



Australasian Institute of Pest Management Training

Student Handbook 2018

CPP30115 – Certificate III in Urban Pest Management

Dear Student

Thank you for choosing an Australasian Institute of Pest Management Training course.

By undertaking training, you have committed to a considerable investment of time, effort and money. It is our responsibility to ensure that you have the best opportunity to get a high return on your investment. Every effort will be made to make the learning experience meaningful, relevant and enjoyable.



We are committed to a policy of continuous improvement and we welcome all your comments on the training we provide. Please take time at the completion of your course to complete the feedback form and return it to the trainer, please make sure that you retain a copy of any training/assessment material submitted as Australasian Institute of Pest Management will not take responsibility for lost work.

This booklet sets out information about the courses we offer, and the mutual responsibilities of Australasian Institute of Pest Management Training and you, the student.

We hope you enjoy the course and thank you again for choosing Australasian Institute of Pest Management Training.

Should you have any enquiries please contact your trainer/assessor.

Tony Anderson
Chief Executive

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1. Types of Delivery

The Australasian Institute of Pest Management offers various delivery models:

Option 1 - Face-to-face (Toowoomba, Beenleigh, Kunda Park, Rockhampton)

All students if they require, have the opportunity of undertaking their training in a face-to-face format with a trainer/assessor at any one of the above locations. For enterprises or existing workers, the same arrangements can be made or alternatively training can take place at your worksite. Please discuss with your trainer/assessor. A student has 12 months to complete their studies through this option. There is a guideline of how long each unit of competency may take to complete (above).

Option 2 - Online

AIPMT have all their resources available from a log in process via their website. Upon enrolment and payment of fees, students will receive their password to log in to the training area. Once accessed, students will be able to download resources and their work books and progress through these in a self paced model. A student has 12 months to complete their studies through this option. There is a guideline of how long each unit of competency may take to complete (above)

Option 3 - Paper-based/CD

AIPMT appreciate that not all students have access to the internet. If this is the case, we can forward you all materials on a CD for the student to access via paper base. The student will also receive at the same time, the textbook and DVD. A student has 12 months to complete their studies through this option. There is a guideline of how long each unit of competency may take to complete (above)

Option 4 - A combination of any of the above

A combination of any of the above. AIPMT appreciate that students have different needs at different times. It may be a case that a student commences their studies face-to-face, but would require the remainder of their study to be completed either online or using a paper-base system. AIPMT will accommodate this request if possible. Please discuss with your trainer/assessor. It is to be noted that, a student is still expected to complete their studies within 12 months. There is a guideline of how long each unit of competency may take to complete (above).

Special needs

If you have any special needs for example, cultural, religious, physical, dietary or any other requirement, please contact the Australasian Institute of Pest Management Training staff who will make every effort to help with your request.

2. Enrolment and Induction Procedures

Upon enrolment (and payment of relevant fees), you will receive your training material according to the delivery type you have selected. All training material contains performance criteria guides, with information about the course undertaken, workbook training guides containing all theory work used to assess aptitude, knowledge and skills to become part of the pest control industry.

You must provide Australasian Institute of Pest Management Training your Unique Student Identifier upon enrolment. More information can be found at www.usi.gov.au No qualifications can or will be issued without this number

These courses are self paced, but please be advised that there is a time restriction of twelve (12) months to complete the course from the enrolment date. If any person should go over the twelve (12) month specified for completion, then the student will be regarded as incomplete and a new enrolment with relating costs will need to be lodged. Student enrolments are non- transferable from one student to another.

If a student's training is to be delivered in a face-to-face/classroom environment, an induction process will commence on the first morning of your training. Your trainer will take you through information such as

- emergency evacuation procedures
- times of class and break periods
- restroom location
- completion of relevant forms (to ensure you get the most out of your training, it is important for the trainer to have as much information about you as possible)
- mobile telephone and smoking policy
- relevant behavioural policies of Australasian Institute of Pest Management Training
- the training and assessment strategies that will be in place throughout your course.

3. Course Information and Vocational Outcomes

Australasian Institute of Pest Management Training is able to provide many different training options to you. Whilst these courses will not guarantee that you will gain employment, by undertaking the training, it will assist you greatly in achieving a new career. The courses and qualifications available for you to undertake are:

CPP30115 – Certificate III in Urban Pest Management

Core Units

CPPPMT3005 Manage pests without applying pesticides

CPPPMT3006 Manage pests by applying pesticides

CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

CPPCMN3004 Respond to enquiries and complaints

CPPPMT3007 Implement pest management plans for complex or high risk operations

CPPPMT3017 Repair and Maintain service and repair pest management equipment

CPPPMT3026 Select pest management vehicle and equipment

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

Elective Units

BSBSMB407 Manage a small team

CPPPMT3008 Inspect for and report on timber pests

CPPPMT3010 Control timber pests

CPPPMT3019 Organise and monitor pest management operations

CPPPMT3029 Plan and schedule pest management operations

CPPPMT3042 Install physical termite management systems

- **CPPPMT3005 Manage pests without applying pesticides**
- **CPPPMT3006 Manage pests by applying pesticides**

CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

Please note that units CPPPMT3005, CPPPMT3006 & CPPPMT3018 must be completed prior to undertaking other units

These courses will assist you in obtaining employment such as domestic or commercial pest manager and provide you with the qualification to obtain a license (refer to local Health Department for licensing requirements. Licensing regulations are also available on the AIPMT website www.australasianinstitute.com).

