



## TERMS AND CONDITIONS

### Refunds and Cancellations

Payments of all refunds, to students/organizations who are entitled to a refund, are in accordance with the PSIA refund policy. While PSIA has refund policies in place for cancellation of enrolments, students are first encouraged to enroll in a subsequent training course.

Where a student withdraws from a training course, they must provide written notification of their intention to withdraw and apply for a refund for the course. For further details contact PSIA (08) 9256 1560.

PSIA reserves the right to cancel a course if insufficient numbers of participants are received. If for any reason the course is cancelled by PSIA after your enrolment, you will be refunded the full cost of the course fee. PSIA does not, however, accept any liability for any associated expenses i.e. airfares or pre-paid accommodation.

PSIA will process the refunds automatically and immediately. Payment of all refunds is made within one week (seven days) of being approved. Below is a list of Reasons for Refunds, associated notification requirements and the amount of refund payable.

### Refund Policy

<b>Reason for Refund</b>	<b>Notification Requirements</b>	<b>Refund Payable</b>
Student Withdraws	In Writing, fourteen (14) days or more prior to the course commencement	Full refund (Less 15% administration fee and manual cost \$550 GST inclusive).
Student Withdraws	In Writing, seven (7) to thirteen (13) days prior to the course commencement	80% Refund of Course learning & Assessment fee.



<b>Reason for Refund</b>	<b>Notification Requirements</b>	<b>Refund Payable</b>
Student Withdraws	In Writing, up to six (6) days prior to the course commencement	60% Refund of Course learning & Assessment fee.
Student Withdraws/No Show	During Course	Non-refundable

All learners will have the opportunity to complete the training at a later date if they are forced to withdraw for personal/family or other reasonable reasons. In such cases PSIA will hold their fees over in payment for the next enrolment, and they will not suffer any financial penalty because of such a postponement.

#### Transfer Policy:

Transfers may be made without charge up to 10 business days prior to course commencement. Transfers within 10 business days will be subject to a 15% administration fee. A maximum of two (2) transfers is allowed, at which point the course fee is non-refundable. Transfers will not be accepted 48 hours before course commencement. If additional training packs are required a fee of \$550 GST inclusive per pack will apply.

#### Disclaimer:

TIWA, SMT and PSIA including the trainer and organizers will not accept liability for any damages of any nature sustained by Students and/or their accompanying persons or loss or damage to personal property because of PSIA's CPSIA Courses.



### Meals, Dietary Requirements & Special Needs:

Registration tea and coffee, morning and afternoon tea and lunch are provided. Please advise us if you have specific requirements such as prescribed medical diets and/or special needs. Where possible, all necessary arrangements will be made to cater for special needs.

### Water Bottle:

Most training venues provide still water and/or access to water fountain etc. However, students are welcome to provide their own water bottle for the table and/or for the field sessions.

### Travel & Accommodation:

Travel & Accommodation if/as required is the responsibility and cost of the Student.

### Transportation to in-field visits:

Students are required to provide their own transport;

- To/from/return the training venue to the on-site/field training session on Day 2
- To/from the training venue to the on-site/field 3 playground inspections (playgrounds selected will be in close proximity to the training venue) to complete Assessment 2 on Day 3. All students will finish on-site.

Students may make their own arrangements to work in groups and/or share transport. All travel, accommodation and transportation to on-site/field visits in students' own or work vehicles and/or other are at their own risk. PSIA, TIWA and SMT accept no liability or responsibility.

### Dress/PPE:

The dress code is casual and/or where training is conducted on your organization premises, as required by your organization. Training room temperatures vary widely, bring a light jacket. Due to the practical aspects of this course and possible inclement weather appropriate PPE as listed on page 1 is required.

### Training Manual/Pre-learning material:

The training manual for this Course is provided. Students are encouraged to ensure that they have the appropriate knowledge before undertaking the Assessments.



## TIWA and SMT Documentation

Students will be required to complete the necessary TIWA and SMT documentation including questionnaire, enrolment form and application for award. These forms are provided in the Course Manual inserts.

## Pre-requisite requirements

There are no pre-requisite requirements for these courses.

## Student support & safety

PSIA is committed to meeting its health, safety and duty of care obligations and all course students will receive safety information related to the activities undertaken during their training and to assist them on returning to their own workplace.

As outlined in the entry requirements, students must possess sufficient literacy and numeracy skills to be able to follow fitting instructions and legal requirements; reason physical agility sufficient to be able to climb on and thoroughly inspect play equipment, anchorage points and fit attachments; visual sufficient to be able to observe signs, wear and tear, and a typical fitting situation; and sufficient mechanical aptitude to be able to utilise hand tools and adjustments.

PSIA will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can be reasonably provided by PSIA.

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Hotline on 1300 655 506 or refer to their website at [www.literacyline.edu.au](http://www.literacyline.edu.au). Any costs incurred will be the responsibility of the student.

