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Training policy and procedures manual

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Contents

Code of practice	5
Access and equity	8
Policy statement	8
Access, equity and anti-discrimination	8
Client service	8
Engagement of the industry/profession	8
Privacy	10
Procedures relating to personal information	10
Collection of information	10
Storage and security of personal information	11
Disclosure	12
Drugs and alcohol policy: overview	13
Purpose	13
Application of this policy	13
Responsibilities	14
Breach of this policy	15
Variations	15
Fair treatment, equal benefits and opportunity policy	16
Overview	16
Definitions	16
Fair treatment	16
Student selection	16
Disability Policy	18
Pharmaceutical Society of Australia commitment	18
The Disability Discrimination Act 1992	18
Register for assistance	19
Enrolment policy and process	20
The enrolment process	20
Eligibility information – State government subsidised programs including Australian traineeships	21
Recognition of prior learning (RPL)	
Language, literacy and numeracy assistance	24
Overview	24
Policy statement	24
Plagiarism and cheating	25
Definitions	25
Policy and procedures	25
Grievance Policy and Procedures	26
Academic grievance policy and procedures	26
Definitions	26
Overview	26
Responsibility	26
Informal grievance procedure	26
Formal grievance procedure	26
Non-academic grievance policy and procedures	29
Definitions	29
Overview	29
Responsibility	29
Informal grievance procedure	29
Formal grievance procedure	29

Quality training and assessment	32
Policy statement	32
Training and assessment strategy	32
Trainer and assessor qualifications.....	32
Staff	33
Assessment standards	33
Validation and moderation.....	34
Policy statement	34
Continuous improvement	35
Policy statement	35
Quality focus and continuous improvement system.....	35
Record and administrative management	35
Version control.....	36
Learning materials and assessment tools.....	37
Online service standards	38
Student support	38
Trainer/assessors	38
Administration	38
Support services	38
Student entry requirements and induction	38
Learning materials.....	40
Student engagement	40
Mode and method of assessments	40
Trainers and assessors	41
Enrolment fees policy	42
Prepaid fees	42
Fee exemptions and concessions.....	43
Debt recovery	43
Financial hardship	44
Refund policy	45
Extension, deferment or withdrawal policy	46
Extension	46
Deferment.....	46
Withdrawal.....	46
Cancellation of enrolment	48
VET Student Loans students	49
Definitions	49
Statement of tuition assurance for exempt VET Student Loans (VSL) providers	50
Introduction	50
What happens if the Pharmaceutical Society of Australia ceases to provide a course after it starts but before it is completed?.....	50
Students applying for VET Student Loans	52
Student review requirement and re-crediting a FEE-HELP balance	55
Incurring a VET STUDENT LOANS debt.....	55
Re-crediting a FEE-HELP balance.....	55
Special circumstances.....	55
Re-credit of a student's FEE-HELP balance - the process.....	56
Reconsideration by the Administration Appeals Tribunal	57
AAT Details and approximate costs	57
Publication	58

Code of practice

PSA undertakes the provision of training and education with a commitment to the highest standards.

Protecting the rights of consumers

- Marketing and advertising to prospective clients is ethical and accurate, they are free of inducements and misleading statements.
- Students are informed before enrolment of all the costs and charges they will incur throughout the course. Where a course is offered under a funding subsidy information is provided in accordance with contractual requirements.
- Refund policies are fair and are documented and provided to each student prior to enrolment. In the event that obligations to students cannot be fulfilled, measures are in place to ensure that they receive either the service from another registered training provider or a refund in accordance with these policies.
- Fees can be paid in a variety of ways, including payment by instalment, and fee protection mechanisms are in place through a bank guarantees=.
- Comprehensive information is provided to consumers to enable an informed decision on enrolment and all information is accessible through a range of mechanisms including the PSA website. A pre-training review is undertaken with all applications for qualifications to enable consumers understand their rights, responsibilities and the obligations of the training provider PSA.
- PSA has a complaints and appeals process that supports the communication of any consumer concerns.
- A designated Consumer Protection Officer has been implemented:

PSA RTO Consumer Protection Officer
National Training Manager
training@psa.org.au.

- Academic, financial and other records are maintained in a manner which ensures they are complete and accurate. PSA manages these records to maintain confidentiality and does not divulge information to third parties unless authorised or under law. Students may view their own records to confirm accuracy and completeness.

Ensuring access and equity

- PSA is committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations placed on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

- Policies and procedures ensure that students are treated fairly and receive all reasonable assistance to successfully complete the course once accepted for enrolment.
- PSA will deal fairly and constructively with concerns and complaints about the services provided.

Qualifications will reflect the latest industry/profession advice

- PSA regularly engages with relevant industry representatives to evaluate training and assessment services. This ensures that graduates hold the required skills and knowledge to perform to standard in the workplace.
- PSA develops our training and assessment strategies in consultation with industry to ensure that they are relevant to their needs. Where the training or assessment occurs in a workplace, evidence of student performance contributes to assessments.
- Teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current practice.

The quality of training and assessment is assured across all operations as registered training provider

- The organisation is committed to continuously improving the services it offers and will seek feedback from students about the services received.
- The organisation is a Registered Training Organisation (RTO), authorised under legislation to offer nationally recognised training. It ensures that operations comply with relevant legislation and the national registration standards at all times.
- All training and assessment complies with the principles of validity, reliability, fairness and flexibility.

Students' current skills and knowledge are recognised

- PSA recognises that students may hold skills and knowledge that are relevant to course outcomes and will assist students to gain recognition for these skills and knowledge. This process is called Recognition of Prior Learning (RPL).
- If students have completed relevant units of competency with another RTO, PSA will automatically credit these towards completion of the qualification.

PSA offers learning and assessment services that meet individual learning needs as far as practicable. PSA can tailor training programs to meet student needs and will offer a range of learning and assessment resources.

Complaints and appeals

If an individual feels that PSA RTO has breached its obligations in the undertaking of marketing and sales activities or decisions made by PSA RTO they may raise a complaint. We encourage individuals to discuss the situation with their PSA RTO representatives in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible in writing to PSA RTO:

Complaints
National Training Manager
training@psa.org.au

2. PSA RTO will investigate the circumstances included in the complaint and respond to the individual as outlined in the Academic or Non-academic Grievance Procedure as soon as possible (and within 30 days) regarding its findings and actions following this investigation.
3. After considering this response, if the individual is still not satisfied they may escalate their complaint directly to the relevant Consumer Protection Agency for investigation.

Jurisdiction	Contact details
New South Wales	<p>NSW Office of Fair Trading 13 32 20</p> <p><i>www.fairtrading.nsw.gov.au</i></p> <p>Smart and Skilled Subsidised Students</p> <p>Smart and Skilled Subsidised Students can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback.</p> <p>13 28 11 or 1300 77 21 04</p> <p><i>enquiries@smartandskilled.nsw.gov.au</i></p> <p>Support is also available in person at a State Training Services Centre:</p> <p>www.training.nsw.gov.au/about_us/sts_contacts.html</p>

1. Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority
www.asqa.gov.au
Phone 1300 701 801

Access and equity

Policy statement

The Pharmaceutical Society of Australia Ltd (PSA) adheres to principles of access and equity and maximises outcomes for its clients

Access, equity and anti-discrimination

PSA implements access and equity principles for all people through the fair allocation of resources and the right to equality of opportunity without discrimination. PSA abides by all relevant legislation with regard to equal opportunity and anti-discrimination.

Client service

PSA's comprehensive management and administrative processes ensure efficient client service delivery. Accurate student information is maintained and students are monitored through the use of a 'Training and Assessment Plan'.

Students receive assessment results, Qualifications and Statements of Attainment in a timely manner and PSA records and certifies competencies in accordance with national guidelines.

The commitment to quality client service includes the following procedures:

- Recognition of prior learning (RPL) policy and procedure
- Course credit policy and procedure
- Fair and reasonable refund policy
- Complaints and appeals policy
- Language, literacy and numeracy assistance
- Student course information and enrolment procedure.

PSA informs students of these procedures prior to the enrolment process through the course information brochures.

Engagement of the industry/profession

PSA seeks information and involvement from the pharmacy industry stakeholders in the ongoing monitoring and development of the training programs and to ensure services meet industry requirements.

Engagement includes, but is not limited to:

- Industry Reference Committees
- Australian Health Practitioner Regulation Agency (AHPRA)
- Australian Pharmacy Council – Intern Training Program Provider Liaison Group
- Pharmacy Board of Australia
- PSA Board Subcommittees and Advisory Groups

Privacy

PSA is committed to protecting the privacy of members and non-members who may also be students enrolled in PSA courses and ensuring the security of personal information maintained by the organisation. In this regard, it abides by the Australian Privacy Principles (set out in amendments to the Privacy Act 1988) and the VET Data Policy and has adopted them in the management of personal information.

