



The Pivot Institute

Mine Training Australia

CLIENT HANDBOOK



PIVOT
institute
training excellence



MINE TRAINING
AUSTRALIA

www.pivot.edu.au
www.minetrainingaustralia.edu.au
(08) 9221 1803
Level 1, 46 Edward St
OSBORNE PARK WA 6017



RTO: **51586**



The Pivot Institute and Mine Training Australia acknowledges the traditional custodians of the Wadjak boodjar (Perth land) on which we operate, and recognise that these have always been places of teaching and learning.

We acknowledge the traditional custodians of this country and pay our respects to the Elders, past, present, and future.

The Pivot Institute

E-mail: enquiries@pivot.edu.au

Web: www.pivot.edu.au

Mine Training Australia

E-mail: hello@minetrainingaustralia.edu.au

Web: www.minetrainingaustralia.edu.au

Phone: (08) 9221 1803

Post: Level 1, 46 Edward Street, Osborne Park WA 6017

Monday - Friday, 9.00am - 5.00pm

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Executive Summary

The Pivot Institute & Mine Training Australia

The Pivot Institute and Mine Training Australia provides high quality training, assessment and consulting services, as well as customised courses, bridging and updated programs. Through our status as a Registered Training Organisation (51586), we are scoped to deliver and assess a range of qualifications.

Mine Training Australia is a subsidiary of Pivot Solutions Pty Ltd. The Pivot Institute Mine Training Australia were founded with a goal of providing quality training and assessment and efficient verification of competency for qualifications and skillsets that are most valuable on mine sites across Australia.

Our current scope of qualifications and units on offer can be viewed and downloaded [here](#) or by searching Pivot Solutions Pty Ltd at www.training.gov.au

We offer a range of nationally recognised accredited and non-accredited programs, which have been successfully delivered to thousands of participants. Our aim is to deliver the most effective business training and consultation services, of most benefit to you and your organisation, at a time and place that suits you.


Here at the Mine Training Australia, we are fundamentally committed to providing the highest quality education to our clients. Offering virtually facilitated, online and distance education programs, which can be completed all over Australia

We hold and run our own Online Learning Management System to provide business training across the country and around the world.

We are widely recognised for the professionalism of our trainers and the excellence of our tailored courses.

This combination enables our graduates to continue to excel in industry and business.

Our courses have been designed through in-depth industry consultation to ensure they are accessible to organisations and individuals within the mining industry while providing them with current skills and nationally recognised qualifications that are most relevant to the sector.



Our trainers and assessors are industry professionals with significant experience in the areas in which they are delivering. Staff and contractors are supported by a strong administration team in our Osborne Park based office. Our trainers meet and exceed the requirements of Trainers and Assessors as required by the Standards for Registered Training Organisations (RTOs) 2015.

Registered Training Organisation

What is VET?

Vocational Education and Training (VET) is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers. These organisations work together to provide nationally consistent training across Australia.

This system is regulated by the Australian Skills Quality Authority (ASQA) which seeks to ensure that registered training organisations (RTOs) are providing vocational education and training (VET) students with the required skills and competencies for employment. ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation.

You can read more about ASQA [here](#).

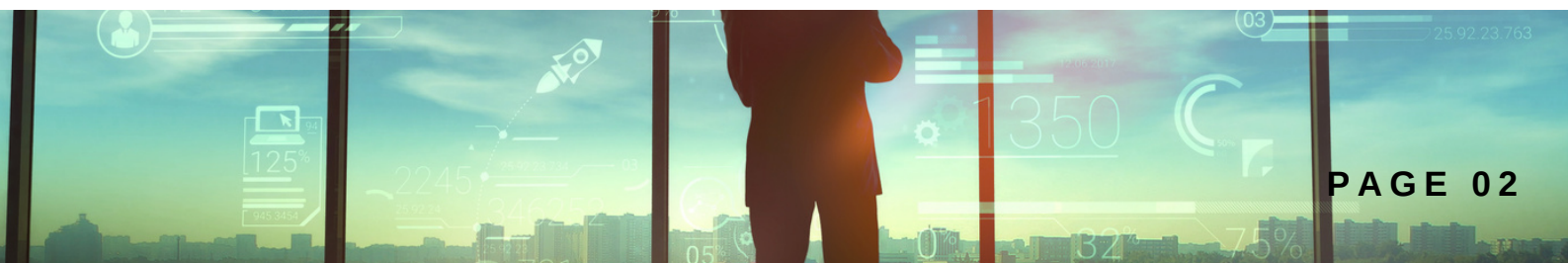
What is a Registered Training Organisation (RTO)?