The types of assistance PSIA will be able to offer:

Any LLN difficulty:

To help establish competency, trainers may:

- Interview the student
- Ask students to demonstrate their skills



#### Speaking difficulties:

- Student may bring family member or friend to help explain and interpret terminology or more complex issues

#### Listening difficulties:

- Provision of seating close to the trainer
- Ensure course materials are presented in clear, plain and 'easy' English

#### Reading difficulties:

- Provision of seating close to the screen
- Ensure all course materials are written in plain English
- Provide large font training materials
- The trainer may read written materials to student on a one on one basis

#### Writing difficulties:

- Trainer may use alternative assessment method (e.g. Oral questioning)
- Students may bring a family member or friend to take notes or complete exercises on a student's behalf where writing skills are not essential to course outcomes.

The types of assistance PSIA will not be able to offer:

#### Speaking difficulties:

- Provision of foreign language version of course materials
- Provision of an independent interpreter unless cost is met fully by student (open to negotiation)

#### Listening difficulties:

- Provision of an independent interpreter to 'sign' course content, unless cost is met fully by student (open to negotiation)



#### Reading difficulties:

- Braille versions of course materials
- Provision of an independent interpreter to help translate and interpret terminology or more complex issues unless cost is met fully by student (open to negotiation).
- Offer enrolment in the course if competency in the course outcomes depend upon writing skills of the level defined in the course requirements cannot be met

#### Writing difficulties:

- Offer enrolment in the course if competency in the course outcomes depend upon writing skills of the level defined in the course requirements cannot be met
- Provide an independent 'writer' to take notes or complete exercises on the student's behalf where writing is not contingent of course outcomes, unless cost is met fully by student (open to negotiation)

#### Numeracy difficulties:

- Offer enrolment in the course if competency in the course outcomes depend upon numeracy skills of the level defined in the LLN course requirements.

#### Additional training and tutorials

Every effort, within reason, will be made by PSIA personnel for its students. Additional training and / or tutorial may be negotiated. Note: some options may incur additional costs. Reasonable Adjustment Where students are unable, due to physical or mental incapacities, ill health or family emergency, to undergo assessment as outlined for each unit, alternative forms and times of assessment may be negotiated with a trainer prior to the assessment date. In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

#### Recognition of Prior Learning (RPL) / Credit /Credit Transfer

You are encouraged to speak to your Trainer and Assessor about the possibility of recognition of prior learning if you believe you have any existing skills and knowledge that may be formally recognised towards the unit or qualification you are undertaking. If you have previously completed qualifications or units speak to your Trainer & Assessor regarding the possibility of credit or credit transfer.



RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house training
- Work experience: on the job experience, including informal training
- Life experience: community group involvement, hobbies, unpaid work.

Application for RPL will be assessed on an individual basis. Each applicant will need to provide the necessary evidence documentation to demonstrate their competency in accordance with the competency requirement of the relevant qualification for which they are applying for RPL. Documentation of prior learning is the most common form of evidence however there are also other forms of evidence including: third party observations, self-assessment reviews, verbal questioning, phone interviews and real work samples such as log books, reports, and checklists.

It is up to the student to compile the evidence, in consultation with a trainer once they have enrolled. Evidence documents will be assessed against the rules of evidence namely:

1. Validity
2. Authenticity
3. Currency
4. Sufficiency

For more information on the procedure and benefits of Recognition of Prior Learning contact [training@psia.net.au](mailto:training@psia.net.au) and/or the Trainer & Assessor.

#### Assessment Rules and Appeals Process

If your first submission is deemed not satisfactory you will be allowed one further attempt. This is to be negotiated with your Trainer & Assessor. You are entitled to appeal if you are not satisfied with the assessment process or outcome. The appeal must be lodged within two weeks of receiving the assessment information or outcome. In the first instance, approach your Trainer & Assessor for information about the process, or check the 'current students' section of the SM TAFE <http://www.southmetrotafe.wa.edu.au/> or TIWA <https://www.tafeinternational.wa.edu.au/> websites.



## Access and Equity

PSIA will comply with all Commonwealth, State/Territory legislation and regulatory requirements to ensure equity. Occupational Health and Safety, Workplace Harassment, Anti-Discrimination, Privacy and Training Legislation will be adhered to at all times. Students are responsible for behaving in a courteous manner and also abide by the Code of Ethics. Diversity accounts for the many factors that influence the ability of people to participate and succeed in training and PSIA will provide training, assessment and support services which will ensure that:

- Learners are informed about training, assessment and support services to be provided and about their rights and obligations, before enrolling or entering into their course.
- Learners receive training, assessment and support services that meet their individual needs, in a discrimination free and supportive environment.

## Privacy/Confidentiality

PSIA needs to keep records of student's enrolment, progress, evidence and results in each course and report to SMT. PSIA will limit the information to training, assessment and legislative reporting requirements. Learners have the right to view their own records. PSIA will not disclose information about students to a third party without the student's written permission. PSIA records are kept in accordance with the PSIA Privacy Policy and the National Privacy Act.