information about you, we tell you why we are collecting it, who we may disclose it to, and how you can access and correct it.
- **Principle 6: Use or disclosure of personal information.** We only use or disclose your personal information for the purpose it was collected for, unless you consent or the law allows or requires otherwise.
- **Principle 7: Direct marketing.** We only use your personal information for direct marketing where the Privacy Act allows it, and every marketing message gives you a simple way to opt out.
- **Principle 8: Cross border disclosure of personal information.** If we disclose personal information to a recipient overseas, we take reasonable steps to ensure the recipient does not breach the Australian Privacy Principles.
- **Principle 9: Adoption, use or disclosure of government related identifiers.** We do not adopt a government related identifier as our own identifier for you. We use your Unique Student Identifier, which is issued through the Student Identifiers Registrar, only as the law permits.
- **Principle 10: Quality of personal information.** We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, up to date and complete.
- **Principle 11: Security of personal information.** We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, change or disclosure.
- **Principle 12: Access to personal information.** On request, we will give you access to the personal information we hold about you.
- **Principle 13: Correction of personal information.** If we believe information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, or you ask us to correct it, we will take reasonable steps to correct it.

Minimum Age

We do not enrol anyone under 18. If we receive an application from someone under 18, we decline it and refund any fees paid in full.

Fees and Refund Policy

Our programs attract fees. What you pay, when you pay it, and when you are entitled to a refund are set out in the refund policy for your program, which is provided to you before you enrol and forms part of your enrolment agreement:

- **Fees, Refunds and Cancellation Policy, Tax Agent Skill Sets** applies to FNSSS00005 Commercial Law for Tax Agents Skill Set and FNSSS00008 Tax Law for Tax Agents Skill Set (Tax documentation).
- **Refund Policy** applies to every other Platinum Professional Training program.

Both policies are published on our website, www.ppt.edu.au. Nothing in either policy removes your rights under the Australian Consumer Law. In cases of extreme hardship, you may appeal to the CEO, who may vary the policy in your favour. Questions about fees and refunds go to support@ppt.edu.au.

Participant Documentation Policy

We are committed to keeping our records accurate, secure and current, without compromising the confidentiality of the records or our participants' privacy.

Any hardcopy participant records are stored in a lockable, secure office area. Our electronic participant records are held in RTO Manager, our hosted student management system, and are protected by password access. We also protect our records with up to date virus, firewall and spyware protection.

We keep records of the qualifications and statements of attainment we issue for at least 30 years. If we cease to operate as an RTO, we will transfer our records to ASQA in the format ASQA requires at the time. All other records, including training, taxation, and business and commercial records, are kept for at least seven years.

We are required to report training activity data on our participants to the National Centre for Vocational Education Research (NCVER), in the format set by the AVETMISS standard. We prepare and submit this data through RTO Manager, which produces the AVETMISS data files we lodge with NCVER. This includes your Unique Student Identifier, so that your training appears on your authenticated USI transcript.

We will ensure that any confidential information obtained by us, or by anyone acting on our behalf, is safeguarded. Access to individual participant training records is limited to those who need it under the Standards for RTOs, such as:

- trainers and assessors, to access and update the records of the participants they work with
- management staff, as needed to run the business smoothly and efficiently
- officers of ASQA, or of the Commonwealth department responsible for vocational education and training, or their representatives, for activities required under the Standards for RTOs

or those entitled by law, such as:

- people permitted by law to access these records, for example under a subpoena or search warrant
- third parties to whom you have authorised the release of specific information in writing
- you, on written request, for example when you ask for a replacement copy of your certificate

We will issue your qualification or statement of attainment within 30 days of you having:

- completed the program
- been assessed as competent in the unit or units of competency
- met your financial obligations to us

Recognition of other Qualifications

We recognise all AQF qualifications and statements of attainment issued by other Registered Training Organisations. Where appropriate, they can reduce the training you need to do with us. To use them, give us a certified copy of the original certificate, or give us access to your USI transcript. We will verify the document with the issuing organisation where needed and record the outcome. This most often applies where you are using a qualification as a prerequisite for the program you want to take.

Access and Equity

We are committed to offering training opportunities to all people on an equal and fair basis, including women where under represented, people with disabilities, people from non English speaking backgrounds, Aboriginal and Torres Strait Islander people, and rural and remote learners. Subject to our minimum age of 18, all participants have equal access to our programs regardless of gender, culture, linguistic background, race, socio economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. Everyone who meets our entry requirements will be accepted into our programs. Questions about access and equity can be directed to the CEO.