In Western Australia a provisional license can be applied for with the completion of unit CPPPMT3006, you will be required to complete the full Certificate III within 12 months of your provisional license being granted. We do not split this cluster as they are core units and will need to be completed anyway.

The qualification/s that you achieve will be recognised throughout Australia as they are designed nationally.

Should you wish to access your training records at anytime please contact your trainer or administration. There is no charge for this service.

4. Flexible Learning Options and Assessment Procedures

Competency Based Assessment (CBT)

CBT is “hands-on” training at a standard set by industry, which means you gain up-to-date skills that make you “job-ready”.

Competency based assessment is a process of collecting evidence to demonstrate your knowledge and skill and the application of that knowledge and skill at an industry level, to the standard of performance required in employment . From evidence of assessment gathered, an assessor can make a judgement about whether or not competency has been achieved.

Assessment tools are designed to meet your qualification assessment guidelines and must be carried out with in the benchmarks for assessment, principles of assessment and the rules of assessment. To gain competency in each unit all assessment activities must be successfully completed. The assessment guidelines will be explained in detail at the beginning of each unit of competency. You will receive feedback during the training and at each stage of assessment.

Assessment takes place within each unit of competency and may be in the form of:

- a. Observation
- b. Case studies
- c. Practical work
- d. Written work
- e. Oral questions
- f. Portfolio of work
- g. Vocational Placement

Should you need assistance with any piece of assessment, it is very important that you speak with your trainer/assessor at the beginning of the course. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

5. **Fees and Charges (including refund policy) for units within CPP30115 – Certificate III in Urban Pest Management**

Student fees should be paid as outlined in our terms and conditions. Please consult with the Australasian Institute of Pest Management staff to make a payment or to enquire about your training fees. A Deposit may be paid for courses of \$1490.00 and the balance paid within 2 weeks please call our office to discuss payment options, If all fees have **NOT** been received you are not permitted to commence your studies and/or remain actively enrolled and your qualification **WILL NOT** be issued until all fees are paid. If fees are outstanding your qualification will be issued with fees outstanding watermarked on your certificate.

Theory fee for the following units of CPP30115 – Certificate III in Urban Pest Management for general pest control licensing in Australia is \$1295.00:

CPPPMT3005 Manage pests without applying pesticides

CPPPMT3006 Manage pests by applying pesticides

CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

Theory fee to undertake any of the following additional units of CPP30115 – Certificate III in Urban Pest Management would be \$440.00 per unit (*these units can only be undertaken once CPPPMT3005, CPPPMT3006 and CPPPMT3018 have been successfully completed*):

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

CPPCMN3004 Respond to enquiries and complaints

CPPPMT3007 Implement pest management plans for complex or high risk operations

CPPPMT3017 Repair and Maintain service and repair pest management equipment

CPPPMT3026 Select pest management vehicle and equipment

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

CPPPMT3019 Organise and monitor pest management operations

CPPPMT3029 Plan and schedule pest management operations

BSBSMB407 Manage a small team

Theory fee to undertake any of the following additional units of CPP30115 – Certificate III in Urban Pest Management Timber pest Units would be \$1790.00 For Units CPPPMT3008 &CPPPMT3010. Theory fee to undertake for unit CPPPMT3042 would be \$895.00(*these units can only be undertaken once CPPPMT3005, CPPPMT3006 and CPPPMT3018 have been successfully completed*):

CPPPMT3008 Inspect for and report on timber pests

CPPPMT3010 Control timber pests

CPPPMT3042 Install physical termite management systems

Theory fee to undertake a full CPP30115 – Certificate III in Urban Pest Management

Excluding Timber pest would comprise of the following units would be \$5255.00 This price does not include the Provide first aid course (you will need to do this course with another provider. We can and will credit transfer this course to your full Certificate III at no cost once you provide a Justice of the Peace certified copy of the original)

CPP30115 – Certificate III in Urban Pest Management

Core Units

CPPPMT3005 Manage pests without applying pesticides

CPPPMT3006 Manage pests by applying pesticides

CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

CPPCMN3004 Respond to enquiries and complaints

CPPPMT3007 Implement pest management plans for complex or high risk operations

CPPPMT3017 Repair and Maintain service and repair pest management equipment

CPPPMT3026 Select pest management vehicle and equipment

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

Elective Units

BSBSMB407 Manage a small team

CPPPMT3019 Organise and monitor pest management operations

CPPPMT3029 Plan and schedule pest management operations

***HLTAID003 Provide first aid**

Theory fee to undertake a full CPP30115 – Certificate III in Urban Pest Management Including Timber pest would comprise of the following units would be \$7060.00

CPP30115 – Certificate III in Urban Pest Management

Core Units

CPPPMT3005 Manage pests without applying pesticides

CPPPMT3006 Manage pests by applying pesticides

CPPPMT3018 Maintain equipment and pesticide storage area in pest management vehicles

CPPPMT3002 Assess, advise on options, and develop pest management plans for complex or high risk operations

CPPCMN3004 Respond to enquiries and complaints

CPPPMT3007 Implement pest management plans for complex or high risk operations

CPPPMT3017 Repair and Maintain service and repair pest management equipment

CPPPMT3026 Select pest management vehicle and equipment

CPPPMT3043 Prepare and present pest management proposals for complex or high risk operations

Elective Units

CPPPMT3008 Inspect for and report on timber pests

CPPPMT3010 Control timber pests

CPPPMT3019 Organise and monitor pest management operations

CPPPMT3042 Install physical termite management systems

For any person that requires on site practical training with our trainer a fee of \$880.00 per day applies. Should you feel that you will require some onsite practical training (e.g. never been or are not within the pest control industry) please speak

further with Greg Maunder. Onsite training is usually completed within 16 hours for general pests and 48 hours for timber pest course.