Registered Training Organisations (RTO's), such as The Pivot Institute and Mine Training Australia are training providers that are registered with the Australian Skills Quality Authority (ASQA) to deliver VET services. Only Registered Training Organisations are able to issue qualifications and statements of attainment that are nationally recognised. In order to maintain the status of an RTO organisations must comply with the National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015. This legislation:

- Sets out the requirements that an organisation must meet in order to be an RTO;
- Ensures that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- Ensures RTOs operate ethically with due consideration of learners' and enterprises' needs.

Participant Induction and Acknowledgement

Before completing and signing your student enrolment, please ensure you have read through this Client Handbook and understand its content. If there is anything that you are unsure about please contact us on (08) 9221 1803 and speak to a member of our friendly team. By completing and signing the student enrolment you are acknowledging that you have read and understand this Client Handbook.



Client Support

The Pivot Institute and Mine Training Australia ensures that you are fully supported in your studies, and assist you in achieving the required level of competency in all units. As well as monitoring your progress throughout the training, we can provide advice and guidance if you are experiencing difficulties with your study, in such matters as time management, goal setting and the achievement of goals, motivation, ways of learning, coping with assessments, and study techniques.

Tutorial support options include:

- Face-to-face, virtual, and telephone tutorial support meetings are available by appointment.
- Facilitators are available for phone or e-mail support Monday - Friday, 9 am - 5 pm.

In addition, we can organise contact with other clients so you can provide support to each other through the learning and assessment process. Clients will have access to relevant learning support services, including assistance with language, literacy, and numeracy. For further information, please refer to Page 5. The Pivot Institute and Mine Training Australia feel that there is sufficient support and services available to our students included within their enrolment scope. However, if necessary there are further options for support and referrals will be made to outside agencies if required. The Pivot Institute and Mine Training Australia aim to support students to achieve their study goals.

Inform and Protect Learners

Prior to enrolment or the commencement of training and assessment, whichever comes first, The Pivot Institute and Mine Training Australia is required to provide, in print, or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with The Pivot Institute or Mine Training Australia. If there is any change to the agreed services, we will advise you via your registered email address.

What information is required and where can I find it?

The training product most appropriate to meeting the learner's needs considering the individuals existing skills and competencies.

Code, title and currency of the training product, estimated duration, expected modes of delivery, any third-party details, any work placement arrangements and where the training will be provided.

The Pivot Institutes' obligations to the learner and the learner's rights and obligations.

Fee information including course costs, payment terms and conditions such as deposits and refunds, rights as a consumer, implications of government training entitlements and subsidy arrangements.

	Client Handbook	Discussion with Trainer	Course Outline	Website
The training product most appropriate to meeting the learner's needs considering the individuals existing skills and competencies.	✓	✓	✓	✓
Code, title and currency of the training product, estimated duration, expected modes of delivery, any third-party details, any work placement arrangements and where the training will be provided.	✓	✓	✓	✓
The Pivot Institutes' obligations to the learner and the learner's rights and obligations.	✓			
Fee information including course costs, payment terms and conditions such as deposits and refunds, rights as a consumer, implications of government training entitlements and subsidy arrangements.	✓			



Language, Literacy and Numeracy

The courses currently offered by The Pivot Institute and Mine Training Australia require a competent level of literacy skills for success. The Pivot Institute and Mine Training Australia endeavors to make sure that documents and forms are written in plain english. All information is presented clearly and concisely to allow maximum understanding.

Instructions will be given in a logical sequence and questioning techniques will be used to make sure you have understood the content. It is important to ensure that you have discussed with our staff any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy problems, so that any reasonable accommodation can be made to your training or assessment to assist you.

If you require support with language and literacy, we suggest contacting the following organisations:

Reading and Writing Hotline

- 1300 655 506
- info@literacyline.edu.au
- www.readingwritinghotline.edu.au

Western Australian Adult Literacy Council

- info@waalc.org.au
- www.waalc.org.au

Australian Council for Adult Literacy

- (03) 9546 6892
- info@acal.edu.au
- www.acal.edu.au

Read Write Now!

- 1800 018 802
- (08) 9427 1393
- readwritenow@nmtafe.wa.edu.au
- www.read-write-now.org



Assessment Process

The Assessment Process

Training courses consist of either a full qualification or some individual units of competency. Assessment is the evaluation of your competency against the standards and criteria of each unit of competency.