Client Selection

You must be 18 years of age or over and have completed Year 12 or an equivalent level of education.

Some programs have additional entry requirements or prerequisites. For some programs, relevant accounting or bookkeeping experience is also required. The course information for your program tells you what applies. If you have any questions, contact us before you enrol.

Enrolment

You can enrol online through our website or by contacting us. Our contact details are at the front of this handbook.

Enrolment process

1. You enquire about a program, online or by contacting us.
2. Before you enrol, you can read the course information for your program, this Participant Handbook and the refund policy that applies to your program on our website.
3. We confirm that you meet the entry requirements: the minimum age and education level above, and any additional requirements for your program.
4. You pay in the way set out in the refund policy for your program.
5. You complete the enrolment form, including your Unique Student Identifier (USI), and your enrolment is confirmed.

Unique Student Identifier

Everyone undertaking nationally recognised training in Australia needs a Unique Student Identifier (USI). We cannot issue a qualification or statement of attainment to you unless you have given us a valid USI, unless an exemption applies. Your USI links to your authenticated USI transcript, which is a permanent record of the nationally recognised training you complete.

You can create your USI free at www.usi.gov.au. You will need a form of identification to do so, and the USI website lists what is accepted. If you have difficulty creating your USI, contact

support@ppt.edu.au and we can help, including creating one on your behalf with your permission.

Please note:

- Keep your USI somewhere safe.
- We verify every USI we receive through the USI system. If your USI cannot be verified, we cannot issue your qualification or statement of attainment until it is corrected.
- Any copies of your personal information we obtain to create or confirm your USI are securely destroyed when no longer needed.

Language, Literacy and Numeracy (LLN) Assistance

Our course materials include written documentation and numerical calculations. We recognise that not everyone reads, writes and calculates to the same standard. For some programs, we ask you to complete a short literacy and numeracy assessment when you enrol, so we can identify early any support you may need. The result on its own is never a reason to decline your enrolment. Whatever your program, if you need support with reading, writing or numeracy at any point, tell us and we will arrange reasonable adjustment.

Participant Support, Welfare and Guidance

We will help all participants in their efforts to complete their programs. If you are having difficulty with your studies, tell us early. We will make every effort to support you, for example through additional coaching or mentoring, extra time, or another form of support agreed with you.

How to ask for help

- Course content, assessments and supervised sittings: assessment@ppt.edu.au
- Enrolment, records, fees and refunds: support@ppt.edu.au
- Phone: 1300 030 700

Reasonable adjustment

If you have a disability or a medical condition, or you need support with reading, writing or numeracy, you can ask for reasonable adjustment at any point in your program. Tell us what you need and we will agree the adjustment with you before your next assessment or supervised sitting. An adjustment changes how you are assessed, for example extra time, a reader, a scribe, or a verbal response where the unit allows it. It does not change the standard you must meet to be assessed as competent. Asking for an adjustment does not affect your enrolment or your results. The ways we adjust assessment are set out under Flexible Delivery and Assessment Procedures below.

Personal difficulties

If you are experiencing personal difficulties, contact the CEO through support@ppt.edu.au. The CEO will help you as far as we are able. If your needs are beyond what we can provide, we will refer you to an appropriate external service. You can also seek support immediately by contacting:

- Translating and Interpreting Service (TIS National): 131 450
- Lifeline: 13 11 14

Flexible Delivery and Assessment Procedures

Platinum Professional Training recognises that not all participants learn in the same way, and that with reasonable adjustment, participants who do not learn best through traditional learning and assessment methods can still achieve good results. We will make the adjustments needed to meet the needs of a range of participants. The ability to write is not treated as a barrier to competency unless producing written work is part of the competency itself, for example preparing

tax documentation. Where it is not, you may demonstrate competency verbally. Adjustments may include having someone read assessment materials to you, or having someone record your spoken responses to assessment questions.

We will help participants achieve the required competency standards where it is within our ability. Where we cannot, we will refer you, where possible, to an organisation that can. Any questions can be directed to your trainer or the CEO.