For this price you will receive:

- expert consultation with trainers that have many years experience
- online access to litmos training site
- reference to extra study material
- marking of assessments
- issue of Certificate and/or Statement of Attainment

For information about other courses, or recognition of prior learning, please discuss with your trainer/assessor.

Australasian Institute of Pest Management Training's refund policy states:

Unless prior arrangements have been made, the Australasian Institute of Pest Management Training requires payment of fees in full prior to the release of training material.

When Australasian Institute of Pest Management Training provides training for an organisation under contract, there are no charges to individual participants and therefore the terms of this refund policy do not apply.

The Australasian Institute of Pest Management Training does not offer any form of VET FEE-HELP or funded training.

Cancelling of a Course

Should a student need to cancel (Student enrolments are non-transferable from one student to another), a course enrolment, the following conditions will apply:

- For the purposes of refund, if fees have been paid in full, a cooling off period which will allow all fees to be retained for up to seven (7) days in which the student may request a 90% refund of fee. If during this cooling off period the refund is requested all training materials must be returned, in good condition. A 10% administration fee will be obtained.
- If Notice of cancellation is received between seven (7) and fourteen (14) days after training materials have been sent, a refund will be given: however the 20% deposit is non-refundable due to administration expenses.
- If Notice is given between fourteen (14) and twenty-one (21) days after training material is sent, a partial refund of (50%) of total course fees will be given.
- If Notice is given after twenty-one (21) days or any person fails to complete any course within twelve (12) months, without prior notification or cancellation, Australasian Institute of Pest Management Training will retain full course fees (that is, no refund will be given)

- Should a person who has enrolled in a course suffer illness or has an accident, and Australasian Institute of Pest Management Training is notified as soon as possible, (we will require a copy of your Medical certificate) within twelve (12) months of training material being sent, then the student will be given extended time to complete the course. The above statements relating to cancellation within a specified time frame will determine the refunds available should the student reject the offer of an extended time frame.

Cancellation by Australasian Institute of Pest Management Training

Should insufficient enrolments be received for any scheduled face-to-face/classroom courses, the Australasian Institute of Pest Management Training reserves the right to cancel the course by giving at least two (2) days notice to registered students. Registered students affected by such cancellations will have their enrolment transferred by mutual consent to the next available scheduled course.

When a course is cancelled by Australasian Institute of Pest Management Training for any reason other than insufficient numbers, Australasian Institute of Pest Management Training will arrange an alternative date for that course. If this is not possible and the course has to be cancelled, every effort will be made to notify students as far in advance as possible. In the event of such a course cancellation a full refund of fees would be made to students. Australasian Institute of Pest Management Training will not be responsible for any out of pocket expenses (such as travel or accommodation costs) incurred by the student as a result of the cancellation.

Australasian Institute of Pest Management Training has a strong student focus and will make every effort to minimise the financial or personal impact of any changes to training schedules.

Forms are available in the procedures manual for potential students to complete to apply for a refund under any of the above circumstances.

Guarantee to complete the training and/or assessment

Australasian Institute of Pest Management Training guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course in the timeframe set for the course. Students are required to attend a minimum of 90% of provided training and meet all assessment requirements, unless alternative attendance or other mutually agreed arrangements, including medical considerations, are made with the Trainer/Assessor.

6. Student Support Services

The Australasian Institute of Pest Management staff are committed to your success and will help you with a range of enquiries, including:

- Confirmation of enrolment
- General advice and assistance
- Assistance with computers
- Computer Logon
- Assessment information
- Certificates (including re-issues)
- Extending your course
- Further study
- Course progress

The Australasian Institute of Pest Management staff want you to achieve your academic goals, as well as ensuring that you receive excellent customer service during your times with us. If you are experiencing challenges with studying, time management, attendance/course progression or assessments etc., please make an appointment to speak with our staff who will offer confidential assistance to assist you.

Lost Property

If in a classroom setting you lose something that belongs to you, please check with your trainer. If you find something that belongs to another student, please hand it in to your trainer.

Change of Address

It is your responsibility to ensure you keep the Australasian Institute of Pest Management up to date with your contact details. If you change address, phone number or email address you must advise the Administration Staff.

Your Feedback

As the Australasian Institute of Pest Management we value your feedback and we will ask you to complete a "Learner Questionnaire" towards the end of your studies. We may from time to time ask you to complete other surveys to assist us with our continuous improvement. You are welcome at any time to speak to staff to provide feedback, or the online feedback form.