You will receive details of each unit of competency upon commencement of training, as part of the course reference material, and this will outline the criteria on which you will be assessed.

The Pivot Institute and Mine Training Australia ensures that assessments are valid, reliable, flexible, fair and meet the requirements of currency, sufficiency and authenticity. Assessments at The Pivot Institute and Mine Training Australia are only conducted by qualified Assessors who meet the stated trainer & assessor credential requirements.

Upon completion of your training, you will be required to submit evidence to support your competence.

Some of the evidence you may be asked for could include one or more of the following:

- Answering written or verbal questions
- Partaking in practical demonstrations in your workplace or a simulated workplace
- Participation in activities, group discussions and role plays
- Projects and portfolios of work
- Third party reports from your supervisor or relevant colleagues or clients

Your evidence will then be assessed to determine whether you are Competent or Not Yet Competent. Further detail on these terms is provided below.

Failure to Meet Course Requirements

If you have been unsuccessful in meeting the assessment criteria, you will be marked as Not Yet Competent. Qualifications cannot be issued until a Competent mark has been achieved.

Should you fail to achieve competency in your first attempt you will be provided with another opportunity. Failing that, you will be required to re-enrol in the unit of competency, pay the associated fees, complete additional learning and apply for assessment again. You are required to complete your learning and assessment activities for enrolled units within the allocated time period.

The Pivot Institute and Mine Training Australia have a complaints and appeals process which allows clients to appeal an assessment decision. Please refer to complaints and appeals procedure following for information on how to lodge an appeal or complaint.



Course Completion

Re-Enrolment

You are required to complete your training within the designated time frame as outlined below from the date of enrolment:

- Certificate II, III and IV's must be completed within 12 months.
- Diplomas must be completed within 18 months.
- Individual units, including upgrades, must be completed within 6 months.

Re-enrolment fees will apply after this time. These can be viewed in the fees and charges section of the Client Handbook.

Successful Completion of your Course

If you are deemed to have satisfied the assessment criteria for the units of competency you are studying, you will be awarded a competent mark and receive the appropriate award: either a Statement of Attainment or a qualification.

A Statement of Attainment (SOA) is awarded if requested upon the successful completion and assessment for individual units of competency. A qualification and record of achievement is issued upon when you have attained competency in all of the required units for a whole qualification. All qualifications issued by The Pivot Institute or Mine Training Australia meet the Australian Qualifications Framework standards.

Certification is only awarded when all assessment criteria is deemed competent and all course fees are paid in full. Qualifications and/or Statement of Attainments will be issued within 30 days of these requirements.

Expectations of our Clients

We expect our clients to be as invested and committed to the successful completion of their training we are, and as such we expect the following of our clients:

- Be committed to the completion of your study within the designated time frame.
- Self-monitor and participate fully in the training and assessment process to give yourself the best possible opportunity to achieve competence.
- Show consideration and respect for your fellow clients and our staff, and ensure your behaviour does not undermine the training principles or our Code of Practice.
- Be on time for your training so as not to inconvenience other clients and your trainer.
- If you are unable to attend scheduled training due to illness or unforeseen circumstances, please call the office if possible to let us know.
- Notify our staff prior to the training commencement if you have any special needs which should be taken into consideration.
- Notify us if your contact details change.
- Seek assistance from our staff if you feel you need support, advice or guidance.
- Ensure that all work submitted is your own.
- Provide us with feedback to allow us to improve our services to you.

Corporate Training Solutions

We pride ourselves on delivering up-to-date and interactive courses that enhance the employability of the individual and the efficiency of the organisation.

The Pivot Institute and Mine Training Australia offer a range of professional development opportunities in both nationally recognised and customised courses. We also offer short courses in critical core skills for business and management. Our programs are specifically designed to enhance the business performance of your team and are refined for each organisation to ensure our clients' training needs are met.

We have extensive experience in offering both nationally recognised and customised courses for our clients. Corporate training is available for all qualifications we deliver as well as a range of customised short courses delivering training in critical core skills including, but not limited to:

- Priority Management
- Team Building
- Change Management
- Service Excellence
- Managing People and Performance
- Project and Risk Management.

Delivery

Training can be delivered at a time and place most suitable to our clients including:

- At work, be that on site or in the office,
- At our training facilities in Osborne Park
- Virtually utilising our new best-in-class virtual delivery technology, or
- Through supported distance delivery utilising our own Pivot Online Learning System (POLLS).

All training is tailored to meet the needs of our client and resources are developed to incorporate key focus areas and policies of our client.