PSA is the custodian of a large amount of personal information and relies on its accuracy and integrity when working with members.

The organisation collects information from members and non-members so that it can provide services, manage relationships, communicate effectively and identify the appropriate choice of services.

Robust systems and procedures are in place to protect privacy whenever it is necessary to collect, store, use or disclose personal information.

PSA is committed to best practice in protecting the privacy of the personal information it collects and receives.

In accordance with the VET* Data Policy, students at the time of enrolling into a course under the PSA Registered Training Organisation (RTO) must acknowledge the Privacy Notice and Student Declaration. This outlines the requirement of the RTO to collect, use and disclose personal information and the purposes of the requirement.

A Privacy Policy explains how PSA collects, uses, discloses and otherwise handles personal information. It also describes how students can access and correct the personal information held about them or how to make a complaint about any suspected privacy breach.

PSA's full privacy policy is available at: www.psa.org.au/site/privacy

*VET: Vocational education and training

Procedures relating to personal information

PSA complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

PSA will allow a student to apply for and receive a copy of the VET personal information that is held in relation to that student.

Collection of information

Personal information is not collected unless for a purpose directly related to the student's education program. Personal information is not collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication, PSA at the time of enrolment collects evidence of the student's consent in relation to the collection, use and disclosure of information and provides a privacy notice informing the student of:

- the purposes for which the information may be used; if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required
- with whom the information may be shared (such as the Australian Government, Tuition Assurance Scheme or researchers).

Where PSA solicits and collects personal information for inclusion in a record or in a generally available publication it takes reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

Storage and security of personal information

PSA ensures:

- that records are protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- that if it is necessary for records to be given to a person in connection with the provision of a service to the PSA, everything reasonably within the power of the PSA will be done to prevent unauthorised use or disclosure of information contained in the record.

PSA maintains a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper
- the purpose for which each type of record is kept
- the classes of individuals about whom records are kept
- the period for which each type of record is kept
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- the steps to be taken by persons wishing to obtain access to that information.

PSA will not use the information without taking reasonable steps to ensure that the information is accurate, up to date and complete, with regards to the purpose for which the information is proposed to be used. PSA will not use the information except for a purpose to which the information is relevant.

Disclosure

PSA may disclose your personal information and training activity data collected during your RTO course enrolment as per the Data Provision Requirements 2012 for statistical, regulatory and research purposes. Full details of the disclosure is included in the Privacy Notice on the enrolment form. Student consent and declaration is collected at the time of enrolment.

PSA will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely be aware that information of that kind is usually passed to that person, body or agency
- the individual concerned has consented to the disclosure
- PSA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person
- disclosure is required or authorised by or under law
- disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a monetary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a monetary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Drugs and alcohol policy: overview

Purpose

PSA is committed to providing a safe and healthy work environment in which all workers and other persons engaged in PSA activities are treated fairly, with dignity and respect.

The purpose of this policy is to outline PSA's commitment to a safe workplace and is aimed at preventing, or minimising, any risk of injury or harm to the health and safety of its workers, others at the workplace or those engaged in PSA activities, from the use of alcohol or drugs. It describes the standards of behaviour expected in relation to the use of drugs and alcohol, the responsibilities of PSA, workers and others at the workplace or engaged in activities of PSA, and the consequences of breaching the policy.

Application of this policy

This policy applies to:

- a) All employees of PSA (whether full-time, part-time or casual) and all persons performing work at the direction of, or on behalf of PSA (for example contractors, subcontractors, agents, consultants, and temporary staff) and all other persons engaged in PSA activities (including students, volunteers and visitors) (collectively referred to as 'workers').
- b) All of PSA's workplaces and to other places where workers may be working or representing PSA for example (but not limited too), when visiting a customer, client or supplier, a trainee in a community pharmacy or participating on PSA on-line forums (collectively referred to as 'workplace').
- c) All work related functions, for example, work lunches, conferences, educational events, Christmas parties and client functions.

This policy relates to the following:

- d) '**drugs**' include illegal drugs, prescription or pharmacy drugs, or synthetic drugs as defined below.
- e) '**illegal drugs**' includes:
 - ♦ any drug prohibited by Australian State, Territory or Federal law or any other laws (including foreign and international laws) to which the company is subject or which apply to the work performed at or for the company;
 - ♦ prescription or pharmacy drugs (as defined below) which are used without the necessary prescription, or for non-medical purposes;
 - ♦ any synthetic drug (whether prohibited by law or not), being a psychoactive herbal and/or chemical product which, when consumed, mimics the effects of a prohibited drug, for example synthetic cannabis.

- f) **'management'** means PSA's Executive, Branch Directors, managers, supervisors, team leaders (whichever are relevant) and all employees with supervisory responsibilities.
- g) **'prescription drugs'** means lawful drugs which are prescribed by a medical practitioner for a diagnosed medical purpose and issued by a pharmacist.
- h) **'pharmacy drugs'** means drugs which are lawfully available at Australian pharmacies (without a prescription) and are required for a legitimate medical purpose.
- i) **'under the influence'** means that a person's faculties are impaired by the use of drugs or alcohol to the extent that the person is unfit to be entrusted with a duty they perform, or may be called on to perform, with efficiency and safety to themselves and others.

Responsibilities

All PSA workers must comply with this policy and observe directions from PSA. Workers must recognise that performance of duties may be affected by drugs or alcohol. Where a worker is affected by drugs or alcohol they will not attend work. Workers must not:

- Consume or possess drugs or alcohol on work premises.
- Attend work, commence, continue or return to work having consumed or being under the influence of alcohol and/or drugs.
- Possess, distribute, sell, use or consume illegal drugs in the workplace. Such conduct constitutes serious misconduct. It may also constitute a criminal offence, in which case PSA may notify the police, or other appropriate government authority.

Exception: prescription medication; where a worker is taking such medication and is following the directions as prescribed by their medical practitioner and they are aware of any issues the medication may have with regards to affecting their performance of work duties.

PSA management will ensure that all workers are informed of this policy and follow it. Management will observe and monitor adherence to this policy.

Where a PSA function supplies alcohol:

- Workers must consume alcohol responsibly and not become drunk.
- Workers must ensure a safe means of transport from such functions.
- PSA will provide alcohol at work related functions responsibly, ensuring that:
 - workers will be reminded of this policy prior to the work related function, where appropriate and practicable
 - food will be made available during the service of alcohol

- light alcohol and non-alcoholic beverages will be available at all times
- alcohol will not be provided to anyone under the age of 18 years
- alcohol will not be provided to anyone who is drinking excessively, or is (or appears to be) intoxicated
- workers are reminded of the dangers of driving under the influence of alcohol and promote the use of alternative transport (e.g. taxis, public transport).

Breach of this policy

If a worker is found to have breached this policy, they may be subjected to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach. In serious cases, this may include termination of employment.

Agents or contractors (including temporary contractors, volunteers or visitors) of PSA who are found to have breached this policy may have their contracts with PSA terminated, or not renewed.

Students of PSA who are found to have breached this policy risk expulsion from the PSA training programs and being reported to the relevant authorities and or their employer.

In circumstances where a worker's behaviour or conduct may involve a breach of any Australian law, PSA may notify the policy or other relevant government authority.

Variations

PSA reserve the right to vary, replace or terminate this policy from time to time.

The full policy is available upon request.

Fair treatment, equal benefits and opportunity policy

Overview

PSA supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity and respects differences. This environment is also safe, healthy, positive and supportive as well as being free from all forms of harassment, bullying and discrimination.

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled in a VET unit or course of study. This includes students who are, or would be entitled to VET STUDENT LOANS assistance under clause 43 of Schedule 1A of the Act; and

Potential student/s refers to all persons seeking to enrol in a VET unit or course of study. This includes students who meet the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET STUDENT LOANS assistance under clause 43 of Schedule 1A of the Act.

Fair treatment

PSA treats all students and potential students fairly.

Student selection

PSA has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among potential students
- b) the treatment of students.

Potential students seeking to enrol in a VET unit or course of study with the PSA are assessed for entry to study through the same published entry requirements and through the same process, regardless of their background, circumstances or eligibility for State government subsidised training.

PSA applies merit based principles when selecting which potential students to enrol. Industry experience, referee reports and assessment at interview will determine final selection where limited places are available.