Australasian Institute of Pest Management have the below support staff to help you through your training.

Facilitator:

Our facilitators are qualified trainers holding vocational qualifications and industry currency in at least one of the qualifications delivered by the Australasian Institute of Pest Management. Facilitators are responsible for the day to day running of our multiple training rooms and online programs.

Trainers and Assessors:

Are the industry experts you will be assigned to a trainer that is proficient in the course you are undertaking.

Administration Team:

Our administration staffs are available to assist you, our facilitators and our trainers to enhance your learning experience.

The Australasian Institute of Pest Management provides all students with access to trainer consultation to assist in gaining maximum results academically, personally and professionally. It is your responsibility to seek academic assistance.

7. Language, Literacy and Numeracy Support Services

Australasian Institute of Pest Management Training will require you to undertake a Language, Literacy and Numeracy pre-enrolment. This is a government requirement, but also provides our trainers and assessors the information to provide you with additional support, should it be warranted. This is not a process to exclude a student from enrolling,

but rather to enhance their opportunities to successfully complete their chosen course. RPL students are also required to undertake the LLN pre-enrolment.

Australasian Institute of Pest Management Training trainers/assessors will offer the following support should a student identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a student has such a need.

These guidelines are what the trainer/assessor will follow:

- observe, identify and immediately act when a student has needs with language, literacy or numeracy
- trainers/assessors will make every effort to maintain the confidentiality of the student's needs
- trainers/assessors will not make discriminatory or judgemental statements about any student based on the level of language, literacy or numeracy skills
- students with language, literacy or numeracy needs will be offered assistance in their particular skill deficiency, and the possible impact on the proposed Australasian Institute of Pest Management Training's training program
- recommendations for assistance will be presented to the student to overcome the skill shortage. However, no student will be rejected because they decline the advice

Contact through the Queensland Department of Employment and Training, can be made to obtain information about relevant organisations to assist you.

8. National Recognition

Should you have undertaken previous studies with a Registered Training Organisation and you have obtained a Statement of Attainment and wish to have this put towards your studies with Australasian Institute of Pest Management Training, please provide a certified copy to your trainer. This will ensure that you do not have to undertake unit/s already completed however with the completion of other training you will receive your qualification.

9. Mutual Responsibilities

Australasian Institute of Pest Management Training is required to State legislation to provide for the health, welfare and safety of both its employees and students. (Duty of Care: see Workplace Health and Safety).

Australasian Institute of Pest Management Training provides

- a complaint procedure for training and assessment
- assistance to students with literacy and numeracy needs
- arrangements for students with legitimate reasons to defer training or cancel their enrolment
- a refund and financial policy

Under its Quality Assurance procedures, Australasian Institute of Pest Management Training reserves the right to terminate a student's enrolment should the student

- endanger the health and safety of another student, trainer or themselves
- engage in the falsification of documents and/or assessments and training outcomes

- divulge personal or confidential information relating to another student's documents, assessment and training outcomes
- plagiarise (copy) another student's documents or assessments
- prevent other students from completing their course of study in reasonable peace and privacy
- refuse to act in accordance with any rules and regulations prescribed by Australasian Institute of Pest Management Training that are designed to protect the well being of others (eg. Smoking policies).
- The Australasian Institute of Pest Management Training's obligations to you, the learner, including that the Australasian Institute of Pest Management Training is responsible for the quality of the training and assessment in compliance with these standards for the RTO 2015, and for the issuance of the AQF certification documentation – please refer to page 14 of this handbook.

Furthermore, any trainer who violates student's rights or engages in any activity that causes stress or disadvantage to any student will be subject to discipline procedures that may involve termination of services.

Australasian Institute of Pest Management Training will provide adequate print resources (or advise where they can be obtained) to assist a student to successfully complete all training programs.

10. Complaints and Appeals Procedures

Australasian Institute of Pest Management Training have policies and procedures in place in the case of a complaint or an appeal.

In the case of a complaint, you should complete the relevant documentation and forward it to the Chief Executive who will then investigate the matter and provide you with a decision and/or further action to be taken.

In the case of appeal against a decision of an assessment, you should in the first instance, attempt to resolve the issue with your trainer/assessor. However, should you complete your training course and wish to appeal, you must do so on the relevant form and have 14 days to lodge it with the Chief Executive.

In the case that the Australasian Institute of Pest Management Training closes or ceases to deliver any part of the training product that the learner is enrolled in, we would direct you to the www.training.gov.au website where you can find other RTO's that deliver the course and upon request, we will forward all training material to the new RTO

If a student wishes to access their personal file for any reason, they must do so within three (3) months of completion of the last assessment.

Complaints Procedure:

1. Complainants may raise an informal grievance by contacting any staff member.
2. Write a letter explaining your complaint.
3. Should the issue not be resolved to your satisfaction, then a grievance must be submitted in writing, in the form of a letter or an email, clearly marked to the attention of the "Chief Executive". The process will commence within 10 working days of the

receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

4. If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the Education Group CEO within 20 working days of receiving notification. The Education Group CEO will appoint an appropriate person or committee (who is independent from the grievance) to consult with the complainant and other relevant parties within 10 working days.
5. If it is not possible to resolve the dispute internally, independent dispute resolution can be arranged through the following body: LEADR, www.leadr.com.au, 1800 651 650

11. Access and Equity (such as discrimination etc)

Australasian Institute of Pest Management Training have in place, policies on Access and Equity (such as discrimination, racism or disability) which ensure that staff and students are not discriminated against in accordance with relevant Commonwealth State/Territory legislation. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with Australasian Institute of Pest Management Training should report their complaint immediately to Management.