Complaints and Appeals

Platinum Professional Training treats complaints and appeals from staff, participants, employers and other parties seriously, and deals with them effectively and promptly, aiming to resolve all complaints within three weeks. We act on every substantiated complaint or appeal. Complaints and appeals are recorded in our RTO management system and, where appropriate, lead to continuous improvement. The CEO is responsible for recording them and keeping those records secure.

Anyone can complain about any aspect of our dealings with them, and a participant can appeal any decision we make, including assessment decisions.

If you are unhappy with any aspect of our service, raise it first with your contact person, so that it can be resolved quickly. Participants should contact their trainer, or email support@ppt.edu.au. Employers and companies should contact the CEO. If your complaint is about your trainer and you are not comfortable raising it with them, contact the CEO. If the CEO is your trainer, or your complaint is about the CEO, contact the General Manager.

If the matter is not resolved at that first step, you can lodge a formal complaint or appeal using the complaint form or the appeal form. The forms are available from your trainer or by emailing support@ppt.edu.au. Please return the form as soon as you can, so that the matter can be investigated promptly.

Your formal complaint or appeal will be entered in our Complaints and Appeals Register, which is the CEO's responsibility. We will acknowledge receipt in writing within one business day.

If a complaint concerns criminal matters, or anyone's welfare is at risk, we will, with the participant's permission, seek help from the appropriate authorities, such as the Police or a legal representative. Participant confidentiality will be maintained at all times, consistent with NSW and Australian law.

The principles of natural justice will be upheld at all times. You will be kept informed in writing, by email or letter, of the progress of your complaint or appeal. Your academic progress will not be affected by making a complaint or appeal.

Once we receive your formal complaint or appeal, the CEO is responsible for resolving it. This will involve at least a formal interview with you, your trainer if appropriate, and the CEO. If this does not resolve the matter, it can be escalated to an independent person or panel agreed by both you and Platinum Professional Training. This could be another external trainer and assessor, or an independent mediator such as the Resolution Institute (www.resolution.institute). The CEO is responsible for arranging the independent review.

If the matter is escalated to an independent person or panel, Platinum Professional Training meets the cost. You are not asked to pay or lodge any money for an independent review.

However the matter is resolved, you will receive a written statement of the outcome, with the reasons for the decision.

We will keep you informed of progress throughout. If the process takes longer than 60 days, we will tell you why, in writing.

You can also make a complaint about an RTO to ASQA. Details of ASQA's complaints process are at www.asqa.gov.au. ASQA can also be contacted on 1300 701 801, by email at enquiries@asqa.gov.au, or by post at GPO Box 9928, Melbourne VIC 3001. Please note that ASQA takes a risk based approach to complaints and focuses on the most serious matters. It does not act as an advocate for individual participants, but uses the information from complaints to inform how it regulates training providers.

You can also contact the National Training Complaints Hotline on 13 38 73.

Assessment Appeals

You can appeal any assessment decision. Possible grounds for an assessment appeal include, among others:

- you gave the correct response, but it was marked incorrect in error
- the material assessed was not covered in the course materials or training
- the response you gave was the response provided in the course materials or training

An assessment appeal follows the same basic steps as the complaints and appeals process above.

1. Discuss the issue with your trainer and ask for their view.
2. If you are still dissatisfied, complete the appeal form and submit it to the General Manager, who will:
 - a. acknowledge receipt of your appeal in writing within one business day
 - b. review your appeal. You may present your case to the General Manager if you wish. The General Manager will give you a written response, including the reasons for the decision.
3. If you are still dissatisfied, tell the General Manager, who will escalate the matter to an independent person or panel agreed by both you and Platinum Professional Training. This could be another external trainer and assessor, or an independent mediator such as the Resolution Institute (www.resolution.institute). The General Manager is responsible for arranging the independent review.
4. You will be kept informed of progress throughout.

If the matter is escalated to an independent person or panel, Platinum Professional Training meets the cost. You are not asked to pay or lodge any money for an independent review.

However the matter is resolved, you will receive a written statement of the outcome, with the reasons for the decision. If the process takes longer than 60 days, we will tell you why, in writing.