Students undertake a pre-training review prior to commencing studies. If they have not achieved an Australian qualification at Certificate IV level or above they will undertake an English Literacy

and Numeracy assessment to ensure they are academically suited for their chosen program of study.

The outcome of the pre-training will be provided to the student as soon as practicable and they will be notified with an offer for enrolment or an explanation as to why it has been determined that they are not a suitable candidate for the course they wish to enrol into.

Where learning support has been identified and if the enrolment is to proceed, this will be documented in the student records and discussed with the student.

Entry requirement evidence and outcome of entry requirements documentation is retained in the student records for a period of 5 years.

Course*	Entry requirement(s)
Graduate Diploma of Applied Pharmacy Practice (10737NAT)	<ul style="list-style-type: none"> • Hold a <i>Bachelor of Pharmacy</i> or an equivalent or higher pharmacy qualification recognised in Australia • Eligible for registration with the Pharmacy Board of Australia under APHRA requirements • Be employed in a pharmacy industry context.
Graduate Certificate in Applied Pharmacy Practice (10797NAT)	<ul style="list-style-type: none"> • Hold a <i>Bachelor of Pharmacy</i> or an equivalent or higher pharmacy qualification recognised in Australia • Eligible for registration with the Pharmacy Board of Australia under APHRA requirements • Be employed in a pharmacy industry context • Where the enrolment into this qualification is to meet Intern Training Program requirements, additionally the following must be met: <ul style="list-style-type: none"> ▪ Pharmacist Provisional Registration; ▪ Approved Supervised Practice.
Diploma of Leadership and Management (BSB51918)	<ul style="list-style-type: none"> • Attained Senior Secondary Certificate of Education or equivalent for completion of year 12, or • Attained an Australian qualification at Certificate IV or higher level (where the course was delivered in English).
Certificate IV in Community Pharmacy (SIR40116)	<ul style="list-style-type: none"> • Must be currently employed in a community pharmacy • Have achieved Certificate III in Community Pharmacy, or • Have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 Certificate III in Community Pharmacy, and • Have a statement of attainment in the unit SIRCIND002 <i>Support the supply of Pharmacy Medicines and Pharmacist Only Medicines</i>.
Certificate IV in Community Pharmacy Dispensary (SIR40216)	<ul style="list-style-type: none"> • Must be currently employed in a community pharmacy.
Certificate III in Community Pharmacy (SIR30116)	<ul style="list-style-type: none"> • Must be currently employed in a community pharmacy.

*Prerequisites may also apply to unit(s) within the courses listed.

Where the chosen VET unit or course of study has entry requirements the student must provide the applicable evidence e.g. copy of a certificate, USI transcript, etc.

When making these decisions, the above does not prevent the PSA taking into account educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

Disability Policy

Pharmaceutical Society of Australia commitment

PSA is committed to adhering to the:

- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Equal Opportunity Act 1995*
- relevant PSA policies.

To do this, PSA provides students with disabilities reasonable and appropriate academic adjustments, as well as educational support and/or auxiliary aids which are determined on a case-by-case basis.

Where gaps in support are identified, PSA is committed to providing a willingness and understanding to meet students' needs as quickly as possible.

The *Disability Discrimination Act 1992*

The Act defines a disability as any of the following:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists

- previously existed but no longer exists
- may exist in the future (including because of a genetic predisposition to that disability)
- is imputed to a person.

The United Nations' *'Convention on the Rights of Persons with disabilities'* states that 'disability is an evolving concept'. Therefore, whilst PSA uses the aforementioned definitions in this policy, it will broaden these definitions where required.

Register for assistance

To access the PSA's disability support services, students are required to submit a 'Disability Verification Statement' via email to training@psa.org.au

When PSA receives the Disability Verification Statement from the student, a Training Officer will contact the student to discuss the support services required. .

The student should ensure that they copy and retain a photocopied version of the original document. The document needs to be completed in full and submitted six weeks before the official course commencement date.

Enrolment policy and process

Enrolment into any course with the PSA Registered Training Organisation (RTO) requires submission of an enrolment form.

PSA has rolling enrolments for all courses which means there are no specified start and end dates and students are able to submit their enrolment form at any time and commence their training once their enrolment has been accepted and processed. Where face to face components are present in a student's chosen course, there may be some limitations with training start dates and students will be advised where this is applicable.

The enrolment process

1. Student accesses the enrolment form via PSA website:
<http://www.psa.org.au/professional-development-and-assessment/qualifications>
2. Student submits an enrolment form to PSA.
3. A Training Officer will contact the student on receipt of the enrolment form to conduct a pre-training review and an upfront assessment of needs, to confirm the chosen course is suitable for the student and to determine if there are any additional learning needs of the student.
 - a) This may include a language, literacy and numeracy assessment.
 - b) The outcome of the pre-training review will be provided to the student via email as soon as practicable.
4. Eligibility criteria is discussed for enrolment into a State government subsidised placement (where applicable) and eligibility evidence is collected where the student is eligible for a State government subsidised placement.
 - a) In addition to information that a student supplies on the enrolment form, for a State government subsidised placement the required eligibility evidence* may require PSA to request from the student:
 - i. Completion of additional forms (as per State government contractual requirements of the particular funding program)
 - ii. Evidence of Australian Citizenship, Australian Residency or visa (where applicable)
 - iii. Confirmation of residence or place of work
 - iv. Evidence of any previously attained qualifications.
5. The student is offered an enrolment placement into their chosen course if it is determined they are academically suitable for the course – the student must indicate their acceptance before their enrolment may be processed.

6. Enrolment is processed when the fee is confirmed and processed. (Refer also to the section *Enrolment fees policy*.)
7. Once payment has been received or a payment plan has been set up (where available), the student will be provided with course access.
8. Enrolment form, pre-training review documents and eligibility evidence will be stored securely in an electronic format (and hard copy where there are state contractual requirements) in student records. (Refer also to the section 'Privacy'.)

*Required eligibility evidence is dependent upon the state government funding program and may vary between programs. The list provided is not exhaustive and is for general information.

Eligibility information – State government subsidised programs including Australian traineeships

Some qualifications may be available in some states as a State government subsidised enrolment, where students meet the applicable State government subsidised program eligibility criteria. This may mean that the student pays reduced enrolment fees. The table below provides an overview of State government subsidised programs PSA may have access to from time to time and where you may seek further information about eligibility.

State	State government program(s)	Eligibility information
ACT	Traineeship (new worker)	https://www.australianapprenticeships.gov.au/eligibility
NSW	Smart and Skilled Traineeship (new worker)	https://smartandskilled.nsw.gov.au/are-you-eligible Pricing policy information: https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/ee_administration_policy_2018.pdf
QLD	Traineeship (new worker)	https://www.australianapprenticeships.gov.au/eligibility
	Certificate III Guarantee	http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent
	Higher Level Skills	http://www.skillsgateway.training.qld.gov.au/Eligibility#citizen_permanent
SA	Traineeship (new worker)	http://www.skills.sa.gov.au/training-learning/check-your-eligibility https://www.australianapprenticeships.gov.au/eligibility
TAS	Traineeship (new worker)	https://www.australianapprenticeships.gov.au/eligibility
VIC	Traineeship (new worker)	https://www.australianapprenticeships.gov.au/eligibility
	Skills First	https://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/eligibility-assessment.aspx

Information in the above table is subject to change without notice.

General information about traineeships is available at: <https://www.aapathways.com.au/about-australian-apprenticeships-traineeships>

Recognition of prior learning (RPL)

The RPL process identifies and matches existing skills and knowledge which the student may have, to the elements and performance criteria of the qualification the student is enrolled in.

Existing skills and knowledge may have been obtained through:

- previous work experience including paid and volunteer work
- life experience including skills attained through leisure pursuits
- previous training or education.

Students may apply for RPL where they:

- are enrolled in a course or unit
- are enrolled in a course/unit which is an accredited course/unit that is competency based
- believe they are able to demonstrate competence in all of the learning outcomes before studying the module.
- The student should email their intention to apply for RPL to their Training Officer or indicate their intention on their enrolment form.

How does the RPL process work?

There are two types of applications:

- Standard exemptions/credit transfers for previous formally recognised training.
- Recognition of work and life experiences, including non-formally recognised training.

PSA follows the stages of recognition developed in the NSW Recognition Framework.

Context

Assessors are drawn from the pharmacy industry and are able to understand the candidate's workplace context; including the conditions under which the candidate must apply their competencies.

RPL guides have been developed to reflect the pharmacy workplace context.

Candidate's workplace location and workplace support is gathered from the candidate in the initial discussions on RPL assessment.

The qualification and units of competency are assessed to ascertain their appropriateness for the candidate and their workplace.