12. Legislation relevant to your training

Australasian Institute of Pest Management Training is committed to ensure all staff and students are aware of relevant legislation.

The following legislation can be read and printed from the Queensland Government website: <https://training.gov.au/>

This framework provides the guidance for Registered Training Organisations to operate a high quality organisation for the purposes of delivery and assessment of vocational education and training. These standards provide the framework for a Registered Training Organisation to operate.

Queensland	http://www.asqa.gov.au/
Victoria	http://www.vrqa.vic.gov.au/Pages/default.aspx
Western Australia	http://www.tac.wa.gov.au/
Australian Capital Territory	http://www.det.act.gov.au/
New South Wales	http://www.dec.nsw.gov.au/
Northern Territory	http://www.dob.nt.gov.au/Pages/default.aspx
South Australia	http://www.dfeest.sa.gov.au/
Tasmania	http://www.skills.tas.gov.au/

Anti-Discrimination Act:

This legislation provides all people with a fair and equitable work environment which is free from any type of discrimination.

National Vocational Education and Training Regulator Act

The national vocational education and training system sets clear expectations—through legislation, standards and requirements—for registered training organisations

(RTOs) and course owners to take responsibility for the quality of their qualifications and services.

Health and Safety Act:

This legislation provides all employers, employees and visitors to worksites with an environment that is protected through safety policies being implemented.

Disability Discrimination Act Standards

This legislation provides that no person with any type of disability (either visible or not) with discrimination in the environment to carry out their tasks in an equitable manner.

Privacy Act

This legislation is to safeguard personal information being provided to a third party unless express permission has been sought.

Pest Management Act

This legislation provides the framework for all works in residential or commercial environments pertaining to the management of pests

13. Recognition of Prior Learning (RPL) Procedures

Course credit is available to all students and can be recognised by completing a Recognition of Prior Learning (RPL) application

RPL is the recognition of skills, knowledge and experience gained through working, learning and life experiences that are relevant to your course. Prior learning may include formal, informal and non-formal training.

If you believe you have previous experience or hold qualifications that can be recognised please discuss this with your trainer. It is strongly recommended that you make application for RPL within the first few days of the commencement of your course. There are a few things you must do – Australasian Institute of Pest Management Training will guide you through this process:

- obtain information regarding course of study if relevant, for example, unit of competency
- gather all your information together from past employers, job descriptions etc
- submit an application outlining any studies you have undertaken, work experience and the information gathered from past employers etc. Attach any certified copies of supporting documents
- ensure that the information supplied is verified, that is, that it is authentic material

Some rules of gathering evidence that may assist you:

Gathering Evidence – Rules of

When a student is gathering evidence it is important that rules of evidence are understood as these will be used by the assessor to determine whether competency has been achieved or not.

Validity

Does the student's evidence relate directly to the unit/s of competency? Remember that RPL is also a process to ensure that competency in a workplace setting is being demonstrated; not just the underpinning knowledge.

Currency

How old is the evidence that is being provided – is it still relevant in the workplace today. Are the skills and knowledge still able to be applied in the current workforce? Historical evidence may be an important indicator that underpinning knowledge has been achieved, but it is important that the skills have been applied recently.

Sufficiency

Have you provided enough evidence that can validate currency of the competency being assessed? Is it sufficient for one piece of evidence to meet all the performance criteria or does evidence allow for demonstration across a variety of tasks.

Authenticity

Since the invention of information technology, it is now very important that the qualification/s provided demonstrating other learning are verified for authenticity. If it is a piece of work (such as a report) how can you demonstrate that you were in fact the author of that documentation.

Once you have gathered all your material together, submit it along with the application form and hand it to your assessor. The assessor will then:

- Peruse your application
- Interview you to assess your knowledge and skill in demonstrating competency
- Decide if application is approved; if student is required to provide more information, the assessor will provide support and guidance to where the gaps may lie
- If student can demonstrate their knowledge and skills through the RPL process, Australasian Institute of Pest Management Training will notify the student in writing of the outcome and issue a Statement of Attainment or qualification
- Complete relevant documentation and file on student file at Australasian Institute of Pest Management Training.

14. Issuing of Qualification

Upon completion of a training course (including activities and all assessments) and competency in each unit has been achieved, Australasian Institute of Pest Management Training will issue you with a Statement of Attainment (for one or more units being completed) or in the case of a full qualification – a Certificate will be issued.

Both the Statement of Attainment and the qualification are nationally recognised throughout Australia. In the case of Statement of Attainment, you can use this to build up towards the relevant qualification, should you decide later to undertake more study. Under the ASQA Framework, Australasian Institute of Pest Management Training is required to issue a qualification or Statement of Attainment within 30 days after competency is achieved and all fees are paid up to date. In line with this requirement, Australasian Institute of Pest Management Training will meet this commitment.

