

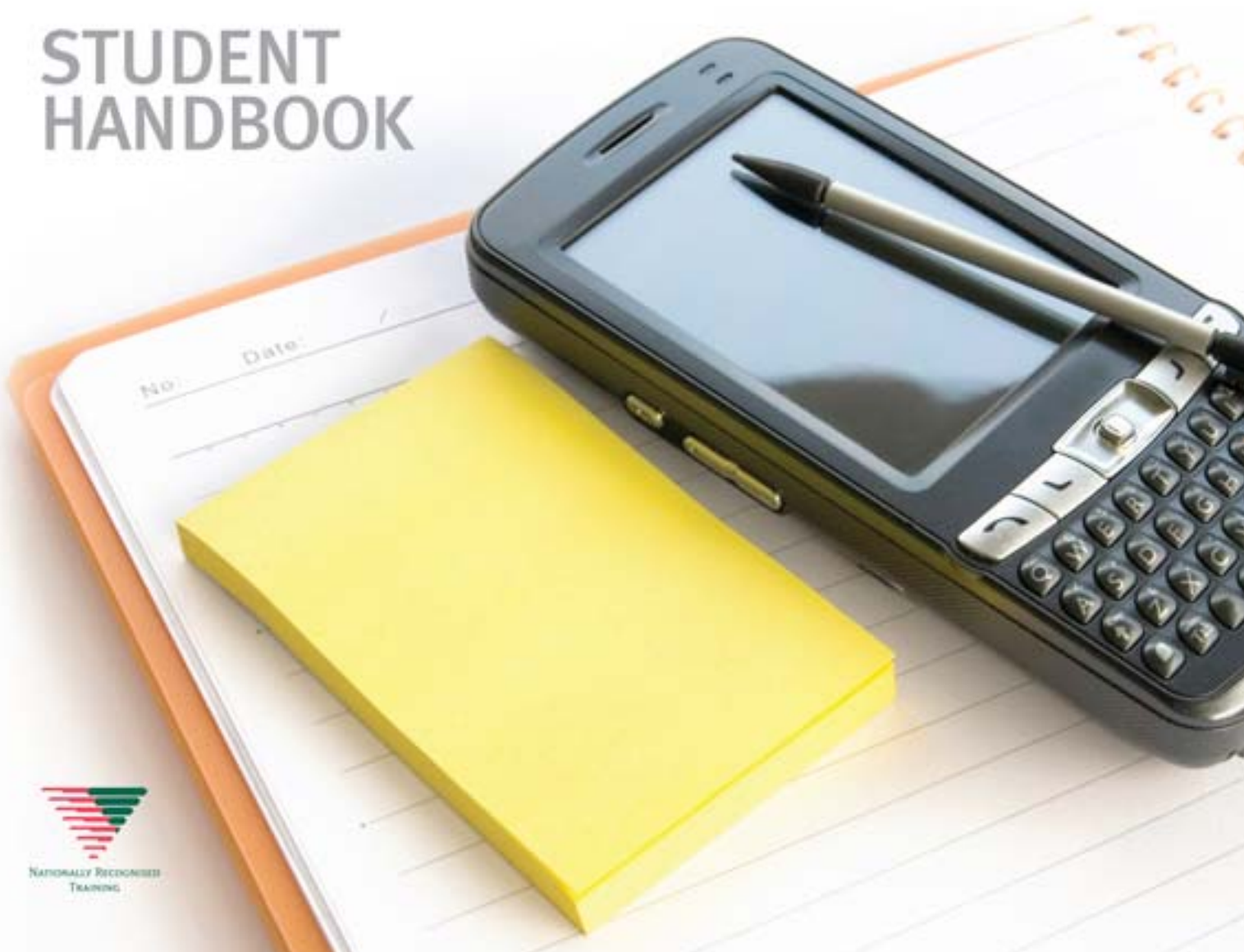
The Proteus Leadership Centres

diploma of
**PROJECT
MANAGEMENT**

BSB51407

*A Personal and Professional
Time Management and Productivity Program*

**STUDENT
HANDBOOK**



Proteus Education & Training

Congratulations on your enrolment into the Diploma of Project Management Program facilitated by Proteus Education & Training.

As an enrolled participant in this program, Proteus Education & Training is required to provide you with the following induction information.

We request, that should you have any queries or questions in relation to this information please contact your course facilitator on (03) 9848 0500

We hope that you enjoy your program and the skills and knowledge attained allow you to effectively undertake your leadership responsibilities back in your workplace.

Organisation History

Proteus Education & Training has been providing leadership and cultural change programs for individuals and organisations right across Australia since April 1993.

Program Accreditation

Please refer to our scope of registration for a list of accredited programs.

Scope of Registration

September 2009

BSB51107 Diploma of Management
BSB51407 Diploma of Project Management
BSB60407 Advanced Diploma of Management
BSB60907 Advanced Diploma of Management (Human Resources)

National Operations

Proteus delivers training and education right across Australia and we are committed to creating world class Leadership Centres that are recognised as the benchmark for positive, innovative and practical leadership practice.