Contact us today for a detailed proposal on how our services can enhance the performance and capacity of your organisation.



Code of Conduct

Anti-Discrimination and Harassment

The Pivot Institute and Mine Training Australia will undertake to provide a welcoming, supportive and inclusive learning and assessment environment that is free from any discrimination including age, disability, colour, race, gender, religion or sexuality, and from harassment including unwanted attention and unsolicited approaches, comments or physical contact.

The Pivot Institute and Mine Training Australia has solid Administrative and Management policies and procedures in place to ensure a high quality of delivery of services.

We implement these policies and procedures to ensure that:

- Relevant legislation is adhered to when planning, developing and delivering courses.
- Our staff are appropriately qualified and informed regarding their responsibilities.
- We maintain adherence to the Standards for Registered Training Organisations (RTO's) 2015
- We meet all access and equity responsibilities.
- Adequate and appropriate support is available to clients completing their studies.
- All clients are well informed regarding the training and assessment activities they have chosen to undertake.
- Adequate insurance policies are kept.
- Privacy legislation is observed.
- Satisfactory administration and financial processes are put in place to protect all fees paid in advance
- Our accounts can be certified by a CPA and this certificate can be provided to the registering body upon request.

Bullying, racism and unlawful discrimination of any kind will not be tolerated.

Access and Equity

The Pivot Institute and Mine Training Australia is committed to providing opportunities to all individuals to open and equitable access to vocational education and training, to ensure that they are given the same support and opportunities to successfully gain competence in their chosen qualification, irrespective of their gender, background, race, socio-economic background, disability, age, marital status, location, sexual orientation or career responsibilities.

Reasonable Adjustment

We can make Reasonable Adjustment to training and assessment tasks to accommodate students who have declared a disability, so it is important to ensure that you have made our team aware of any needs we can assist with, or should be aware of. If your required support cannot be met by The Pivot Institute or Mine Training Australia, we will assist you in finding an alternative provider and/or course commensurate with your needs and capabilities. Please be assured that your privacy will be respected at all times.

Appeals Procedure

Complaints and Appeals Procedure

The Pivot Institute and Mine Training Australia will strive to provide clear, honest and open communication at all times about the requirements for assessment and the process and evaluation of appeal against and assessment decision.

We view complaints as a potential opportunity for improvement and seek to resolve any issues or concerns as quickly as practicable.

Appealing an Assessment

1. Contact your Assessor

Initially, we encourage you to speak to your Assessor or person concerned to understand the reasons they have found you not yet competent or have another complaint.

If you still feel you have grounds for complaint or appeal, or you are uncomfortable speaking to the individual involved, then please call or e-mail:

Elisa Uyen
CEO
0417 047 474
elisa@pivot.edu.au

Christel Magorian
Business Services Manager
(08) 9221 1803
rto@pivot.edu.au, hello@minetrainingaustralia.edu.au

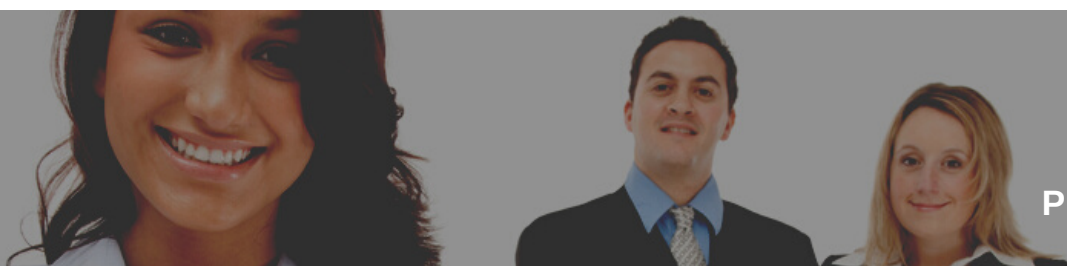
We are keen to resolve any issues, so we welcome you contacting us to discuss any concerns you may have.

2. Put the Complaint in Writing

Post to or email the CEO of The Pivot Institute and Mine Training Australia [elisa@pivot.edu.au] or to the Business Services Manger [rto@pivot.edu.au]. We will initiate a transparent, participative process to deal with the complaint or appeal and aim to resolve the issue within 10 business days .

You have 12 months in which to lodge your appeal. You have the right to an independent advocate to act on your behalf and all assessment. If the complaint/appeal is unable to be resolved the complaint/appeal will be heard by an independent person who will determine the outcome of the appeal, with reasons and advise you in writing within two weeks. A copy of the appeal and resolution will be kept on the database.