If a student has a Statement of Attainment and/or a qualification issued by another Registered Training Organisation in Australia, Australasian Institute of Pest Management Training's policy states (in line with National requirements) that the Statement of Attainment and/or qualification will be recognised towards the course of study currently enrolled or any future courses.

Should you require a replacement of a Statement of Attainment and/or a qualification previously issued by this RTO, please put in writing your request, \$25 payment and return address to the RTO and the replacement issue shall be forwarded to you within 21 days.

Recording & Storage of Student Information & Results

In compliance with the Australasian Institute of Pest Management Training's Policies and Procedures as Student File will be opened at enrolment to your studies and results will be recorded on a regular basis until the completion of your course. The file will be archived in accordance with the National VET regulator Standards. All storage and dissemination of information is compliant to the Privacy Amendment (Enhancing Privacy Protection) 2012.

15. Your Rights & Responsibilities as a Student

Changes to policies and procedures may occur so please refer to the Institute's website for the most up-to-date information.

Code of Conduct

Students are in a professional environment and need to always act in a courteous manner with staff and fellow students.

The facilitator /trainer has the right to remove any student from a class if that student's behaviour is detrimental to the learning of other students. The Australasian Institute of Pest Management has the right to suspend or expel any student whose conduct is unacceptable. A behaviour warning letter may be issued prior to this action.

Conduct which is considered unacceptable and likely to cause suspension or expulsion may include:

- Harassment of other students or staff
- Violent or threatening behaviour
- Bullying
- Sexual harassment
- Non-adherence to computer protocols
- Breach of security
- Failure to adhere to letter of warning
- Failure to protocols of our training partners
- Cheating
- Stealing
- Wilful damage to the institute, staff or other students' property
- Being under the influence of drugs and alcohol or dealing illegal substances
- Possession of concealed weapons

(The student forfeits the right to request a refund of any fees paid in these instances)

Appeals for re-assessment

If you feel your work has been unfairly assessed, you have the right to appeal.

Requests for appeals must be submitted to your trainer within one week of receiving results. Responses to your appeal will be given in writing within two weeks. You must continue to attend class until a decision is made.

If you are not happy with the outcome, you should follow the Academic and Non-academic Grievance Handling Policy and Procedure.

Monitoring of Progression

During orientation you will be given a schedule & assessment guide for your chosen qualification which has been designed so you are able to monitor your progress throughout the course. At any time you can discuss your progress with your facilitator/trainer, who will be able to provide you with a progression report.

Completing your Course

Students can get access to their personal records by emailing aimtraining@gmail.com. Records of your competency are kept for a minimum of 30 years as per regulatory requirements. If you request a re-issue of your qualification fees do apply.

Competency must be achieved in all units of the qualification/ accredited course for a full qualification to be issued. Students are expected to complete within the course duration as defined upon enrolment. The granting of extensions of studies is at the discretion of the Institute.

The issuing of qualifications is subject to quality checking processes and therefore is subject to an issuing period after the completion of studies.

16. Health and Safety

The Workplace Health and Safety Act sets out the obligations for employees and employers. Everyone must take reasonable precautions and exercise proper diligence to make sure that the workplace and the work itself is safe.

Students must take reasonable care of themselves and others and cooperate with action taken by the Australasian Institute of Pest Management Training and its staff to protect health and safety. All employees, students, contractors and other visitors to the Australasian Institute of Pest Management Training workplace have an obligation to comply with workplace health and safety instructions. Each student at the Australasian Institute of Pest Management Training has a legal obligation to comply with all workplace health and safety instructions.

The obligations include:

- Observing safe procedures and standards
- Reporting all accidents, incidents and hazards
- Using safety and personal protective equipment properly
- Being familiar with emergency or evacuation procedures
- Incidents may be reported to any staff member

Emergencies and evacuations at the Australasian Institute of Pest Management Training venues

When the alarm sounds all persons MUST evacuate the area in which they are located. Under instruction from your facilitator/trainer, move smartly, but do not run, to the designated assembly area. Descend stairways no more than two abreast. Keep to the outside on stairways to allow access for emergency personnel. Do NOT use lifts. Once at the assembly point your trainer/facilitator will call the roll to check that all students are accounted for.

Do not leave this area until the all clear has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point. Do NOT re-enter the building or take refuge in toilets, storerooms, rest rooms or student common rooms.

Safety in our buildings where classes may be conducted

Please ask your facilitator where your evacuation assembly point is. Do not use lifts to evacuate buildings, unless a Fire Brigade Officer is in control and advises you to go with them in the lift. Disabled persons are to be assisted by a person nominated by the Floor Warden and are to remain in the stair well to be evacuated by Emergency Service Officers. During any evacuation it is important not to panic but to approach the task in a calm and orderly manner.

**Safety is everyone's responsibility.
If you see something unsafe, speak to a staff member.**

Control of Smoke

SMOKE IS FATAL

- Never interfere with the self-closing function of a fire/smoke stop door
- Never prop or wedge open fire/smoke stop doors
- Report any malfunction of such doors
- When evacuating a fire area, close all doors from offices, stores, passages etc.
- If confronted by dense smoke, crawl to safety

In a situation where an emergency arises or a drill is organised, all occupants will evacuate through the nearest safe available exit under the direction of a staff member and will congregate at the evacuation assembly point

EMERGENCY NUMBERS

FIRE BRIGADE 000

POLICE 000

AMBULANCE 000

***REMAIN CALM - PANIC IS YOUR WORST
ENEMY***

Work Station Ergonomics

Chair:



- The backrest and seat should allow adjustment and support the lower back in a comfortable vertical position.
A slight recline is recommended.
- Armrests should not obstruct the desk.
- Height should be set so elbow angle is 90° in-line with keyboard and desk.
- Feet flat on the floor or on a footrest.