Information

Information is provided on the RPL process to the candidate, including what they can expect in terms of response and support.

The types of evidence that may be able to be gathered are outlined in the qualification evidence guide and discussed with the candidate.

The candidate confirms with the assessor the units of competency that they consider they will have previous learning and are confident they can demonstrate competence

Evidence gathering

The candidate gathers evidence as guided by the Assessor that can be assessed as:

- Relevant
- Sufficient
- Current
- Authentic

The candidate completes the application form and submits evidence for assessment.

Assessment

The assessor reviews the evidence and documents their initial assessment against the UOC performance standards.

RPL applications will be assessed within four weeks of submission.

If further evidence is required the assessor contacts the candidate and discusses the gaps in the evidence.

The additional evidence will be processed within two weeks of submission.

Assessment decision

The assessment decision is discussed with the candidate

If RPL has been denied possible future steps for the candidate are discussed including gap training

If the application has been successful results will be arranged to support the issuance of the appropriate credential.

The candidate is asked to provide feedback on the RPL process and suggest improvements.

Language, literacy and numeracy assistance

Overview

Arrangements for language, literacy or numeracy (LLN) assistance are made where necessary to assist students. Students may be asked to complete a LLN assessment to determine current LLN levels and identify gaps.

Policy statement

Prior to enrolment, students will complete a pre-training review which may be in the form of an interview and/or survey. The pre-training review which is conducted by a PSA Training Officer will include a review of qualification pre-requisites and may include determination of LLN levels to confirm suitability of the student's chosen course of study.

The pre-training review also provides an opportunity to identify if the student requires additional support. Where this has been identified, it will be discussed and documented so that reasonable adjustments made be made with regards to learning and assessment where practicable.

Where LLN skills are not at the appropriate level to be able to complete the student's chosen course, PSA may refer to the student to an LLN course provider where they may complete a foundations skills course to bridge any gaps.

Trainers/assessors:

- observe, identify and immediately act when a student has needs with language, literacy or numeracy
- make every effort to maintain the confidentiality of the student's needs
- will not make discriminatory or judgemental statements about any student based on the level of language, literacy or numeracy skills
- offer counselling about their particular skill deficiency to students with language, literacy or numeracy needs , and explain the possible impact on the proposed the PSA training program
- present recommendations for assistance to the student to overcome the skill shortage. However, no student will be disadvantaged because they decline the advice unless they cannot meet the basic requirements of the units of competency.

Refer also to the *Enrolment policy and process* in this document.

Plagiarism and cheating

Definitions

Plagiarism: The practice of taking someone else's work or ideas and passing them off as one's own¹.

Collusion: Unauthorised collaboration and the resubmission of work that has already been assessed in another module/unit without disclosing that fact.

Policy and procedures

PSA is committed to upholding standards of academic integrity and honesty. Cheating in any form is unacceptable and will be treated seriously by PSA. Plagiarism and collusion are both considered to be forms of cheating.

Where evidence has been obtained to indicate potential cheating, the Senior Training Officer will discuss the matter with the applicable student(s) suspected of cheating and the student(s) will be provided with the opportunity to respond.

The evidence collated and the outcome from discussions with the applicable students will provide basis for the Senior Training Officer (or nominee) to determine whether or not they believe that cheating occurred, or whether plagiarism was likely to have been intentional or unintentional.

If the failure to acknowledge the ideas of others was not intentional, the only offence the intern has committed is the academic misdemeanour of failing to reference a source correctly. Assessment tasks deemed not properly referenced must be resubmitted.

Where the Senior Training Officer determines that plagiarism/collusion was done with the intention to obtain an unfair advantage in assessment, this will lead to disciplinary action and will be recorded against the applicable student records. All students identified as being involved in a plagiarism/collusion incident will be required to resubmit the required assessment or complete an alternative assessment as determined by the Senior Training Officer.

Where a student has been detected of plagiarism/collusion on more than one occasion consideration may be made for the cancellation of the student's enrolment from PSA's training.

Refer also to the policy on *Cancellation of enrolment* within this document.

1. As defined by *Oxford Dictionaries* at www.oxforddictionaries.com

Grievance Policy and Procedures

Academic grievance policy and procedures

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016*

Student/s refers to all persons enrolled or seeking to enrol in a VET unit of study or course, including persons that meet the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET Student Loans under Part 2, Division 2 of the Act.

Complainant refers to students who have lodged an academic complaint with the PSA.

Overview

PSA is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the complainant's place of residence or mode of study.

Academic matters include those which relate to student progress, assessment, course content or awards in a VET course of study.

Responsibility

The National Training Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

Informal grievance procedure

If students are dissatisfied with any aspect of the course they should first informally discuss it with their Training Officer, or if this is not appropriate with the Senior Training Officer. PSA requires all staff and contractors who receive complaints to attempt to resolve them in a constructive and confidential manner.

Formal grievance procedure

General principles applying to all stages of this grievance procedure are:

- The complainant and respondent have the opportunity to present their case at each stage of the procedure.
- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals are recorded in writing. A full written explanation of decisions and actions taken as part of this procedure are provided to the complainant and/or the respondent on request.
- Records of all grievances are kept for a period of five years. Records are stored electronically where access is restricted to applicable personnel only.
- A complainant shall have access to this grievance procedure at no cost.

Stage one

Complainants can submit formal grievances to the National Training Manager in writing (or complete and submit the *Student complaints and appeals* form, available on: <http://www.psa.org.au/professional-development-and-assessment/qualifications>)

The responsible officer is the National Training Manager within PSA who assesses the grievance, determines the outcome and advises the complainant in writing of their decision within ten working days.

The complainant is advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

Stage two

If the complainant is not satisfied with the outcome of stage one, they may lodge an appeal in writing with the General Manager, Program Delivery, Pharmaceutical Society of Australia, PO Box 42, Deakin West, ACT, 2600.

The General Manager, Program Delivery (the reviewer) determines the complainant's appeal.

The reviewer conducts all necessary consultations with the complainant and other relevant persons to make a determination of the appeal. The complainant is advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days.

The complainant is advised of their right to progress to stage three of the grievance procedure if they consider the matter unresolved.

Stage three

If the complainant is not satisfied with the outcome of stage two, they may request referral of the matter to an external dispute resolution process by a body appointed for this purpose by the PSA.

The details for the external body and contact person are:

TAFE Directors Australia (TDA)

Ph: 02 9217 3180

Fax: 02 9281 7335

Web: www.tda.edu.au

PSA will give due consideration to any recommendations arising from the external review within 10 working days.

Publication

This *Academic grievance policy and procedure* will be made available to students enrolled with the PSA through publication on the website www.psa.org.au. This *Academic grievance policy and procedure* was agreed to and ratified by the Board of the Pharmaceutical Society of Australia on 19 July 2012.

Non-academic grievance policy and procedures

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016* (for VET Student Loans)

Student/s refers to all persons enrolled or seeking to enrol in a VET unit of study or course, including persons which meet the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET Student Loans under Part 2, Division 2 of the Act.

Complainant refers to students (as defined above) who have lodged a non-academic complaint with PSA.

Overview

PSA is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Responsibility

The National Training Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

Informal grievance procedure

If students are dissatisfied with any aspect of the course they should first informally discuss it with their Training Officer, or if this is not appropriate with the Senior Training Officer. PSA requires all staff and contractors who receive complaints to attempt to resolve them in a constructive and confidential manner.

Formal grievance procedure

General principles that apply to all stages of this grievance procedure which are adhered to by PSA are:

- The complainant and respondent have the opportunity to present their case at each stage of the procedure.
- The complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals are recorded in writing. A full written explanation for decisions and actions taken as part of this procedure are provided to the complainant and/or respondent on request.
- Records of all grievances are kept for a period of five years. These records are kept strictly confidential and stored in locked filing cabinets in the office of the National Training Manager.
- A complainant shall have access to this grievance procedure at no cost.

Stage one

Complainants can submit formal grievances to the National Training Manager in writing.

The responsible officer is the National Training Manager within the PSA will assesses the grievance, determines the outcome and advises the complainant in writing of their decision within ten working days.

The complainant is advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

Stage two

If the complainant is not satisfied with the outcome of stage one, they may lodge an appeal in writing with General Manager, Program Delivery. The General Manager, Program Delivery (the reviewer) determines the complainant's appeal.

The reviewer conducts all necessary consultations with the complainant and other relevant persons and to make a determination of the appeal. The complainant is advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days.

The complainant is advised of their right to progress to stage three of the grievance procedure if they consider the matter unresolved.