Complaints and appeals process in steps

1. The client or participant is unhappy with an action or decision of our RTO.
2. The client or participant raises it with the relevant person, that is, the salesperson, the trainer and assessor, or the CEO. If the issue is resolved, the details are recorded and the matter is closed.
3. If it is not resolved, it is escalated to the CEO, or to the General Manager where the matter concerns the CEO or is an assessment appeal. If resolved, the details are recorded and the matter is closed.
4. If it is still not resolved, it is escalated to an independent person or panel, at our cost. The details are recorded.
5. At each stage, we consider whether the issue points to an improvement we should make. If so, it is recorded and discussed at the monthly management meeting.
6. At any stage, the participant may refer the matter to ASQA.

Discipline

Platinum Professional Training delivers training and assessment in a spirit of cooperation and mutual respect. If a trainer or staff member is concerned about a participant's behaviour, they may:

- warn the participant that their behaviour is unacceptable
- ask the participant to leave a session, or end a session where the safety of others is at risk

We have a zero tolerance policy towards illegal drugs. Anyone found in possession of, or under the influence of, illegal drugs will be asked to leave. Anyone under the influence of alcohol or drugs to a degree that affects their participation will be asked to leave. Some prescription medicines can affect your performance. If this applies to you, please discuss it with your trainer before your program starts.

Cheating or plagiarism, meaning submitting someone else's work as your own, will not be tolerated. The assessment will not be accepted, and the matter may be treated as serious misconduct. This applies equally in supervised examination sittings.

Serious misconduct

Serious misconduct includes:

- cheating or plagiarism in any assessment, including in a supervised examination sitting
- bullying, harassment, discrimination, threats or violence towards any person
- being in possession of, or under the influence of, illegal drugs while taking part in training or assessment
- criminal activity connected with your participation

Where the CEO believes serious misconduct has occurred, the CEO will tell you in writing what is alleged and give you the opportunity to respond before any decision is made. If the CEO decides serious misconduct has occurred, your enrolment may be cancelled. A cancellation for serious misconduct is not refunded, as set out in the refund policy for your program. In the most serious cases, such as suspected criminal activity, the matter may be referred to the Police.

You can appeal a disciplinary decision through the Complaints and Appeals process in this handbook.

Credit Transfer Policy

Credit transfer is available to all participants enrolling in any program on our scope of registration. Credit transfer means credit towards a qualification granted on the basis of units of competency you have already completed with another Registered Training Organisation.

Assessment Standards

All assessments we conduct will:

- comply with the assessment requirements of the relevant nationally endorsed training package, with competency determined by a vocationally competent assessor who holds the training and assessment credential required by the Standards for RTOs 2025
- lead to the issue of a qualification or statement of attainment under the AQF, where you are assessed as competent against the units of competency in the relevant training package

All our assessments will be:

- **Valid.** Assessment methods assess what they claim to assess.
- **Reliable.** Assessment procedures result in consistent interpretation of evidence from learner to learner and from context to context.
- **Fair.** Assessment procedures do not disadvantage any learner. They are equitable and culturally and linguistically appropriate, make the criteria for judging performance clear to all participants, and allow participants to be assessed at appropriate times and, where required, in appropriate locations.
- **Flexible.** Assessment procedures use a variety of methods suited to the circumstances of the assessment.

We achieve this through:

- careful design of our assessments

- validation and moderation of our assessment materials
- an understanding of these principles and how they apply in practice

Assessment Criteria

Before each assessment, you will be told its context and purpose and how the assessment process works. This includes the assessment methods and any alternative methods available to accommodate particular needs or circumstances. Information about the assessment processes and types of assessment is provided at the start of each unit or program.

Assessment Methods

Our assessments focus on applying skills and knowledge as they are required in the workplace, including:

- task skills (doing the job)
- task management skills (managing the job)
- contingency management skills (dealing with things that go wrong)
- job role environment skills (managing your job and how it interacts with others around you)

We assess you in enough detail to be satisfied that you have achieved competency. Staff are available to discuss the outcome of your assessment and to give guidance on your options.

All assessment tasks take into account any language and literacy issues, cultural issues or other individual needs. If you are assessed as not yet competent, you can be reassessed. There is no charge for reassessment. If you disagree with an assessment decision, you can appeal it, as set out under Assessment Appeals.

Acknowledgement Declaration

I, _____ (full name), acknowledge that I have read and understood this Participant Handbook, Version 1.7, issued 22 September 2026, which sets out the conditions and my rights and responsibilities as a participant of Platinum Professional Training.

Signature: _____ Date: _____

If you enrol online, you may give this acknowledgement electronically as part of your enrolment instead of signing this page.