Desk:

- Keep the area under the desk clear.
- Organise your desktop so that the most used items are close to you. i.e. telephone.

Posture:

- Hold head and spine straight but not rigid.

Document Holder:

- Arrange document holder at the same level next to the screen.

Telephone:

- Adjust speaker volume.
- Don't cradle between ear, neck and shoulder.
- Use headset for prolonged use.

Breaks:

- Stretch, switch tasks or change positions regularly to avoid excessive stress.
- As a minimum, take a 10 minute break every hour away from the keyboard.
- Regularly do some simple exercises.
- Exercise your eyes.

Mouse:

- Alternate mouse between each hand.
- Use mouse pad.
- Mouse should be accessible.

Screen:

- Position in front with the top of the screen slightly below eye level.
- Approximately at arm's length from your seated position.
- Avoid reflection.

Keyboard:

- Keyboard approximately 6cm away from front edge of the desk.
- Centre keyboard to chest

17. Other relevant information

In the course of providing education and training services to you, the Australasian Institute of Pest Management collects personal information and sensitive information provided by You ("Your Information").

In collecting and disclosing Your Information, Australasian Institute of Pest Management is committed to complying with the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles ("the Act"). Your information will only be disclosed in accordance with this Act.

Consent to Sharing

Your information may be shared with:

1. State/Territory Governments, Federal Departments, employers, and other training providers whereby the disclosure is relevant to the process of providing educational services to you. For international students, this includes the Department of Immigration and Citizenship.
2. Employment service providers (if you have been referred or supported by a job services provider). This includes attendance and enrolment details.
3. Our contractors and suppliers- e.g. our IT contractors and database designers.
4. Any person, entity or authority with a lawful entitlement to obtain the information.

Publicity Consent

We may contact you to ask your permission to participate in photos, videos, testimonials or other promotional material the Australasian Institute of Pest Management may use. Please advise us if you do not wish for this to occur.

Mobile telephone and smoking policy

As a courtesy to the trainer and other students, Australasian Institute of Pest Management Training requests that all mobile telephones be switched to silent during class contact time.

It is now State legislation that smoking is not permitted in the workplace. Therefore consideration of Australasian Institute of Pest Management Training employees and other students, smoking within the common areas is forbidden.

Dress Code

The dress code of the Australasian Institute of Pest Management is that of a business. We are a training Institute and it is our goal to guide you towards achieving the best skills that you can possibly acquire. This includes grooming you to meet industry standards in your personal appearance, attitude and appropriate image for the area of your intended employment. If dressed inappropriately, you may be asked to leave the Institute and return when appropriately dressed.

Throughout the course your trainer may refer students to positions as vacancies arise. It is extremely important that you display good work ethics during training showing punctuality and professional dress standards.

Punctuality, Attendance and Absences

During your study at the Australasian Institute of Pest Management, we request that you treat it as if you are employed. Please exercise punctuality. This may have consequences on opportunities where you may be recommended for further training, studies or employment openings.

If you are away or intend being late (whether in the mornings or afternoons) you must advise your trainer. This will be required of you when you are employed and it is a very necessary discipline.

Dishonest Action

Students are expected to display honesty and ethical behaviour in their studies at all times. It is a serious offence to copy the work of another person without due acknowledgement of that person's work.

Unethical behaviour includes:

- students deliberately copying, or attempting to copy, the work of another student
- students submitting the work of another as their own
- students consciously committing acts of plagiarism

'Plagiarism' can be defined as the deliberate act of taking, and using, as one's own, the ideas and or writing of another person with the intent to deceive.

Plagiarism occurs when

- any words (parts of a sentence, a single sentence, sentences or paragraphs) are copied directly, but not enclosed in quotation marks and appropriately referenced to their source
- text is paraphrased or summarised, without direct quotations, and an appropriate form of referencing does not acknowledge the source of the material
- an idea, which appears elsewhere in some graphic form (for example, text, art, film) is used or developed without reference being made to its author or source

Allegations of dishonest action relating to items of assessment will be referred to the Chief Executive. The Chief Executive may involve one or more of the following actions:

- dismiss the allegation
- A warning to the student which is recorded in the student management system
- require that the student submit a new assignment on the same or another topic
- cancel the item of assessment and award no result for that item
- require that an alternative assessment be undertaken immediately or at a later date
- expulsion from the institution
- other disciplinary action as a result of the severity of the allegation

Training and Assessment Strategies

Australasian Institute of Pest Management Training has in place policies and procedures which maintain high professional standards in the delivery and assessment of education and training services and which maintain the interests and welfare of students. Assessment will meet the National Assessment Principles (including RPL and Credit Transfer).

Australasian Institute of Pest Management Training will maintain a learning environment that is conducive to the success of students. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the students.