Stage three

If the complainant is not satisfied with the outcome of stage two, they may request referral of the matter to an external dispute resolution process by a body appointed for this purpose by the PSA.

The details for the external body and contact person are:

TAFE Directors Australia (TDA)

Ph: 02 9217 3180
Fax: 02 9281 7335
Web: www.tda.edu.au

PSA will give due consideration to any recommendations arising from the external review within 15 working days.

Publication

This *Non-academic grievance policy and procedure* is available to students through publication on the website www.psa.org.au and course information handbooks.

This *Non-academic grievance policy and procedure* was agreed to and ratified by the Board of the Pharmaceutical Society of Australia on 19 July 2012.

Quality training and assessment

Policy statement

PSA provides quality training and assessment across all of its operations.

Training and assessment strategy

To ensure PSA meets the requirements of the training package, PSA has developed a training and assessment strategy document. For each qualification a training and assessment strategy outlines:

Target group	Learning outcomes	Evaluation
Duration	Resources	Legislative requirements
Entry requirements	Delivery and assessment strategy	Pathways
Code and title of qualification	Training and assessment plan	Customisation
Units of competency	Moderation of assessment	Assessment validation process

PSA maintains completed documents for each course listed on the RTO scope of registration and provides copies of these to each trainer for the courses they deliver.

Trainer and assessor qualifications

All training and assessment staff must have at least two years relevant industry experience and hold the vocational qualification(s) to at least the level being trained and assessed or demonstrate vocational competence*, relevant to the training products and services being offered. In addition to evidence of vocational competency, trainers and assessors must hold the appropriate training/assessment qualification to deliver training and/or conduct assessment.

Trainers and assessors must hold the training and assessment qualification *TAE40116 Certificate IV in Training and Assessment* (or its successor), or a diploma or higher level qualification in adult education, or TAE40110 plus TAEASS502 and TAELLN411.

Where a person is only conducting assessment, they are required to hold at a minimum the *TAESS00001 Assessor Skill Set* (or its successor).

Trainers who only hold the *TAESS00007/ TAESS00008/ TAESS00003 Enterprise Trainer Skill Set* (or its successor) will not determine assessment outcomes and must deliver training under the supervision of a qualified trainer.

The direct supervision of a trainer procedure requires the:

- trainer to hold as a minimum, the level of qualification in which they are training and have appropriate vocational experience
- trainer to undergo staff induction

- trainer to attend a quarterly meeting with the supervisor
- supervisor to be available (via email or phone) to the trainer at all times
- supervisor to contact the trainer once a month for planning and regular monitoring
- trainer to participate in moderation and validation of the training program on an annual basis
- trainer to utilise PSA developed session plans and assessment tools.

Staff

All staff will undergo staff induction which includes an introduction to the policies and procedures for PSA, the requirements of them as PSA trainers/assessors and the PSA training and assessment strategies for the qualifications which they will be teaching. A staff induction is conducted with each new staff member.

Staff files are held at PSA and may include:

- copies of vocational and/or training qualifications
- current resume:
 - vocational and/or training experience mapped against units of competency
 - professional development activities undertaken.

All copies of staff qualifications or similar documents held on file will be correctly verified.

At all times, the PSA provides adequate facilities, equipment and material to create an environment which is safe and conducive to successful learning. The specifics are documented in the training and assessment strategy for each qualification.

Assessment standards

Assessment is conducted in accordance with the requirements of the National VET Regulations Australian Quality Training Framework and the relevant National Training Packages.

A mapping which aligns the performance criteria, the assessment activities and the qualifications of the trainer and assessor was completed for each qualification on scope to ensure the assessment processes meet the requirements of the individual competency units.

Assessor moderation is documented as part of the training and assessment strategy for individual qualifications.

Assessment evidence will be judged according to the rules of evidence:

- Sufficiency – consistent performance to the required level over a period of time
- Currency – evidence should prove that the intern is competent now.
- Validity – evidence should be appropriate and relevant to the competency/standards it is addressing.

- Authenticity – evidence must reflect the knowledge/skills/understanding of the student. The work of another person must not be submitted as that of the student. Other sources can be used in certain circumstances as long as the student references these.

The chosen format and method of assessment must be appropriate to the qualification and any conditions specified by an awarding body. Assessment materials must be presented in clear and unambiguous language and must differentiate only on the basis of a student's knowledge, skills and understanding. Such materials must be free from any overt or covert discrimination against an individual, either in wording or content.

Validation and moderation

Policy statement

PSA uses a systematic validation and moderation approach to continually improving assessment tools, processes and judgements in order to provide high quality services to assessment candidates.

Assessment including RPL:

- meets the requirements of the relevant training package or VET accredited course
- is conducted in accordance with the principles of assessment and the rules of evidence
- meets workplace and, where relevant, regulatory requirements
- is systematically validated.

Definitions

Validation – quality review

Validation is a quality review process. It involves checking that the assessment tool produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. (*National Quality Council. A code of professional practice for validation and moderation 2009. Commonwealth of Australia; 2009. p.7.*)

Moderation – quality control

Moderation is a process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. (*National Quality Council. A code of professional practice for validation and moderation 2009. Commonwealth of Australia; 2009. p.8.*)

Continuous improvement

Policy statement

Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Quality focus and continuous improvement system

PSA is committed to provide quality services and focuses on the systematic continuous improvement of its systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving our programs and services. The following mechanisms are used to collect data:

- regular informal monitoring and communications
- student feedback received through the enrolment process
- student feedback questionnaires completed at the end of course
- trainer feedback questionnaires completed at the end of course
- feedback from moderation, validation and professional development activities
- feedback received through the recognition of prior learning process
- information from the complaints and appeals process.

Feedback is collated and tabled at regular training meetings. A standard agenda applies to this meeting. Action resulting from any feedback will be documented in the continuous improvement register.

Internal audits are conducted annually on the management system and the resultant findings dealt with through the same continuous improvement processes.

Record and administrative management

PSA manages students' records in a manner which maintains confidentiality and the security of all student information. This is achieved by with limited access to the electronic student file repository.

Student files are held electronically in Salesforce. Student files contain copies of the enrolment form, assessment summary and verified copies of any certificates or documents pertaining to the individual. To access their files, students must apply in writing to the National Training Manager.

All copies of documents on file require verification as a true copy of the original and are stamped, signed and dated by the authorised person. The General Manager, Program Delivery and his/her delegates are authorised to verify documents. Qualifications are authenticated with the issuing provider.

An AVETMISS database, VETtrak, is used to record student enrolments, student progress and all qualifications issued. VETtrak is hosted and backed up by a hosting organisation. A PSA wide

database IMIS also records enrolment and payment receipts for all students. Other PSA documents are protected in line with PSA information technology backing up procedures. These back-ups are stored in a secure environment off PSA premises.

The records are retrievable for students or regulatory authorities as required. Student requests to access archived records must be made in writing to the National Training Manager.

Student records to be retained for ten years:

- Enrolment form
- Receipt
- Correspondence
- Assessment record and assessment evidence
- RPL form and evidence submitted
- Copy of credential and results
- Withdrawal form if appropriate

Records to be retained for 30 years:

- Enrolment form
- Copy of credential and results
- Withdrawal form if appropriate

Version control

PSA has in place the following procedure for version control of all documents:

- Each master document has the document name and version number.
- The electronic file remains the master copy and once printed, documents cease to be a controlled version.
- All master documents are stored where access is limited to specific staff.
- PDF versions of master documents are available in a general access area for all staff.
- Requests for changes to documents must be emailed to the Senior Operations Officer

Learning materials and assessment tools

PSA has a schedule for the regular review and update of all learning materials and assessment tools.

Updates are recorded in a specific continuous quality improvement register.

Online service standards

PSA follows the prescribed items detailed below to assure the quality of online delivery of training and assessment, where a course is delivered through online systems.

Student support

PSA will provide the following support to students who are studying online, during business days/times between Mondays–Fridays, 9:00AM–5:00PM:

Trainer/assessors

- For each course, a full-time trainer/assessor will be allocated a maximum of 300 students
- A request for trainer/assessor contact may be made via email to: *training@psa.org.au*
- Email enquiries will be responded to within 72 hours (during business days/times).
- Students will also be contacted by their Training Officer for additional support and/or assessment queries.

Administration

- Support for issues relating to online learning portal access, assessment submission issues, accessing assessment feedback
- Please email: *training@psa.org.au*
- Email enquiries requesting administration support will responded to within 48 hours (during business days/times).

Support services

Where a student has identified a requirement for additional support due to personal circumstances, PSA may refer the student to appropriate counselling services. Students should contact their Training Officer to discuss additional support for their studies.