Training and Assessment Policies

Recognition of Qualifications

Proteus Education & Training is a Registered Training Organisation and recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations.

The following policies provide a brief introduction to Proteus Education & Training business processes:

Continuous Improvement Policy

Proteus Education & Training improves the quality of training via internal audits and evaluating participant feedback.

Equity & Access Policy

Proteus Education & Training strives to provide equity and access to all students without discrimination.

Proteus Education & Training is committed to the principle of equal opportunity in education, training and employment and welfare for staff, students and prospective students of Proteus Education & Training and will continue to develop equal opportunity practices and programs compatible with its overall goals and responsibilities. This commitment is consistent with the principles of justice, equity and the pursuit of excellence which should apply in a training organisation and conforms to the spirit and intent of equal opportunity and anti-discrimination legislation. The policy is designed to support the principle that staff are selected or promoted according to merit.

Proteus Education & Training accepts that it has a responsibility to create an educational and employment environment free of discrimination. It will ensure that structures and practices are free from direct or indirect discrimination based on age, gender, marital status, career status, pregnancy, parenthood, physical features, sexuality, sexual orientation, social and economic circumstances, race, disability, religious and political beliefs and activities, industrial activity and personal association with a person who could be discriminated against. Notwithstanding the above there are special circumstances (eg. certain disadvantaged groups) where Proteus Education & Training will adopt policies which may discriminate between classes or groups of individuals.

Proteus Education & Training recognises that it has a responsibility to develop programs in education and employment, which address where appropriate, the effects of past discriminatory practices within the community and that it has a responsibility to take positive steps to overcome inequality of opportunity.

Competency Certification Policy

A Proteus Education & Training recognised educator and/or assessor has the right to request the issue of a Statement of Attainment for students who have met the assessment requirements for a unit of competency.

Complaint and Appeals Policy

All complaints must be in writing to the Director of Proteus Education & Training. Complaints will be reviewed by a panel of experienced Educators and the Director of Proteus Education & Training.

Assessment Appeals Only

In the case of an appeal, a meeting is arranged between the student and an independent RTO representative who has no connection with the appeal. The student is approached prior to the meeting and informed of the person(s) hearing their appeal, date and time of the meeting. This allows the student the opportunity to request changes to the appeals person(s), date or time of meeting.

With the venue, personnel, date and time established, the appeals process can begin. A quick summary of the appeal by the independent RTO representative, then the student presents their case, clarifying any issues as they arise. When their appeal has been delivered, questions may be asked to either provide more information or to clarify what has been stated. At the conclusion of the meeting the student will have had every opportunity to present their case and provide all supporting evidence as required.

A decision will either be given at the conclusion of the meeting if it is a straightforward case, or within 24 hours for more complex cases. In the case of more complex appeals the student will be notified via telephone of the decision by the independent RTO representative. In both instances the independent RTO representative at the meeting will write a formal appeals letter stating the appeals outcome(s) and reasons behind the decision. The appeals letter is then posted to the student by registered post to ensure they receive the documented outcomes.