Australasian Institute of Pest Management Training is committed that trainers will be suitably qualified and also sensitive to the cultural and learning needs of students.

As a learning organisation, Australasian Institute of Pest Management Training can demonstrate its ability to identify the learning needs of diverse clients and to plan/implement appropriate learning strategies. This will include the ability to design

and/or adapt training products so that the outcomes of the endorsed components of the Training Packages can be achieved.

For each qualification that is offered by Australasian Institute of Pest Management Training, a training program has been designed. This program outlines the methods of both delivery and assessment for each unit of competency.

At the commencement of your onsite training, your trainer will take you through the work book that you have received. Each method of delivery and assessment will be explained to you. You will also be informed of the formal assessment/s that you will need to undertake to demonstrate competency.

Should you have any questions about delivery or assessment, please discuss with your trainer.

* * * * *

Australasian Institute of Pest Management Training endeavours to protect the privacy of all its students. If Australasian Institute of Pest Management Training is approached by a third party seeking information, your written permission will be sought.

However, Australasian Institute of Pest Management Training must comply with certain government regulations. Therefore, data may be required by government to ensure all requirements have been met. In this instance, no written request will be sought however all information is held in confidence by the government.

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Should there be any need for further information not contained within this Handbook, please ask an Australasian Institute of Pest Management Training staff member and the relevant documentation or website will be referred to you.

18. Student Acknowledgement

By enrolling in any course with the Australasian Institute of Pest Management Training, the student agrees to the following terms and conditions:

I declare that the information pertaining to the enrolment form application have been answered truthfully. This information allows us to ensure that the student's physical needs are accommodated.

I have read, understood and agree to comply with the Australasian Institute of Pest Management Training's Student Handbook as specified on the website.

I have attached certified copies of academic qualifications, if applicable

I have provided relevant work experience documentation, if applicable

I understand that the Australasian Institute of Pest Management Training can only issue a Statement of Attainment or Certificate once my USI number has been provided.

I have downloaded the Language, Literacy & Numeracy Assessment (LLN) from the Australasianinstitute.com website. The completed assessment has been emailed to aipmtraining@gmail.com. This assessment is to determine if I will require any additional support for the duration of my training. I understand that I am required to complete the assessment and return via email for my enrolment to be processed.

I understand that, to the best of my knowledge, the theory work I will/have submitted contains no material which has been written by another person except where due reference is made. I understand, should it be found to be false, I will be subject to action by the Australasian Institute of Pest Management Training which may lead to the withdrawal of any Statement of Attainment or Certificate award.

I also understand that the training videos that are provided as part of the course are a guideline for internal and external treatments and are to be followed for the final assessment of this course. These procedures may vary depending on an individual company's treatment policy and procedure.

Students will require the text book 'Urban Pest Management in Australia – 5th Edition' to complete their studies, please read chapters specified to answer questions (hardcopy text book supplied if requested).

If you already work for a pest control company, documentation from a supervisor or manager will be required showing successful completion of 3 treatments applying pesticides. We will also require a photocopy of the front and back of the supervisor/manager's current pest license.

If you are unable to supply required information or you do not work in the industry, the practical assessment must be conducted equaling 16 hours of onsite training. This means you are responsible to attend 2 days of on-site training at one of the following locations:

- Toowoomba
- Beenleigh
- Kunda Park
- Rockhampton
- Gladstone
- Sydney
- Cairns

This will need to be arranged with AIPMT and will be at a cost to the student of \$880 per day (\$1760 for the 2 days).

All costs associated with the final assessment are at the student's expense.

You will also need to provide all required Personal Protective Equipment (PPE). Please discuss with your trainer prior to attending your 2 days of on-site training. PPE will include clean and well presented clothes (long pants, polo shirt), safety boots, respirator, safety goggles, chemical resistant gloves and a washable hat. Please also bring with you some soap and a towel. Once the on-site practical training has been completed, a final assessment will be conducted with the Trainer & Assessor.

The purpose of the final assessment is to ensure that you are competent in the training you have completed and you have the skills and knowledge to carry out your desired pest control activities safely, lawfully and professionally. The assessment will consist of verbal questions, scenarios and practical applications of pesticides. Please allow 2 hours to complete the final assessment.

The student will need to contact AIPMT to arrange dates to complete the final assessment. The assessment can be conducted at the following locations; Toowoomba, Beenleigh, Rockhampton or Kunda Park. It is the student's responsibility to travel to the location of the assessment as scheduled by AIPMT.

On Completion of this pest management course, the Australasian Institute of Pest Management Training will assume that you have read the required text book '*Urban Pest Management in Australia – 5th Edition*' in its entirety. We recommend using this text as a future reference guide.

The Australasian Institute of Pest Management Training cannot be held responsible for intentional misuse of chemicals by not following label directions or using of unregistered products either commercially available, home remedies or ideas from the internet including but not limited to YouTube. We recommend that you always Read and Heed all product labels and only use registered products. It is our view that treatment methods should be completed as per label directions and tried and proven methods.

19. Contact Us

www.australasianinstitute.com
aipmtraining@gmail.com
Ph: 0433 183 626
41 Wilkinson Street, Toowoomba QLD 4350

Thank you for choosing Australasian Institute of Pest Management Training.