Student entry requirements and induction

A pre-training review is conducted prior to acceptance of enrolment into a course to confirm student suitability to their chosen course, including confirmation of digital literacy where a course contains an online delivery component(s).

PSA uses *Moodle* as their learning management system, which is the online learning portal that students will access for learning and assessment materials.

Online course delivery may include:

- video and audio recordings
- digital learning resources
- online assessment quizzes and/or submissions
- online classroom discussion, presentations and collaboration
- online discussion forums.

To ensure you are able to access the full functionality of the online learning components, please refer to the minimum equipment requirements list:

- Access to a desktop computer or laptop running applicable operating software, e.g. Windows 7, 10, Mac OSX Sierra, iPad IOS10.
- You will require a stable internet connection, slower speeds will affect your learning experience.
- On a mobile device you log in to the learning portal using the web browser, if you are completing an assessment or activity that has a grading component we recommend that you use Moodle through a desktop browser.
- Web browsers – you will need to access Moodle using a web browser. Below are some examples of web browsers with applicable version and advice :
 - Google Chrome: 50 or later
 - Mozilla Firefox: 50 or later
 - Safari: 10 or later
 - Internet explorer: 9 or later
 - Use the *help* option on browsers to update your browser to the latest version.
 - We also recommend you enable Cookies, Pop-ups and Javascript.
 - We also recommend you use the latest version of the Flash player.
- Email application: students must have a personal email account as communication from Training Officers or trainer/assessors may be via email communications direct to the student.
- Applications on the computer to view and create documents should include at a minimum: *MS Word, MS Excel, MS Powerpoint, Adobe PDF Reader.*

Students will be provided with online learning portal access instructions with their course welcome letter/email.

Where students have issues with the online learning portal, they may request support by emailing training@psa.org.au

Learning materials

PSA provides learning materials in a variety of formats including but not limited to:

- Guided content
- Graphics
- Video
- Interaction through discussion forums and/or online class discussion/presentation sessions, or webinars
- PDF documents.

Accessibility for vision impaired: All web content is able to be read using a text reader. All icons included in any web content has text behind it ensuring it can be picked up by a text reader.

Student engagement

PSA provides a learning environment in which student progress is monitored, along with regular contact between the Training Officers and students.

Opportunities for collaborative learning to allow interaction with peers and trainer/assessors is provided through discussion forums, online class discussions/presentations and/or webinars.

Assessments are marked according to a set schedule where the course publishes assessment due dates, otherwise are marked within 2–4 weeks from date of submission, depending upon the course assignment.

Assessment results and assessor feedback is provided directly to the student via the learning portal.

PSA will contact students who have not logged into the learning portal within 1 month of unit commencement. Students who have not logged on within the 1 month of unit commencement and do not re-engage after 5 attempts of communication between PSA and the student, may be withdrawn from the course.

Mode and method of assessments

A minimum of 2 forms of assessment will be used for each unit of competency, which may include:

- Knowledge questions (MCQ, short answer)
- Case studies
- Projects/reports
- Demonstration of practical skills
- Observer reports.

Demonstration of practical skills may include use of video technology, audio technology or face-to-face assessment workshops (where applicable for blended-learning courses).

Trainers and assessors

All trainers and assessors delivering online courses at PSA are experienced in online delivery and have undertaken professional development in online delivery, including:

- Online facilitation techniques
- Participation in applicable PSA staff reference groups
- PSA staff development sessions.

Enrolment fees policy

Enrolment fees are reviewed on an annual basis by the General Manager, Program Delivery

Where there are changes to enrolment fees a continuing student's fees will remain unchanged.

Course fees are provided in course information booklets for each course available via <http://www.psa.org.au/professional-development-and-assessment/qualifications>

Payment options available:

- Full enrolment/tuition fees paid upfront (credit card or direct debit)
- Payment by instalments may be available to PSA members for some courses*
- VET Student Loans – available for enrolment into Diploma of Leadership and Management qualification (full course) and the Graduate Certificate in Applied Pharmacy Practice (full course) where the student meets eligibility criteria. (Refer to the section 'VET Student Loans students'.)

Access to learning and assessment materials will be provided once payment has been received, or where payment is by instalments, the first instalment amount has been received and a payment plan has been established, or an application for VET Student Loans has been received – whichever applies.

Where a student is paying by instalments and they default on an instalment payment, PSA will contact the student to discuss the issue. If subsequent payment instalments are defaulted, PSA may suspend course access until such time an instalment can be made.

*Payment by instalments is limited to monthly or quarterly payment options across 12 months, except for the *Intern Training Program* which has a payment plan of 6 instalments.

Please note, for all instalment plans, the first instalment is deducted upon receipt of a completed Direct Debit Authority form and the following instalments are deducted on the 10th of each month thereafter.

Refer also the section *Refund policy*.

Prepaid fees

- For tuition fees paid up-front greater than \$1500, the Pharmaceutical Society of Australia has in place a bank guarantee.
- For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from the Pharmaceutical Society of Australia if the Pharmaceutical Society of Australia fails to provide the agreed services. The Pharmaceutical Society of Australia has in place the Training Refund Policy (http://www.psa.org.au/downloads/rto-courses/PSA-Training_Policy-Procedures-Manual.pdf). If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Fee exemptions and concessions

Where a student is eligible for a State government subsidised placement, fee exemptions or concessions may apply to the enrolment fee depending upon the State government subsidised program. This will be discussed with the student during the pre-training review interview prior to an enrolment offer where applicable, to ensure acceptable evidence is provided to PSA.

In any circumstance where a student is seeking fee exemptions or concessional rates for enrolment fees, the student must supply acceptable evidence of their exemption/concessional status. Enrolment fees will be adjusted accordingly (as per the State government subsidised program requirements) and the student notified of the adjusted fee, when the student has supplied the required evidence.

The type of circumstances for fee exemption or concessional fees varies between the State governments' subsidised programs. This is a general outline of where fee exemptions or concessions may apply:

- The student or their dependant(s) holds a Health Care or Pensioner Concession card;
- The student identifies as an Aboriginal or Torres Strait Islander;
- The student has a disability; or
- The student is an adult prisoner.

Debt recovery

Where payment has not been received within the prescribed payment terms PSA will contact the student (or employer where the employer has indicated they are paying enrolment fees) to discuss the matter.

Students will be contacted by PSA where the debt remains unpaid by more than 30 days and again if debt remains unpaid by more than 45 days. Where the debt is overdue by more than 60 days PSA will contact the student and advise that the debt will be referred to a debt collection agency if it remains unpaid by more than 90 days from the due date.

PSA will refer debts owing to a debt collection agency if it remains unpaid by more than 90 days.

Where the student is eligible to request payment by instalments (payment plan) for enrolment fees and an automatic debit has a declined payment, PSA will contact the student to discuss the matter in order to:

- Confirm the payment details (e.g. expired credit card or change of bank account details);
- Make arrangements for an alternative payment method.

Financial hardship

PSA will consider alternative payment arrangements where a student provides written notice outlining financial distress. PSA will negotiate with the student an alternative payment plan which will be put forward to Senior Management for approval.

PSA will notify the student by email if an alternative payment plan has been approved.

Where an alternative plan cannot be negotiated, course access will be suspended and continuation/withdrawal of enrolment will be discussed.

Refund policy

A minimum number of registrants must be achieved for each PSA face to face event. Registrants will be advised in due time and registration fees refunded if an event does not proceed.

PSA will repay any VET tuition fees that the student may have paid for a course/VET unit(s) of study if the student withdraws, or their enrolment is cancelled from that course/unit(s) on or before the relevant census date.

This policy does not apply where VET tuition assurance (STUDENT LOANS) arrangements have been activated and the student elects the VET course assurance option for that unit.

Where a student withdraws from a VET unit of study after the relevant census date, or after access to course materials either online or print based, any refund of VET tuition fees paid upfront is at the discretion of the PSA but will not be granted for the following circumstances:

- Change of domicile
- Change of workplace
- Competing demands preventing study
- Change of intent to study
- Change of vocation or industry.

All refunds must be requested in writing to the PSA with name, address, contact details, course details, date and reason for requesting a refund. If the withdrawal is on medical grounds and a refund is requested medical certificates should be presented with the request.

Course fees are non-transferable.

Extension, deferment or withdrawal policy

Extension

Where a student is absent on the due date (e.g. attendance at a workshop) as a result of unforeseen circumstances, it is the responsibility of the student to ensure that the PSA is informed of this absence.

Some examples of unforeseen circumstances are illness, injury, a car accident or a death in the family.

Evidence is required to substantiate the unforeseen circumstance, in the form of a medical certificate (for illness or injury).