Any complaints or appeals will form part of the continuous improvement process at The Pivot Institute and Mine Training Australia.



Code of Practice

Legislative Requirements

As a Registered Training Organisation, The Pivot Institute and Mine Training Australia is required to comply with rigorous Commonwealth and State standards, guidelines and legislation. This includes legislation relating to the Vocational Education and Training sector, as well as health, safety, employment, workplace and equity. Adherence to these legislation, policies and standards help us to provide our clients with consistent, high quality training which meets national standards, as well as a safe, supportive and discrimination free learning environment.

They guide us in the application of Reasonable Adjustment for clients with special needs. Some of the relevant legislation is listed below for your information. This legislation was current at the time of publication of this handbook. Where the state or territory and the Commonwealth laws deal with the same situation differently, the Commonwealth law has jurisdiction.

Links to Useful Websites

Department of Education and Training - www.education.gov.au

Australasian Legal Information Institute - www.austlii.edu.au

Commonwealth of Australia Law - www.comlaw.gov.au

WA State Law Publisher - www.slp.wa.gov.au

Training.gov.au- www.training.gov.au

ASQA - www.asqa.gov.au

Department of Commerce Worksafe - www.commerce.wa.gov.au/WorkSafe

Safework Australia - www.safeworkaustralia.gov.au

Continuous Improvement

The Pivot Institute and Mine Training Australia are committed to continually improve our high standard of service delivery. This is done through the timetabled reviews of all systems and processes, and the identification and action of opportunities that will improve our services. We encourage and welcome both constructive and positive feedback from our clients.

Work Health and Safety

The Pivot Institute and Mine Training Australia strives to ensure a safe and healthy work environment for all staff, clients and visitors. At the commencement of your course, your trainer will advise you regarding any relevant Work Health Safety issues including exit routes, evacuation muster points, fire wardens and the location of fire extinguishers, first aid kits, toilets, kitchen facilities as well as any specific WHS requirements in the different locations in which training and assessment is conducted.



Fees & Charges Policy

Payment Methods

- **Bank Transfer**

Payment via bank transfer to the following account:

- Account Name: **Pivot Solutions Pty Ltd**

- BSB: **016-338**

- Account Number: **9017 76068**

- Reference: **SURNAME, firstname**

- **Credit Card**

- **Submission of a company purchase order**

Payment Terms

Fee for Service

- Fees for short courses or skill sets are required to be paid in full before training commences.
- Qualifications over \$1500; a deposit of \$1500 is required to confirm the enrolment. A maximum of \$1500 may be paid by the client before the commencement of the course. Remaining course fees schedule will be detailed on the invoice.
- Qualifications under \$1500; Either full payment is required before training commences, or an approved payment plan is required to be set up.
- The payment terms for RII50120 Diploma of Surface Operations Management are as follows:
 - If self-funded, payment must be made in full for each block before commencing each set.

Block 1 - \$1,200	Block 3 - \$2,070
Block 2 - \$2,070	Block 4 - \$2,070
 - If company funded, a quote for the full amount of \$8,100 will be provided to the employer, and upon receipt of a purchase order an invoice will be sent for payment.
 - Course fees are non-refundable if a student withdraws and the RPL kit or course materials have been issued.
- The maximum payment Mine Training Australia is allowed to accept from a student before course commencement is \$1500.
- The Pivot Institute and Mine Training Australia do not offer the VET FEE HELP Scheme however we can offer payment plans to eligible participants enrolled in a full qualification. You are welcome to contact rto@pivot.edu.au for eligibility and payment plan detail.

Re-Enrolment Fees

You are required to complete your training within the designated time frame as outlined below from the date of enrolment:

- Certificate II, III and IV's must be completed within 12 months. Except TAE40122 which is 18 months.
- Diplomas must be completed within 18 months.
- Individual units, including upgrades, must be completed within 6 months.

Re-enrolment fees will apply after this time.

Additional Charges

Re-marking of an assessment \$25/unit

Replacement of award/qualification/academic record \$50

Re-issue of academic statement

- Results on a computer network \$20
- Results from archive \$30

Remote assessment supervision \$50

Additional Tutorial Support \$100/hour

Onsite delivery fee

Debt collection fees

Course Cancellation

Should The Pivot Institute or Mine Training Australia cancel a course, participants are entitled to a full refund or transfer of funds to another training course with The Pivot Institute or Mine Training Australia on an alternative date. Reasons for cancellation by The Pivot Institute or Mine Training Australia may include low class numbers or unforeseen circumstances (we require a minimum of clients per class).