Request For Assessment Documentation Extension

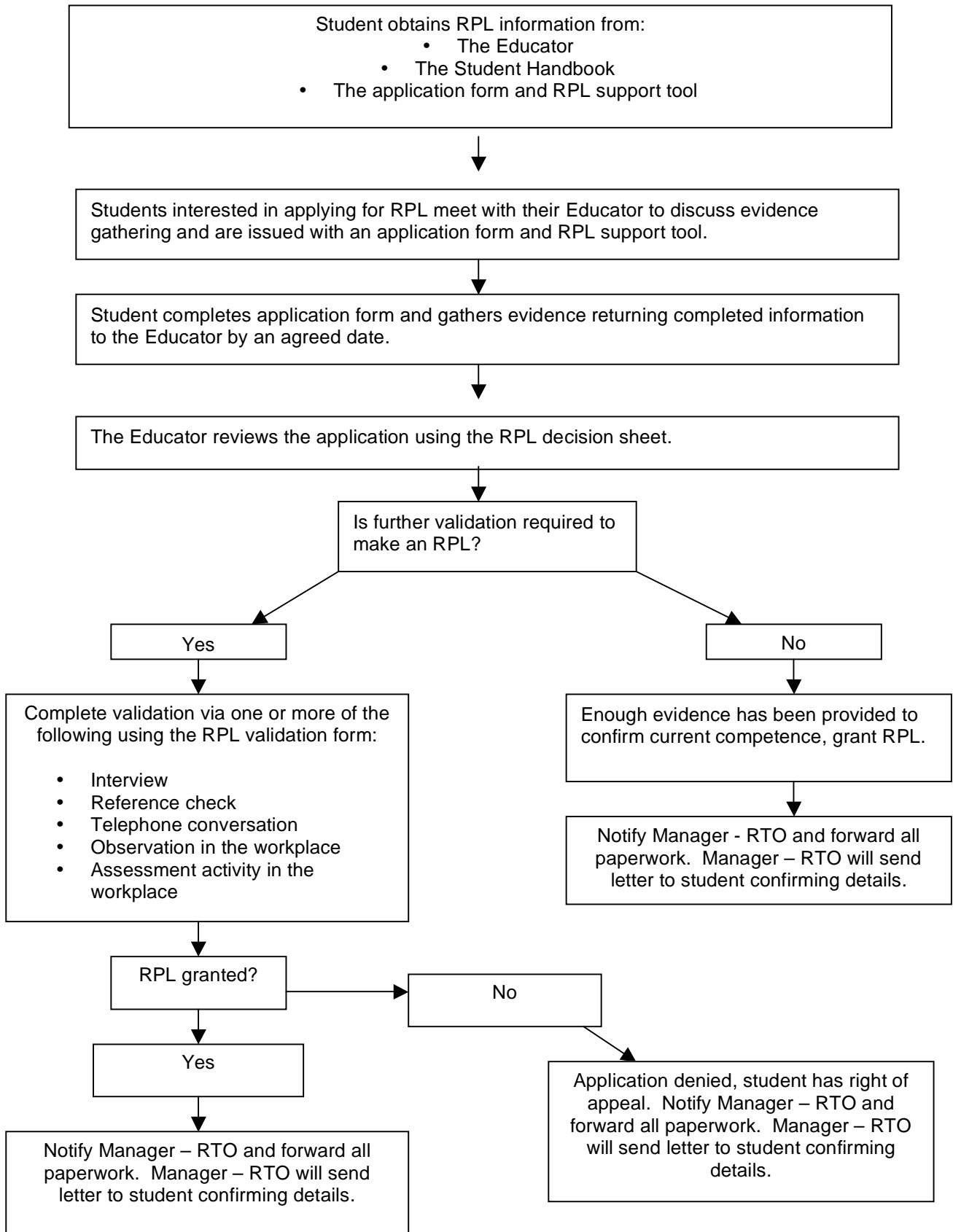
Proteus Education & Training expects all assessment activities to be submitted to within an agreed timeframe.

If the student wishes to apply for an extension, this needs to be submitted in writing or via e-mail to the educator who conducted the program. The reason for the extension needs to be stated and the timeframe that the student is requesting. The educator will access the request and if approved, will notify the student via return e-mail or telephone.

Recognition of prior learning

The Recognition of Prior Learning (RPL) process allows a learner to apply for a competency assessment without attending formal training. This is conditional that the person has suitable experience or has completed equivalent learning. Please refer to the RPL Process – Flowchart to assist you in determining your suitability to claim recognition of prior learning. Applicants must provide evidence of skills by demonstrating all competencies relevant to the certification.

RPL Flow Chart



Distance Learning Strategies

Distance learning applies to students who wish to study a unit of competency or qualification "off-campus" (not in the training room).

Support

To ensure optimum results for the student, contact will be made at least once prior to the completion of each unit of competency.

A learning facilitator will be available for each student either via phone or e-mail for any inquiries.

Privacy Policy

Proteus Education & Training appreciates and highly values the relationship we have with our students. As an important part of this relationship, we are committed to protecting the personal information that you entrust to us.

We understand that the confidentiality of personal information is vitally important to you and we are committed to ensuring that all information entrusted to us is protected against misuse. Your personal information is vital to us, as it enables us to provide to you the level of service that you expect from us. We acknowledge that some areas may be 'optional'.

National Privacy Principles

The Federal Government's National Privacy Principles which are set out in the Privacy Act 1988 (the "**Privacy Act (CTH)**") represent a legal obligation which must be observed by many private sector organisations. We are committed to the protection of your privacy by acting in accordance with the requirements of the Privacy Act and the National Privacy Principles.

The National Privacy Principles control the way in which we may collect, store, use and disclose your personal information including any sensitive information entrusted to us. Your personal information is any information, or opinion about you where your identity is apparent, or can reasonably be ascertained. It will therefore include virtually any information which is in some way linked to your name, address, or other identifying features.

Your Health & Safety

We value your safety throughout this training course. Please ensure you understand the following:

Emergency evacuation: In the case of evacuation please follow the instructions of the Educator. Your Educator will indicate to you the assembly point. Please inform the Educator if you are leaving the training room.

Food & Beverage: We have taken every effort to provide clean and hygienic food and beverages. Please alert the Educator if you are not satisfied with our facilities. Also please make Proteus Education & Training aware of any special dietary requirements two weeks prior to course commencement.

Noise: In the interests of others we request you refrain from making excessive noise. Please respect people in this training program and others who work in the same venue.

Relevant legislation for the provision of training

www.VQA.vic.gov.au	Victorian Qualifications Authority
www.workcover.vic.gov	OHS Act 2004
www.privacy.vic.gov.au	Information Privacy Act 2000 (VIC)
www.eoc.vic.gov.au	Anti Discrimination - Equal Opportunity
www.deewr.gov.au	Department of Education, Employment and Workplace Relations.
www.ntis.gov.au	National Training and Information Service