Instances whereby the PSA is satisfied that the student has met the above criteria, and grants the student deadline transfer to another workshop or an extension to a deadline, the PSA will inform the student (and associated trainer/assessor, if applicable) of the extension approval.

Request for changes of an immunisation workshop date that are received up to 14 days before the face to face workshop date are allowed without penalty, after that changes are subject to availability and will attract an additional 50% of the total course fee.

Deferment

At any point throughout the course a student may choose to **defer** from their course:

- Intention to defer must be made in writing to the PSA.
- An 'Application for special consideration form' should be completed and submitted to Training Officer.
- Where deferral is for a State government subsidised enrolment placement (such as a traineeship), there may be limits imposed on the timeframe allowed for the deferment according to the applicable state government agreement terms.
- Course materials distributed to the student, but yet to be used, must be returned to PSA.

Withdrawal

At any point throughout the course students may choose to **withdraw** without penalty from their course entirely:

- Intention to withdraw must be made in writing to the PSA outlining the circumstances for withdrawal and the effective date.
- A *Withdrawal* form or a written notice of intent to withdraw, indicating which course and the withdrawal reason, must be submitted via email or fax to PSA:

Email: training@psa.org.au

Fax (*Attention – Training Operations*): 02 9431 1150

- **Refunds:** Refer to the section *Refund policy* for information regarding the eligibility of the provision of a refund.
- **VET STUDENT LOANS students and re-crediting FEE-HELP balance:** Refer to the section 'Re-crediting a FEE-HELP balance' for information regarding the policy and procedure to request a re-credit of a FEE-HELP balance.
- **Partial completions:** Where any units of competency have been successfully completed towards a Vocational Education and Training qualification, a *Statement of Attainment* listing the completed unit(s) will be issued.

Any queries about course extensions, deferment or withdrawals may be submitted to PSA via email: training@psa.org.au

Students who wish to re-enrol into a course following withdrawal must complete a new enrolment form and submit it. PSA will not re-enrol students who chose to withdraw without the student's permission and without submission of a new enrolment form.

Cancellation of enrolment

PSA may cancel an enrolment:

- Where a student has submitted assessment work which has been confirmed as being plagiarised or has involved collusion.
- Where there has been no training activity and the student has been non-responsive to repeated contact from PSA over a six month period from enrolment commencement.

PSA will not cancel an enrolment without prior notification to the student.

The following processes will be undertaken with consideration to cancellation of enrolment:

1. PSA will notify the student of the proposed cancellation 28 days prior to the effective cancellation date via email, to the email address supplied by the student in our records.
2. Students will be given the opportunity to initiate grievance procedures up to 28 days prior to when the cancellation takes effect.
3. Where grievance procedures have been initiated the cancellation will only take effect after the grievance procedures have been completed.
4. Where students fail to respond to any communications from PSA regarding the cancellation of their enrolment, the cancellation will take effect as per the initial notification.
5. Refunds to any course fees paid upfront will be determined by the refund policy – refer to the *Refund policy* in this document.

VET Student Loans students

VET Student Loans (VSL) is available to eligible students who enrol into an eligible course. It is a loan from the Commonwealth that helps students pay for course tuition. The loan will remain a personal debt until it is repaid to the Commonwealth. The loan may, until the debt is repaid, reduce a student's after-tax salary and may reduce the student's borrowing capacity. Students considering applying for VSL may wish to seek independent financial advice before their application.

Students are able to borrow up to the FEE-HELP limit, which is a lifetime limit. Students are responsible for keeping track of their FEE-HELP balance and advising PSA if they do not have enough to cover course tuition fees. Students may check their FEE-HELP balance under *myUniAssist* via the Australian Government website listed below.

For eligibility criteria and further information, including a *Student Information* booklet about this scheme is available on the Australian Government website: www.studyassist.gov.au

In addition to PSA policies and procedures, VSL students are also governed by the following VSL policies:

- VSL Statement of VET tuition assurance
- Student review requirement and re-crediting a FEE-HELP balance.

Definitions

The Act refers to the *VET Student Loans Act 2016* (for VSL).

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET units of study, and who access VSL for payment of their tuition fees in respect of the VET unit of study in which they enrol.

Census date: A published date set by the provider, no earlier than 20% of the way through a VET unit of study.

Tuition fees: Fees paid for a VET unit of study that is approved for VSL and applies to students who are, or would be entitled to VSL assistance under clause 43 of Schedule 1A of the Act.

Unit or VET unit of study: A VET unit of study approved for VSL that a student may undertake with PSA, for which the student may access VSL assistance to pay for all or part of their tuition fees.

Statement of tuition assurance for exempt VET Student Loans (VSL) providers

Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the *VET Student Loans Act 2016*, the Pharmaceutical Society of Australia Ltd. (Pharmaceutical Society of Australia) ABN: 49 008 532 072 ACN: 008 532 072 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2018, the Pharmaceutical Society of Australia will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, the Pharmaceutical Society of Australia is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and the Pharmaceutical Society of Australia's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on the Pharmaceutical Society of Australia's website and advised to all students that have enrolled in the intervening period.

What happens if the Pharmaceutical Society of Australia ceases to provide a course after it starts but before it is completed?

Information for affected students

6. The Pharmaceutical Society of Australia will notify affected students in writing that an approved course is no longer provided within 2 business days after the Pharmaceutical Society of Australia ceases to provide the course after it starts but before it is completed.
7. As soon as practicable, the Pharmaceutical Society of Australia will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

Replacement courses

8. The Commonwealth Department of Education and Training (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
9. Replacement courses must meet the following requirements:
 - the course must lead to the same or comparable qualification as the original course;
 - the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;

- the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
 - the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
 11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.
 12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:
 - a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
 - a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
 13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.
 14. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-crediting of students' FEE-HELP balances

15. Where there is no suitable replacement course for a student, the Pharmaceutical Society of Australia will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

16. For tuition fees paid up-front greater than \$1500, the Pharmaceutical Society of Australia has in place a bank guarantee.
17. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from the Pharmaceutical Society of Australia if the Pharmaceutical Society of Australia fails to provide the agreed services. The Pharmaceutical Society of Australia has in place the Training Refund Policy (http://www.psa.org.au/downloads/rto-courses/PSA-Training_Policy-Procedures-Manual.pdf). If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

Record keeping

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

Students applying for VET Student Loans

The procedure listed below will be followed by potential student applicants and PSA in processing VET Student Loans (VSL) applications:

1. Eligible students wishing to apply for a VSL to pay for their enrolment fees will notify PSA at their time of enrolment.
2. PSA will collect and verify identification documentation/information from the student to confirm their identity, as well as collect documentation to confirm that citizenship and/or residency requirements have been met for VSL eligibility.
 - a) The information collected for the purposes of a VSL application will be stored electronically with restricted access to applicable PSA personnel only and kept for a period of no less than 5 years as required by the VSL legislation/rules.
3. PSA will notify student of applicable census dates (this is also available on the PSA website in the Schedule of Fees under the applicable qualification course).
4. PSA triggers eCAF application notification via the Government's portal which will initiate an email to be sent from the Commonwealth directly to the student to provide them with access to the Government's electronic Commonwealth Assistance Form (eCAF) system.
5. Students must complete an eCAF and submit after 2 full business days since enrolment and prior to their first census day for which they wish to access a loan. The eCAF must be submitted on/before the first census date for which the student would like the loan to apply. As part of the application process, the student must read the VSL information booklet referred to in the application. The application requires the student to supply:
 - a) student number
 - b) their Tax File Number
 - c) an acknowledgement that s/he has read and understood the application
 - d) a confirmation of the accuracy of the information they have supplied in the application.
6. Where a student changes their mind about applying for a VSL, they should contact PSA Training Unit Operations via training@psa.org.au prior to their first census date to make arrangements for an alternative method of payment.
7. Where a student is successful in their VSL application, they will be required to indicate their engagement with the course of study via quarterly progress reports that they submit via the Government portal.
 - a) Students are required to indicate continuing engagement only after at least four months have elapsed since their eCAF application was submitted, or they last indicated engagement.