Refunds

You have the right to obtain a refund for services not provided by Mine Training Australia in the event that:

1. The Pivot Institute or Mine Training Australia terminates the arrangement early, or
2. The Pivot Institute or Mine Training Australia has failed to provide the agreed services.

Requests for refunds must be made in writing and submitted to The Pivot Institute or Mine Training Australia within 14 days of the event occurring. If you wish to appeal the decision of a refund request, please contact us. The Pivot Institute and Mine Training Australia aims to provide a fair and accessible refund process which meets the requirements of both the client and The Pivot Institute and Mine Training Australia.

If a student withdraws from a fee for service course and the RPL kit or materials have been issued, the fees are non-refundable.

Refunds for short courses are determined using the tables below.

Refund Table:

Reason	Notice	Refund Outcome
Client Withdraws	Written withdrawal received less than 14 business days before course commencement	50% of the fees paid
Client Withdraws	Written withdrawal received less than 7 business days before course commencement	Not eligible for refund
Mine Training Australia cancels the client's enrolment	After the course commences, the client is removed due to a breach in the code of conduct, or the client fails to attend with no notice.	Not eligible for refund
Mine Training Australia cancels the course	No action required from client	Full refund of the fees paid

Reschedule Table:

Reason	Notice	Fees Payable
Client reschedules due to illness	Notice must be given prior to 12pm on the first day of training	Medical certificate to be provided from client to reschedule with no additional fee
Any reason other than illness	72 hours before the course commences must be given	If less than 72 hours notice is given, a \$50 rebooking fee will apply

Government Subsidy Entitlements

Some programs offer subsidised funding through the Department of Training and Workforce Development or other industry funding arrangements. If you are accessing this type of funding and there are any implications as a result of receiving these entitlements or subsidies, this will be communicated to you via email.

These policies are in addition to, and do not limit your rights with regard to your consumer statutory rights, including any statutory cooling-off period.

Fees and charges for students undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the Vocational Education and Training Act 1996, Vocational Education and Training (Colleges) Regulations 1996 and/or, where appropriate, as specified in contractual arrangements with training providers. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees.

If enrolment requirements are not met, such as providing a valid USI, meeting the funding eligibility requirements, a government funded course cannot be issued to the student and therefore will be required to pay the fee for service rates.

Rebate Arrangements

Students who apply for the CTF rebate on eligible courses, pay the gap fee and are found to not be eligible, the student is required to pay the remainder of the fee.



Privacy

Privacy Notice

The Pivot Institute and Mine Training Australia are required to collect personal information about you to process and manage your enrolment in a vocational education and training (VET) course. Under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act) we are required to disclose that personal information to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER) and to the relevant state or territory training authority. NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for purposes that include:

- populating authenticated VET transcripts.
- administering VET.
- facilitating statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation,
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding how the VET market operates, for policy, workforce planning, and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/policies/policies/key-policies/privacy>

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfill specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. Please contact Mine Training Australia for a copy if you are unable to access this.



You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact The Pivot Institute or Mine Training Australia to request access to or correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this privacy notice.

Privacy Policy

The Pivot Institute and Mine Training Australia aim to ensure compliance to relevant legislation regarding privacy for all clients of including:

- All information collected is stored for training, assessment and contact purposes only.
- Except as required as under the Standards for Registered Training Organisations or by law, information about a client will not be disclosed to a third party without their written consent.
- Clients are able to access and correct the personal information held and access their records by applying in writing to The Pivot Institute or Mine Training Australia.
- The details collected by The Pivot Institute and Mine Training Australia will be retained on both electronic and paper based databases for the purpose of compliance with relevant standards.
- Records will be kept for a period of up to thirty years.
- Records will only be accessed by staff at The Pivot Institute and Mine Training Australia, relevant employer and potentially auditors and funding bodies for the purpose of ascertaining progress and completion of a program.

Marketing and Advertising

The Pivot Institute and Mine Training Australia ensure that all marketing and advertising of AQF qualifications to our clients is ethical, accurate and consistent with our scope of registration and meets the Standards for Registered Training Organisations (RTO's) 2015.

Thank you for taking the time to review our Client Handbook. We look forward to working with you.



CONTACT US..



PIVOT
institute
training excellence

The Pivot Institute

E-mail:

enquiries@pivot.edu.au

Web:

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MINE TRAINING
A U S T R A L I A

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