- b) PSA will trigger progress points in February, June and October, as applicable to VSL students in the eCAF system, to initiate the issuing of the Commonwealth's invitation email to the student which provides access details for their progression form.
 - c) The student will have 2 weeks from receipt of the Commonwealth's invitation email to complete and submit their progression form.
 - d) If a student advises PSA that they have inadvertently indicated an incorrect status in a submitted progression form, PSA can generate another progression form for the student to enter the correct status.
 - e) Failure by a student to complete the progression form by the next progression point may impact on a student's continued receipt of a VET student loan.
 - f) PSA will be able to see which students have completed their progression form and their intentions for study but PSA will not have access to survey responses.
 - g) PSA will monitor outstanding progression forms via eCAF system.
8. PSA will email to the student's personal email address a *VET Student Loans fee notice* for each fee period for the course you are enrolled in.
- a) The fee notice will be issued at least 14 days prior the census date, indicating the cost of the unit(s) you are enrolled into for that fee period, census day(s) in which you will incur the debt and the loan fee (if applicable).
 - b) Course fees under VSL are spread across the duration of your course and there are multiple fee periods; students will therefore receive a VET Student Loans fee notice for each fee period. (Each fee period will contain at least one census date.)
 - c) All students enrolled into a VSL approved course who are potentially eligible to apply for VSL whether they have chosen to or not, will be issued with a fee notice as per legislation requirements.
9. PSA will email to the student's personal email address a *VET Students Loans Statement of Covered Fees* detailing the total course fee and how much will be covered by the loan amount.
10. For a student who is receiving a VSL, PSA will email to the student's personal email address a *Commonwealth Assistance Notice (CAN)* between the census day for the part(s) of the course and 28 days after the census date. The CAN includes information about tuition fees, the course which the VSL applies to, any amount of upfront payment(s) and any VSL that has been used during the study period.
- a) The CAN may cover more than one part of the course where all census dates meet the 28-day timeframe as described above.
 - b) Students must check their CAN to confirm tuition fees are those that have been listed on PSA's website. Please contact PSA Training Unit within 14 days from the date of your CAN if there are any errors on your CAN: training@psa.org.au

- c) Where a student chooses to withdraw from their course, a revised CAN will be issued by PSA to the student. A student wishing to withdraw from the course must provide their request in writing by emailing or completing a withdrawal form. The date of the email will be taken as the date of notice of withdrawal; where the withdrawal form is submitted, the effective date specified on the form will be taken as the date of withdrawal. (Refer to the 'Refund policy' for advice on amount(s) to be refunded.)
11. Course access/materials will be provided once an application for VSL has been confirmed as submitted or payment has been received from the student in the circumstance where the student changes their mind about applying for VSL and wishes to pay upfront.

Student review requirement and re-crediting a FEE-HELP balance

Incurring a VET STUDENT LOANS debt

A student who is, or would be, eligible for VET STUDENT LOANS and has requested VET STUDENT LOANS assistance, who withdraws from a unit on or before the census date will not incur a VET STUDENT LOANS debt for the tuition fees for that unit.

Students who have requested VET STUDENT LOANS assistance who remain enrolled after the published census date will incur a VET STUDENT LOANS debt. A student who withdraws from a unit after the published census date for that unit will incur a VET STUDENT LOANS debt for that unit.

Re-crediting a FEE-HELP balance

Students who withdraw from a unit after the published census date, or fail to complete a unit, may apply to have their FEE-HELP balance re-credited with respect to the unit if they believe special circumstances apply in accordance with the following procedures.

Special circumstances

If a student withdraws from a unit after the published census date for that unit, or has been unable to successfully complete a unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

PSA will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply where:

- these circumstances are beyond their control
- these circumstances did not make their full impact on the student until on, or after the census date
- these circumstances are such that it is impracticable for the student to complete the requirements for the unit.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to consider as special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET STUDENT LOANS assistance

- a student's incapacity to repay a VET STUDENT LOANS debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Re-credit of a student's FEE-HELP balance - the process

PSA considers each application for re-credit of a student's FEE-HELP balance on its merits together with all supporting documentation substantiating the special circumstances claim.

The Finance Manager is the designated VET STUDENT LOANS officer of the PSA. They are responsible for the assessment of a student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A student must apply in writing to the Finance Manager within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the Unit. PSA has the discretion to waive this requirement if it is satisfied that it was not possible for the student to make the application within the 12 month period. Relevant supporting documentation is required to substantiate the claim.
2. The application for re-crediting a FEE-HELP balance must include details of the:
 - unit(s) for which a student is seeking to have a FEE-HELP balance re-credited and
 - special circumstances as referred to above, including supporting documentation.
3. PSA considers each application within 10 working days of receipt of the application. Requests to re-credit FEE-HELP balances are considered in accordance with the requirements of Schedule 1A of the Act. Applicants are notified in writing of the decision within 15 working days.

Review of decision

1. Where PSA makes a decision NOT to re-credit a student's FEE-HELP balance, this decision may be subject to review.
2. If a student is not satisfied with the decision made by the PSA, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
 - be made within 28 days of receipt of the original decision
 - include the date of the original decision
 - state fully the reasons for applying for the review
 - include any additional relevant evidence.
3. Applications should be made in writing to the Chief Financial Officer as the designated review officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.

Note: The review officer is senior to the designated VET STUDENT LOANS officer responsible for the original decision and was not involved in making the original.

4. The review officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days
- inform the student that if the review officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the review officer has confirmed the original decision.

5. The review officer will then:

- review the information from the original decision and then assess any new evidence provided by the student provide written notice to the student of the decision, setting out the reasons for the decision
- inform the student of their right to apply to the administrative appeals tribunal if they disagree with the review decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent review decision, the student is notified of their review rights and responsibilities. The relevant officer informs a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and approximate costs

Contact: **1300 366 700**

Administrative Appeals Tribunal
4th Floor, Canberra House
40 Marcus Clarke Street
Canberra City ACT 2600

Administrative Appeals Tribunal
11th Floor, Chesser House
91 Grenfell Street
Adelaide SA 5000

Administrative Appeals Tribunal
Level 7, City Centre Tower
55 Market Street
Sydney NSW 2000

Administrative Appeals Tribunal
Level 16, HWT Tower, Southgate
40 City Road
Southbank VIC 3006

Registry Office
Supreme Court of Norfolk Island
Kingston
Norfolk Island

Administrative Appeals Tribunal
Level 5
111 St Georges Terrace
Perth WA 6000

Administrative Appeals Tribunal
Level 4, Harry Gibbs Building
Commonwealth Law Courts
119 North Quay
Brisbane QLD 4000

Depending on the type of decision, there may or may not be an application fee when a person applies to AAT for decision review.

If a fee is payable, the full application fee is \$861 paid on or after 1 July 2014. In certain circumstances, this fee may be reduced to \$100.

If the Small Taxation Claims Tribunal is required to assess the application, the fee is \$85 if paid on or after 1 July 2014. This fee cannot be reduced.

The application cannot proceed until the application fee is paid.

If a full application fee was paid and the application is resolved in favour of the applicant, a partial refund may be provided. There is no refund if the reduced application fee was paid or if the application was dealt with in the Small Taxation Claims Tribunal.

Full details of the application process including fees and refunds, are available on the AAT Registry's website: www.aat.gov.au Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department of Education or their delegate is the respondent for cases brought before the AAT. Upon receipt of a notification from the AAT, DEEWR will notify PSA that an appeal has been lodged. Upon receipt of this notification, the review officer will provide DEEWR with copies of all the documents that are relevant to the appeal within ten business days.

Publication

This policy and the procedure are published on PSA's website to ensure students have up to date and accurate information publicly available to them.

PHARMACEUTICAL SOCIETY OF AUSTRALIA LTD
ABN 49 008 532 072

NATIONAL OFFICE

Level 1, Pharmacy House
17 Denison Street
Deakin ACT 2600
PO Box 42
Deakin West ACT 2600
P: 02 6283 4777
F: 02 6285 2869
E: psa.nat@psa.org.au

**BRANCH CONTACT
DETAILS**

P: 1300 369 772
F: 1300 369 771

AUSTRALIAN

CAPITAL TERRITORY

Level 1, Pharmacy House
17 Denison Street
Deakin ACT 2600
PO Box 42
Deakin West ACT 2600
E: act.branch@psa.org.au

NEW SOUTH WALES

32 Ridge Street
North Sydney NSW 2060
PO Box 162
St Leonards NSW 1590
E: nsw.branch@psa.org.au

QUEENSLAND

Level 2, 225 Montague Road
West End QLD 4101
PO Box 6120
Buranda QLD 4102
E: qld.branch@psa.org.au

SOUTH AUSTRALIA

Suite 7/102
Greenhill Road
Unley SA 5061
E: sa.branch@psa.org.au

TASMANIA

161 Campbell Street
Hobart TAS 7000
E: tas.branch@psa.org.au

VICTORIA

Level 1, 381 Royal Parade
Parkville VIC 3052
E: vic.branch@psa.org.au

WESTERN AUSTRALIA

21 Hamilton Street
Subiaco WA 6008
E: wa.branch@psa.org.au